

# Public Document Pack



Neuadd y Sir / County Hall, Llandrindod, Powys, LD1 5LG

Os yn galw gofynnwch am - If calling please ask for  
steve.boyd@powys.gov.uk

Ffôn / Tel:

Ffôn Symudol / Mobile:

Llythyru Electronig / E-mail: |

**PUBLIC SERVICE BOARD**  
**Thursday, 13th September, 2018**

---

The use of Welsh by participants is welcomed. If you wish to use Welsh please inform us by noon, two working days before the meeting

---

## **S U P P L E M E N T A R Y P A C K**

<b>3. DELIVERY OF THE WELL-BEING STEPS</b>
--

**Step 2 - Lead Julian Atkins**  
**Additional papers – PCC Performance Reporting**

(Pages 3 - 14)

**Step 3 - Lead Kevin Jones**

(Pages 15 - 16)

This page is intentionally left blank

# 3.2



## POWYS PUBLIC SERVICES BOARD

<p><b>Step</b></p>	<p><b>2) Establish a simple and effective performance management framework to monitor progress in delivering the well-being steps and achieving the vision.</b></p>
<p><b>PSB lead</b></p>	<p>Julian Atkins, CEO, Brecon Beacons National Park Authority</p>
<p><b>Partners/stakeholders involved</b> Interested parties identified during the engagement or who could help deliver?</p>	<p>Programme Managers/ Sponsors/Boards Cabinet, Executive Management Team, Directors and Portfolio holders, Heads of Service, Senior Managers and team leaders, line managers, individual staff</p> <p>Regional Partnership Board</p> <p>Regulators: Welsh Government, Estyn, Care Inspectorate for Wales, Wales Audit Office, various Commissioners and Commissions.</p>
<p><b>Scope of the step</b> What needs to be done to deliver the step?</p>	<p>See appendix A for the system PCC uses to measure performance against plans. We use milestone setting and key performance indicators to assess and measure progress against these reporting by using a BRAG status.</p>
<p><b>Where are we now?</b> Current position, knowledge, information</p>	<p>The Performance and Quality Assurance Framework sets out the reporting processes. See appendix B for:</p> <p>The purpose of the framework.</p> <p>The summary performance management and quality assurance framework and reporting processes and timescales.</p> <p>This reports on: Top 5 service performance indicators, Top 20 KPIs measures, Public Accountability Measures. Corporate Improvement Plan – Vision 2025 – objectives and success measures – aligning to the Towards 2040 wellbeing plan, incorporating 7 goals and 5 ways of working.</p>



## POWYS PUBLIC SERVICES BOARD

	<p>Regional Partnership Board reports – in the process of being developed.</p> <p>Programmes report on progress with quarterly reporting with the attached guidance provided. This is currently being reviewed but will essentially cover similar content. The Guidance Summary Notes are attached.</p> <p>Data come from a wide range of sources: national, local, service specific, held on databases, spreadsheets etc within service areas and corporately.</p> <p>Suggest that partners amalgamate where at all possible, making sure that the objectives of the wellbeing plan remains the focus. Opportunity to work up with the RPB to reflect and align.</p>
<p><b>Activity to date</b> What has been done already?</p>	
<p><b>Activity for coming 3 months</b> What do you plan to do?</p>	
<p><b>Barriers</b> Is something/someone getting in the way?</p>	<p>Timetables may vary BRAG status used by council different to PTHB and other partners. Could be measuring the same things in different ways. Could be measuring different measures, different sections of the community. Reporting the same thing in different places eg: 2 steps which overlap with the Area Plan. Avoid duplication. Wellbeing plan is the focus rather than the partner’s internal measures and priorities.</p>



**POWYS PUBLIC SERVICES BOARD**

**APPENDIX A**

Delivery against plan		Performance of measures	
BRAG Status	Description	RAG Status	Description
	Action is complete		Performance meeting target
	Action is on track		Performance off target but within variance of 10%
	Action mainly on track with some minor issues  <i>Mitigating activities should be identified</i>		Performance not meeting target
	Action not on track with major issues  <i>Mitigating activities should be identified</i>		No data supplied



**POWYS PUBLIC SERVICES BOARD**

	Action not started		Measure not due
		<b>Trend</b>	
		<b>RAG Status</b>	<b>Description</b>
		↑	Performance improvement from previous period
		→	No change in performance from previous period
		↓	Performance decline from previous period

