

Feedback on Workshop: Self-Evaluation Report 2022-23

Date Written	21 st April 2023
Report Author	Cllr Lee Davies – Chair of Regeneration, Public Protection & Housing (inc. Crime and Disorder) Scrutiny
Committee Date	2 nd May 2023

Background & Purpose

Self-Evaluation is a rigorous process that enable Directors, Heads of Service and officers to be critically reflective about outcomes, service provision and leadership and management. The key outcomes of the process are to identify areas of good practice along with priorities for improvement which teams could focus on moving forward.

As part of the self-evaluation process, the completed questions were presented before the Regeneration, Public Protection & Housing (inc. Crime & Disorder) Scrutiny in a workshop setting, allowing Members to scrutinise the outputs/outcomes for the relevant service area. This provided Members an opportunity to review details of the services together, to outline positive practice and achievements whilst providing a platform to develop discussions around any challenges faced and areas for development identified. A key aspect of the workshop would be to secure feedback from Members which could then be considered/used as part of future planning on how identified priorities would be progressed. It allowed a ‘two way’ conversation on the service with the aim of building relationships and improve the outcomes of the service.

Scrutiny Focus – What are we trying to achieve?

- Allow Members to scrutinise the self-evaluation report and (informally) agree judgements
- Allow opportunity to review details of services
- Outline positive practice and achievements
- Discuss challenges faced and areas for development
- Consider and review priorities identified and how services/scrutiny could progress with these
- Identify any appropriate actions moving forward

Outcomes of workshop and how did Scrutiny add value?

A number of actions were noted following the scrutiny workshop on the 2nd May 2023. These have been recorded below for reference.

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Action	Progress
Develop the use of workshops (or other Scrutiny methods) to add value to some of potential topics	Obvious benefit of workshops is that they allow a more in-depth look at a topic rather than in a usual Scrutiny Meeting setting. This will be considered in the development of the future Forward Work Programmes.

Review Scrutiny (or other formal Council) procedures	Developing on from points raised relating to junior staff being introduced to the formal settings, lines of questioning etc, is there any training needs that can be identified or anything that can be developed to improve the impact and outcomes of Scrutiny.
Public Protection work to be acknowledged more in the overall impact to Corporate objectives	Will work with areas to develop this and how this can be worked upon.
Difficulty in obtaining benchmark data with Public Protection due to changing nature of service	Work between performance officer and Public Protection will aim to develop this.
Flow chart type document to be created outlining the Housing procedures with the aim of reducing unnecessary pressures on the service.	Will liaise with officers to see feasibility and potential of this being developed and what impact it will have.
Review and refine Self-Evaluation procedure/document to help the process and avoid duplication.	Support Officer to liaise with services on feedback and work with own team to see where improvements can be made pending this feedback.

The actions detailed above were identified in the workshop, and generally accepted by attendees as part of the developing the service areas (and Scrutiny function). Although these actions will be longer term developments, they will involve many services/officers and there will be a need to continually review the progress of the actions and if needed, progress will be and fed back where/when appropriate.

The workshop added value initially by allowing the open conversation and allowing an in-depth review of the self-evaluation report. Compared to a standard Scrutiny meeting setting, a workshop allowed more of a two-way conversation and allowed deeper understanding of the evaluation of the services.

Throughout the workshop, areas of good practice were clearly identified, for example (but not limited to) work done through licensing which has been externally recognised to business developments within the Town Centre.

The lines of questioning from Members were pertinent and well prepared which allowed conversation and ideas to flow, whilst allowing Members to further understand the work detailed in the report and allowing a greater understanding of the judgements made.

Challenges faced by service areas were also clearly identified, such as the housing/homelessness issue across the County Borough. The workshop allowed a deeper meaningful conversation on what could possibly be done moving forward, including what could be done as a Scrutiny function to help improve outcomes.

Although the workshop didn't follow the exact guide plan which was put in place beforehand, which meant the intended focus task didn't take place, the flexibility of the Chair allowed the conversation to continue and develop which had huge benefits, rather than curtailing and missing potential key aspects.

Relating to the report itself, there were no disagreements with the judgements made within the report and Members supported and agreed with the judgements.

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This report was developed immediately following the workshop and comments within this report was reflective at that time. Due to the short time between the workshop and the deadline of this report needing to be developed, further feedback is still being sought and if needed, any further comments/actions will be detailed at future Scrutiny meetings.