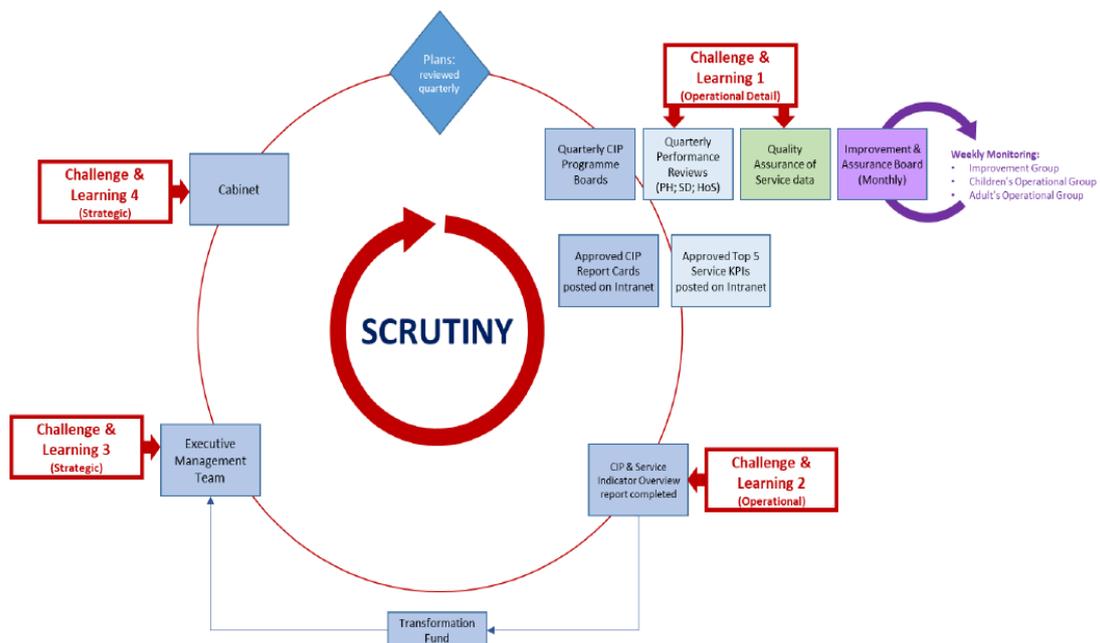


## POWYS PUBLIC SERVICES BOARD

### Appendix B: Quarterly Performance Management Cycle

#### Introduction:

Performance management and quality assurance is carried out by all managers and employees across the Council working together to plan, monitor and review our individual, service and programme performance. Performance management focuses on the reporting and monitoring of performance, and asking how many or how much we have done, from the setting of objectives in an Individual Performance Review (IPR), to the retrieving of data to show actual performance. Quality assurance asks how well we have undertaken a task, or how good was a service that we delivered? This is achieved by testing services against good practice and standard operating procedures. Together, performance management and quality assurance show if something is for example on time, or to target, and how well we are doing it.



Timetable attached for 18/19 attached.

This page is intentionally left blank

Report Headings	How is this used?
<p><b>PART 1: Overall status of the programme</b>  <b>CIP: “What difference do we plan to make?”</b>  Quarter period covered in the report  Programme sponsors/leads and descriptions</p> <p>Chart of BRAG status of delivery of project activities at the end of the quarter  Chart of BRAG status of performance measures at the end of the quarter</p> <p><b>Is anyone better off?</b>  The <u>annual measures</u> of the top 3-5 key performance measures agreed</p> <p><b>CIP section: How will we know we’ve succeeded?</b></p> <p><b>CIP sections may have baselines:</b>  <b>“The Well-being Assessment told us:”</b>  <b>“You told us:”</b></p> <p><b>What has been achieved, overall, this Quarter?</b>  A brief summary of what has been achieved – one/two sentences per programme theme.</p>	<p><b>Provides a quick overview of where the programme is at for boards/management team</b></p> <p><b>Provides information to feed into the overall Management Team/Cabinet to provide assurance that CIP outcomes are being achieved.</b></p> <p><b>Provides a snap shot of achievements during the current quarter. This can be used to report into Management Team and Cabinet as top highlights.</b></p>
<p><b>PART 2: Reporting by Exception – what is working well, what needs attention?</b>  <b>Projects and/or programme themes (depending on language used): The sub headings should appear here to reflect those headings in the CIP section:</b></p>	<p><b>Used by programme boards to ask specific questions to help unblock issues or action to mitigate risks. Could also be used to highlight to Management Team and Cabinet for</b></p>

Report Headings	How is this used?
<p><b>How will we achieve our priority?</b></p> <p>Project Activities by Exception: Organised under each of the programme themes: Projects with a BRAG Status Red/Amber with a clear ask to solve the issue or mitigate the risk that needs to be escalated.</p> <p>Hot Topics/Emerging Themes: Highlighting repeated situations. Lessons learned that should be shared.</p> <p>Case Study/Stories/Feedback Soft information which supports or challenges data.</p>	<p><b>action/decision where appropriate. Provides background information for the quarter reporting.</b></p> <p><b>Will contribute towards gathering trends over time and across programmes. It provides some evidence for learning opportunities that can be shared to drive up capacity.</b></p> <p>The stories/case studies and feedback can be used as a prompt for communications across the whole portfolio on Vision 2025. Validates or challenges performance measures. Provides decision makers with some context and soft intelligence.</p>
<p><b>PART 3: Details of the level of activities undertaken, how well they have been done and any indications of changes achieved.</b></p> <p><b>The sub headings should appear here to reflect those headings in the CIP section: How will we achieve our priority?</b></p>	<p><b>Can be used by programme boards to check that activities are resulting in the desired outcomes/changes. It should provide an indication of the quality of the activities that are being delivered. Programme boards can ask questions about the detail of the activities and</b></p>

Report Headings	How is this used?
<p><b>These measures should be able to reflect the activities listed in the CIP sections: “How will we succeed?” and “How will we achieve our priority?”</b></p> <p><b>More detail will appear in programme and project plans.</b></p> <p>Performance Measures: Measures organised under each of the programme themes. This will demonstrate how the activities under the projects are leading to the changes desired.</p>	<p><b>ensure that the information portrays the correct picture of what is being achieved.</b></p>
<p><b>PART 4: Financial Information Update</b> Costs incurred to deliver projects – budget v actual variances.</p>	

Under a review of Quarter 1 reporting we will be asking for BRAG status and comments against each “committed activity” rather than by exception.  
The ordering of the report is also considered and will change slightly

DRAFT - UNDER REVIEW

This page is intentionally left blank

Performance Year	Performance Quarter	Performance Data Available	Quarterly Performance Review Meeting (HOS, strategic Director, Portfolio Holder(s)  Programme Board meetings	AIAs (Achievements Issues and Actions) available on Intranet  Programme updates available on Intranet	Resource HUB meetings	CIP Overview Report completed and on management team agenda	Management Team	Public Services Board
61-810 Page 13	<b>Quarter 1 (Apr - June 2018)</b>	Tuesday 31st July 2018	Wednesday 1st August - Wednesday 8th August 2018	Thursday 9th August 2018	Thursday 9th August 2018	Wednesday 15th August 2018	Monday 20th August 2018	Thursday 13th September 2018
	<b>Quarter 2 (Jul-Sept 2018)</b>	Wednesday 31st October 2018	Thursday 1st November - Thursday 8th November 2018	Friday 9th November 2018	Friday 9th November 2018	Wednesday 14th November 2018	Monday 19th November 2018	TBC
	<b>Quarter 3 (Oct - Dec 2018)</b>	Thursday 31st January 2019	Friday 1st February - Thursday 7th February 2019	Friday 8th February 2019	Friday 8th February 2019	Wednesday 13th February 2019	Monday 18th February 2019	TBC
	<b>Quarter 4 (Jan-Mar 2019)</b>	Friday 10th May 2019	Monday 13th May - Monday 20th May 2019	Tuesday 21st May 2019	Tuesday 21st May 2019	Wednesday 29th May 2019	Monday 3rd June 2019	TBC

This page is intentionally left blank

# 3.3



## POWYS PUBLIC SERVICES BOARD

<p><b>Step</b></p>	<p>Step 3 - Work with and influence others to improve our transport infrastructure, our existing transport links and develop a sustainable and integrated approach for planning and delivery.</p>
<p><b>PSB lead</b></p>	<p>Assistant Chief Officer, Mid and West Wales Fire and Rescue Service, Kevin Jones.</p>
<p><b>Partners/stakeholders involved</b> Interested parties identified during the engagement or who could help deliver?</p>	<p>Mid and West Wales Fire and Rescue Service, PAVO, Powys Teaching Health Board, Brecon Beacons National Park, Natural Resources Wales, Powys County Council, Dyfed Powys Police, Welsh Government.</p>
<p><b>Scope of the step</b> What needs to be done to deliver the step?</p>	<p>The Public Sector in Powys provides a lot of transport within the county and there are opportunities to improve the way we do this, potentially making better use of what we have, including community transport, and providing additional benefits to our communities.</p> <p>The PSB need to work collectively to make the case for Powys on the national and regional government for investment in transport including the provision of electric charging points and refuelling points for emerging fuels.</p>
<p><b>Where are we now?</b> Current position, knowledge, information</p>	<p>The Fire and Rescue Service have collated data on operational incidents within the Powys area around Road Traffic Collisions which include death and injury. The main focus going forward will be around Road Safety Awareness Campaigns and improving road engineering, however, Step 3 will widen the scope of the road infrastructure in Powys to include bus and train links and timetables etc.</p>
<p><b>Activity to date</b> What has been done already?</p>	<p>Data on the Fire and Rescue Service’s statistics have been circulated to Step 3 partners and the Fire Service have also conducted a transport infrastructure questionnaire at the Cruz Cymru event which took place in June 2018, which has also been distributed to partners.</p>



## POWYS PUBLIC SERVICES BOARD

<b>Activity for coming 3 months</b> What do you plan to do?	A workshop has been arranged for Tuesday, 18 September with Step 3 partners to explore the initial challenges.
<b>Barriers</b> Is something/someone getting in the way?	Unknown as yet but will form part of the initial scoping work following the workshop on Tuesday, 18 September.

Date: