City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Service Improvement & Finance

At: **Committee Room 5, Guildhall, Swansea**

On: **Wednesday, 4 October 2017**

Time: **10.30 am**

Convenor: **Councillor Chris Holley OBE**

Membership:
Councillors: P Downing, P R Hood-Williams, L James, M H Jones, P Jones,
J W Jones, I E Mann, B J Rowlands and D W W Thomas

Co-opted Members: None

Agenda

Page No.

1   **Apologies for Absence.**

2   **Disclosure of Personal and Prejudicial Interests.**
      www.swansea.gov.uk/disclosuresofinterests

3   **Minutes.**   **1 - 4**
      To approve & sign the Notes of the previous meeting(s) as a correct record.

4   **Responses to queries from previous meeting**   **5 - 8**

5   **Annual Report - Welsh Language Standards 2016/17**   **9 - 42**
      Rhian Millar – Consultation Co-ordinator
      Ann Williams – Network 50+ Administrator

6   **Quarter 1 2017/18 Performance Monitoring Report**   **43 - 49**
      Richard Rowlands - Corporate Performance Manager

7   **Local Government Performance 2016-17**   **50 - 52**
      Local Government Data Unit Wales

8   **Work Plan 2017/2018**   **53 - 55**

    Next Meeting: Wednesday, 1 November 2017 at 10.30 am

Huw Evans
Head of Democratic Services
Wednesday, 27 September 2017

Contact: Bethan Hopkins - 636292

City and County of Swansea

Minutes of the Scrutiny Performance Panel – Service Improvement & Finance

Committee Room 5, Guildhall, Swansea

Wednesday, 6 September 2017 at 10.30 am

Present: Councillor C A Holley (Chair) Presided

Councillor(s)	**Councillor(s)**	**Councillor(s)**
P R Hood-Williams	L James	M H Jones
P Jones	J W Jones	I E Mann
B J Rowlands		

Officer(s)
Bethan Hopkins	Scrutiny Officer
Richard Rowlands	Strategic Delivery & Performance Manager.
Ben Smith	Section 151 Officer

Apologies for Absence
Councillor(s): P Downing

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1   Disclosure of Personal and Prejudicial Interests.

None Disclosed

2   Notes

Notes of the Panel meeting held on 2 August 2017 were agreed as a correct record

3   Public Questions

None

4   End of Year 2016/17 Performance Monitoring Report

Richard Rowlands Corporate Performance Manager, attended to brief the Panel on last year's performance.
He provided advice about how the Performance Monitoring Report is developed and its relevance.
He explained to the Panel how to read and analyse the information.

Key Points Raised:

• For each council priority, the performance showed as improving
• Even though some new PIs look like they have just been renamed, there could be differences in how the indicator is defined and so they are intrinsically different
• Very specific data on a key point (good or bad) doesn't necessarily reflect a departments overall performance
• Comments in the report represent a broad picture of the issues – if finer detail is required, then the relevant Panel needs to delve more closely into the detail

Members' questions focussed on:

• Figure breakdowns within Priority 1: Safeguarding Vulnerable People – the term 'adult' refers to everyone over 18. Different ages require different resources e.g. older peoples services are very different to services aimed at 18-24 year olds. Good or bad performance of these groups may be masked by an average figure
• Some of the finer detail around projects mentioned
• Some KPI's have now been moved under other headings. Potential concern over missing these. For example, the outcome 'People living at home or in the community instead of in residential care' and the indicator 'number of children becoming looked after in the period' are now under Priority 5 'Building Sustainable Communities' rather than Priority 1 'Safeguarding Vulnerable People'

It was agreed that the following queries be referred to relevant officers for response:

1. Priority 3 EC3 states that the amount of commercial floor space created within the City Centre to accommodate job creation has increased as a result of additional 'pipeline funding'.
Asked to clarify what the 'pipeline funding' was

2. Priority 3 EC4 refers to the number of new housing units in Swansea City Centre as a result of the Vibrant &Viable Places Funding.
Asked to clarify whether the housing units are completely brand new or a replacement of the previous St. David's dwellings

3. Priority 3 BBMA3 states there has been an increase in the number of training and employment weeks created by Beyond Bricks and Mortar for unemployed and economically inactive.
Asked to clarify where this training took place

4. The End of Year 2016/17 Performance Monitoring Report noted under Priority 5 PI SUSC10 that there were 41 services sustained in the community and were previously formally managed by the council , which missed the target of 50.
Asked to clarify what type of service that 50 consisted of

5. The End of Year 2016/17 Performance Monitoring Report noted under Corporate Support – Workforce PI CHR002 (pg37) the Panel noted that the number of working days/shifts per FTE local authority employee lost due to sickness absence is down.
Asked to break down this figure into long term sickness and casual sickness

5   Corporate Plan 2017/22

Richard Rowlands Corporate Performance Manager provided an overview of the Corporate Plan. He informed the Panel that it reflects new policy commitments recently agreed by Council.

Key Points Raised:

• The Plan was influenced by legislation such as Wellbeing and Future Generations Act 2015
• The focus of the priorities of the Corporate Plan are broader in scope than the previous ones
• Corporate performance is measured and reported quarterly and annually within the End of Year report

Members' questions focussed on:

• The lack of a specific priority dedicated to biodiversity and climate change in the Corporate Plan, although these issues are captured in the other priorities.
• The lack of reference to scrutiny activity in the Corporate Plan

6   Capital Outturn and Financing 2016/17

Ben Smith, Head of Financial Services and Service Centre, provided a briefing of the Capital Outturn and Financing Report.

Key Points Raised:

• How capital is financed
• Unsupported borrowing and the fact that it will rise
• How interest on borrowing is generally calculated

Members' questions focussed on:

• The Councils borrowing policy and how this is decided

It was agreed that the following queries be referred to relevant officers for response:

1. The Panel received a presentation on the Capital Outturn and Financing Report 2016/17. The Panel noted in Appendix B the Capital Projects Spend spreadsheet (with spend in excess of £0.5m) the following projects and costs; City Centre – Vibrant and Viable Places schemes (including Oceana, land assembly, High St Regeneration, grant schemes, Westways gyratory). This had a spend associated of £9,304 (million).
Asked to provide the Panel with a breakdown of this spend

2. The Panel noted in the Capital Projects Spend spreadsheet (pg 5) the following project and costs;
HRA new builds Milford Way and Parc-y-Helig Cost £1,297 (million)
Asked to provide the Panel with a breakdown of this figure

7   Quarter 1 Revenue and Capital Budget Monitoring 2017/18

Ben Smith, Head of Financial Services and Service Centre, provided a briefing of the Quarter 1 Revenue and Capital Budget Monitoring Report.

Key Points Raised:

• The main areas of overspend
• How the contingency fund is planned

Members' questions focussed on:

• How shortfall was made in other quarters
• How unspent money is dealt with
• Public pay awards and potential impact of a rise

It was agreed that the following query be referred to relevant officers for response:

1. Within the Budget Monitoring 1st Quarter 2017/18 Report (pg 3) – the Panel noticed that £136k of the contingency fund has been allocated to pathologists.
   Requested clarity on the reason for the spend, and the spend breakdown

2. The Panel noted in the Capital and Budget Monitoring 1st Quarter 2017/18 Report (pg 4) that within the contingency fund for 2017/18   £500k has been allocated to Corporate Building Services – Additional Back-pay.
   Requested information on the reason for the figure and a breakdown

8   Work Plan 2017/18

The Panel acknowledged there needs to be an additional meeting for the pre-decision scrutiny of the Public Protection Commissioning Review. The Annual Local Government Data Report will be included in the 4th October 2017 meeting. An item on Fees and borrowing will be scheduled for a future meeting.

The meeting ended at 12.20 pm

Chair

Report of the Convener

Service Improvement and Finance Scrutiny Performance Panel
4th October 2017

Responses to Questions from Previous Meeting

Purpose	This report provides the Panel with responses to questions which were raised at the Service Improvement and Finance Performance Panel meeting on 6th September 2017.
Content	The questions and responses from relevant officers are included.
Panel Members are being asked to	1. Consider the responses
Lead Councillor	Councillor Chris Holley, Convener of The Service Improvement & Finance Scrutiny Performance Panel
Lead officer	Bethan Hopkins – Scrutiny Officer Bethan.hopkins@swansea.gov.uk 01792 636292

Introduction

1.1 During the last Panel meeting, various questions were raised and responses required.

1.2 Each relevant department was contacted and asked to provide feedback to the question(s)

1.3 This report contains the questions and responses from those departments.

(a) The Panel noted in the Capital Projects Spend spreadsheet (pg 5) the following project and costs;
HRA new builds Milford Way and Parc-y-Helig Cost £1,297 (million)
Requested a breakdown of this figure

The first properties are now complete and arrangement is being made from all members to visit to see the completed homes. The remaining properties are in the final stages and the cabinet member has confirmed that once the scheme is complete which it towards the end of October, I would be happy to share all costs and lessons learnt on the first pilot project, in ready for commencing the second pilot scheme at Park Y Helig

(b) Priority 3 EC3 states that the amount of commercial floor space created within the City Centre to accommodate job creation has increased as a result of additional 'pipeline funding'.
Requested clarification of what the 'pipeline funding' was?

The pipeline funding was an additional allocation of Vibrant & Viable Places (VVP) grant awarded by the Welsh Government. The additional funding was awarded to the properties below which lists the VVP grant allocated and the additional commercial floor space created. These grants were administered through the Property Enhancement Development Grant (PEDG) within the VVP programme.

1.   *84 Kingsway - £45,722.25 – 250m²*
2.   *62 Kingsway - £71,998.20 – 200m²*
3.   *10-14 Castle Street - £250k – 1258m²*
4.   *11 The Strand - £60,099.20 – 200m²*
5.   *Welcome Lane - £82,428.57 - 58m²*

(c) Priority 3 EC4 refers to the number of new housing units in Swansea City Centre as a result of the Vibrant &Viable Places Funding.
Are the housing units completely brand new or are they a replacement of the previous St. David's dwellings?

These relate to new units.

(d) Priority 3 BBMA3 states there has been an increase in the number of training and employment weeks created by Beyond Bricks and Mortar for unemployed and economically inactive.
Requested confirmation on where this training took place.

The training and employment weeks refers to a number of individuals working on a variety of projects where the training could be as part of an apprenticeship or on the job training or following a specific occupation training course. These figures will also include unemployed gaining work experience as part of a project.

(e)The Panel received a presentation on the Capital Outturn and Financing Report 2016/17. The Panel noted in Appendix B the Capital Projects Spend spreadsheet (with spend in excess of £0.5m) the following projects and costs; City Centre – Vibrant and Viable Places schemes (including Oceana, land assembly, High St Regeneration, grant schemes, Westways gyratory). This had a spend associated of £9,304 (million).
Requested a breakdown of this spend?

Programme	Project Code	Scheme	Actual spend 2016/17
Vibrant & Viable Places	C09604	Property Enhancement & Development Grant (PEDG grants)	1,473
Vibrant & Viable Places	C09601	Housing Above Retail Premises (HAS grants)	997
Viable & Vibrant Places	C09606	Demolition of Oceana	2,435
Viable & Vibrant Places	C09607	Llys Dewi Sant Site	1,215
Vibrant & Viable Places	C09609	Westway & Wellington St Gyratory Ph1	1,680
Vibrant & Viable Places	C09612	Acquisition of 235-237 Oxford St (Peacocks)	1,505
			9,304 Total

(f) The End of Year 2016/17 Performance Monitoring Report noted under Priority 5 PI SUSC10 that the number of services sustained in the community and were previously formally managed by the council has reduced from 50 to 41.
Requested confirmation of what type of service that 50 consisted of.

As a stretch target for Community Action, was not feasible as it relied on service failures and communities with resources and capacity to pick up in the absence of the Authority, for which we neither had the resources to ensure or control.

However, it was in last year's report and the intention was that it could be any Council service – the transfer of which to a community group would save the authority money. In reality – it consisted of sports facility lettings management (eg. To football clubs) and transfer of responsibilities for lettings, utilities and maintenance for football and rugby pitches; tennis courts; bowling greens; sports clubs and community centres. We remain on hand to provide expert advice and compliance management but the services such as grass cutting for the Greens are reimbursed by the clubs.

(g) The Panel noted in the Capital and Budget Monitoring 1st Quarter 2017/18 Report (pg 4) that within the contingency fund for 2017/18 £500k has been allocated to Corporate Building Services – Additional Back-pay.
Requested information on the reason for the figure and a breakdown.

The back pay to employees in other areas of the Authority was funded Corporately with no cost being passed on to individual service areas, due to delays in the process and ongoing discussions with HR in relation to the requirement or not for back pay for our trade employees by the time a decision had been made and legal advice provided there was nothing left Corporately to fund the back pay so the costs were allocated directly to Corporate Building Services.

As we could not cover a £500,000 charge to our service area we asked that this be funded Corporately as it has been for all others and this was subsequently approved by Ben Smith.

Within the Capital Budget Monitoring 1st Quarter 2017/18 Report (pg 3) – the Panel noticed that £136k of the contingency fund has been allocated to pathologists.
Requested clarification on the reason for the spend, and the spend breakdown.

A/W Response

Background papers: Agenda of Service Improvement and Finance Performance Panel dated 6th September 2017

Appendences: None

City and County of Swansea Council

Welsh Language Annual Report 2016 -2017

CONTENTS

1. Introduction and Background

*Following the **Welsh Language Act (1993), Welsh language service provision was defined by individually developed Welsh Language Schemes agreed between individual public bodies and the Welsh Language Board.***

This has now been superseded by nationally defined Welsh Language Standards, a selection of which the Welsh Language Commissioner can apply to a public (and, in time, some private) bodies.

The framework for the imposition of standards was defined under the **Welsh Language (Wales) Measure (2011)**, with the standards themselves detailed in **Welsh Language Standards (No. 1) Regulations 2015**. The standards applying to the authority are defined in a Compliance Notice issued by the Office of the Welsh Language Commissioner in September 2015 with an effective date of March 2016. This notice, with a few amendments agreed with the Office of the Welsh Language Commissioner, is the current document governing our compliance.

This is the first Annual Report since standards became effective and provides an overview of the main events of the 12 month period to 31 March 2017 and an appraisal of where the authority finds itself in relation to its implementation of the standards.

The appendices provide some detail concerning the specific implementation of the standards in Swansea and information regarding the Welsh language in the area.

2. Overview of 2016-2017

The main event during the reporting period was that the standards as laid down in the Compliance Notice delivered to the authority became effective.[1]

The majority of these had a **Compliance** (effective) **Date** of 30/03/2016 with a few becoming active on 30/09/2017. On 30/03/2016 our existing Welsh Language Scheme was revoked in its entirety.

In the run up to Compliance Date, clarification was sought from the Office of the Welsh Language Commissioner (OWLC) and we submitted ten appeals against the standards as received. As a result of the appeals, adjustments were made to six standards. All operational adjustments are contained in the appendices.

As well as putting steps in place to meet new standards, a major target of the year has been to maintain pre-existing Welsh-medium service delivery. Other tasks involved educating departments and individuals in the standards to assist a comprehensive and consistent response to compliance. To this end, a series of presentations was given to representatives from all areas of the authority's work.

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[1] This was actually two days before the designated reporting period started – as a result we are including the period 30/03/2016 until 31/03/2017 in this report

Since Compliance Date, the flow of information around the authority has been undertaken in the main through the Welsh Language Champions' group. Further details of this group may be found in section 5c of this report.

Rather than attempt to impose a single style of working across all sections of the authority, each department was encouraged to approach the standards based on their own experience and knowledge albeit with guidance, suggestions and standard translations being made available centrally.

It is recognised that, for many reasons, the implementation of the standards is not complete and there are areas of operation which are yet to fully comply. But in virtually cases there has been progress towards compliance and work to build upon these advances continues. In addition, practical experience of some initiatives prompted their re-thinking to resolve issues.

During the year a small number of complaints have been raised about the operation of the standards. Details of these complaints may be found in Appendix C.

3. *Mwy na Geiriau : More than just Words*

While the Welsh language standards apply across all areas of the authority's operation, much of the work of the Social Services department is further dictated through *Mwy na Geiriau/More than just words* – the Welsh Government's strategic framework for Welsh language services in health, social services and social care.

This initiative introduced the concept of the 'Active Offer' – ascertaining language need/preference at first contact – and the end-to-end provision of Welsh medium services wherever possible; something which has been incorporated in and built upon in the standards.

Within our social services department this framework is judged to be the definitive source of action relating to the Welsh language. Progress against the framework's action plan is recorded and reported separately directly to the Welsh Government.

4. *Welsh Medium Education*

While the future development of the Welsh language in the area and beyond is fundamentally linked with Welsh Medium Education, this aspect is dealt with specifically in the council's Welsh Language Education Scheme.

There are 11 Welsh medium primary schools feeding into the two senior schools – Ysgol Gyfun Gŵyr and Ysgol Gyfun Bryntawe. Currently the number of students attending Welsh medium education in the three age ranges and the overall percentage of each range which these figures represent are as follows:

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22266	3263	14.7%
Y7-11	11928	1338	11.2%

Y12/13[2]	1430	307	21.5%
Total	35624	4908[3]	13.8%

In GCSE Welsh First Language, over 80% of students attain grades A*-C, and numbers entering this subject have increased steadily to 254 in 2016.

In the GCSE Welsh Second Language (full course) over 90% attain grades A*-C and that numbers entering the subject have increased in the four years since 2012 from 239 entries (9.2%) to 426 entries (17.7%) in 2016.

5. Operation of Standards

Although the final set of draft standards was received by the authority in March 2015 initial proposals were issued as long ago as 2012. The most up-to-date set available was used as the basis when planning Welsh language provision throughout this period – while influencing wider corporate issues as appropriate. As amendments, adjustments or clarifications regarding the proposals were received, advice and guidance was modified in accordance.

While the intention of the authority is to comply as fully as possible with standards across all of these areas, Service Delivery has been given priority as the most publicly visible part of our operation.

Although translation work commenced well before Compliance Date, the volume required to bring current documentation up to date along with the need to maintain the normal day-to-day service means that this has been an on-going task throughout the reporting period. Work was prioritised to ensure that frequently used and/or time-critical documents were available first with some lower priority tasks awaiting a specific request and/or impending update before translation.

During the reporting period additional members of the translation team were recruited to deal with the increased work load.

The standards fall into 5 main areas – Service Delivery; Policy Making; Operational, Promotion and Record Keeping.

5a Service Delivery Standards

In the run up to Compliance Date all sections were encouraged to ensure that basic features such as email signatures, telephone greetings, answering machine messages and similar items complied with the new standards.

To assist in this, standard translations for job titles, service areas and sections within the authority, along with common messages were defined/confirmed and stored on our intranet system.

Concurrently with the Compliance Date, a new corporate telephone system was introduced. The system design was influenced greatly by the draft

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[2] Figures do not include attendance at 6th form college e.g Coleg Gŵyr Abertawe
[3] This compares with 3284 in 2007 – an increase of 1624 students; and up from 9.8% of the total

standards at that point available and enables a standard bilingual first contact for calls to our main switchboards and call centres which allowed callers to select the option to speak to a Welsh-speaking operator.

Callers not selecting this option pass to an English-speaking operator.

Within the authority's main contact centre, rotas are arranged to ensure as far as possible that a Welsh speaker is available in the reception area during normal office hours.

As soon as the draft standards were received, the network of departmental Champions was used to inform staff and reinforce messages as to their new responsibilities. In response to their comments and suggestions, a dialogue was initiated with the Office of the Welsh Language Commissioner and this continued during the reporting period as appeals and clarifications were progressed. As detailed in the overview above, these discussions resulted in a number of service delivery standards being varied from their initial drafting.

5b Policy Making Standards

All Policy Making decisions other than the most trivial are subject to the authority's corporate Equality Impact Assessment process, which considers the potential effect which the initiative may have on Equality issues.

While based on the requirements of the Public Sector Equality Duty (under the Equality Act (2010)), our particular EIA process has broadened the set of parameters to include specific mention of the Standards and our requirements to meet them. Associated guidance reinforces these requirements.

5c Operational Standards

Operational Standards relate to issues affecting the relationship between the authority and its employees (including during recruitment and appointment), through:

- Encouraging and assisting staff to use their Welsh language skills as part of their normal day-to-day work
- Providing a supportive framework for staff to improve and develop their Welsh language skills.

Procedures for recruiting and appointing staff are detailed in appendix D and appendix Dd of this report.

Staff induction courses include a session on the Welsh language standards and the implications of them for staff in all areas of the authority, including signposting to the information available on both our intranet ('StaffNet') and our public web pages.

The Human Resources department has commissioned the translation of those policies and procedures as directed under the standards and these are available to any member of staff requesting them.

Access to software to assist staff in the use of Welsh (e.g. MSOffice spell checking and grammar checking; and automatic translation) is available as a standard add-on.

StaffNet has a 'Welsh Language' section which contains supporting resources for staff using the Welsh language in their work, which includes:

- An overview of the Standards
    - including information on the role of the Welsh Language Commissioner

- An on-line Welsh language awareness course
    - developed to provide some social and historical context to the Welsh language and its place in modern society.

- Handy Guides
    - each giving a quick guide to a specific area of the standards, e.g.
        - telephone calls
        - emails
        - organising meetings
        - design of signs

- Standard Translations
    - to assist with production of standard information with small amounts of variable data, e.g.
        - dates, times, venues
        - automatic (out of office) messages
        - standard ad hoc signs

- Guide to bilingual social media
    - rules for publicising events and other information on Twitter, Facebook and other social media.

- Details of Welsh language tuition and practice sessions, including
    - external courses
        - listed on the http://www.swansea.ac.uk/learnwelsh/ website
    - regular external social events
        - via the Menter Iaith Abertawe website
    - internally funded Welsh language courses
        - initially targeted towards front-line staff in areas with an identified insufficiency of Welsh-speakers.
    - internal Welsh language practice sessions
        - to assist staff in gaining confidence in using their new, or in some cases latent, Welsh language skills.

- Details of service area Welsh language champions

- o names and contact details for the champions to allow staff to report any problems, queries or areas of good practice in their service area.

The Welsh Language Champions have been instrumental and invaluable in ensuring a two-way flow of information between individual staff members and the corporate centre and, through this, the Office of the Welsh Language Commissioner.

5ch Promotion Standards

Work is underway in partnership with Menter Iaith Abertawe to develop the five year strategy required under these promotion standards and which is aimed at increasing the visibility and use of Welsh across the whole of the area. Initially, existing Welsh language provision (public and private) will be mapped and publicised. They will also be encouraged to display and use 'Iaith Gwaith' posters and, where appropriate, badges and lanyards.

The provision will include social groups, private businesses, public facilities and other entities which can be accessed through the medium of Welsh. In this way we aim to prompt Welsh speakers to undertake transactions in Welsh

A further major element is the on-going promotion of " *AberDewi* " Swansea's city centre celebration of the Welsh language and culture – held on the weekend nearest to Dydd Gŵyl Dewi / St. David's Day. All communities are encouraged to take part in the festival which highlights the Welsh language as a distinctive and unifying force in Swansea.

5d Record Keeping Standards

These standards concern ensuring that data is maintained and reported upon in line with the requirements of the standards to illustrate the authority's compliance with the standards. This includes the production of this annual report.

6. *Management and Administration of the Scheme*

Responsibility for our compliance with the Welsh language standards rests with the Corporate Management Team with Heads of Service implementing their own local procedures.

Each service area has a Welsh language Champion as the main channel for information (inward and outward) relevant to their work areas and practices.

The authority's designated Welsh language officer is the general point of contact for Welsh language issues raised externally – whether by individuals, the Office of the Welsh Language Commissioner or elsewhere. They also provide advice and guidance internally on implementation of and compliance with the standards.

Definitive information and decisions about the standards have been communicated, in addition to the Champions, to each Head of Service – who has the responsibility for compliance within their own area.

Complaints received regarding the Welsh language and/or compliance with the standards are recorded in the same way as all other complaints by the Corporate Complaints Team. It must be noted that complaints initiated via the Office of the Welsh Language Commissioner are progressed in line with their own standards and timescales which take priority over our normal (published) response times.

7. *Mainstreaming the Welsh Language*
Standards Implementation

The introduction of standards has encouraged all departments – especially those with a front-facing role – to review their Welsh language practices. In many cases, the new legislation gave the impetus for procedures already existing under our Welsh Language Schemes to be more rigorously implemented, resulting in increased visibility for the language.

Also, the Compliance Notice provided more precise wording than our Schemes and so, although we have had to interpret some individual standards, the result has been a more unified corporate approach.

In particular, the corporate introduction of a Welsh language telephone greeting has encouraged callers to initiate a Welsh language service with minimal disruption to normal switchboard operation.

Welsh Language Provision

Increased awareness of the standards, in relation in particular to service delivery, has engendered a more pro-active approach towards ensuring that Welsh speakers are adequately considered at all stages of a development from consultation through to final implementation and review. This includes invitations and promotional materials explicitly welcoming Welsh language contributions and the increased provision of simultaneous translation at events.

On a more day-to-day level, the inclusion of Welsh language in telephone greetings and being aware of departmental procedures has given staff in many areas the confidence to be able to provide a Welsh language service to those requesting or needing it.

Internal Information Flow

The establishment of a group of Welsh Language Champions with at least one in each Service Area has supported this corporate approach.

Information regarding:

- standards and their implementation;
- responses and directives from the Office of the Welsh Language Commissioner;
- complaints and other recognised service failures

is sent to this group for distribution to all staff. Heads of service are included in this process to keep them up to date with developments and to assist them in monitoring performance in their department.

Welsh Language Tuition and Practice Sessions

The Council sponsors Welsh language courses for staff members and holds lunchtime sessions to assist those learning (and others) with practice to help maintain their skill levels. – see Appendix Ch for more details.

Lunchtime drop-in sessions have been provided on a weekly basis alternating between the two main offices of the Council – the Guildhall and the Civic Centre. While intended primarily for those attending the Welsh classes, all Welsh speakers and learners are welcomed, with the aim of providing a supportive atmosphere for practising and developing the Welsh language.

Unlike the Council supported courses, attendance is in each employee's own time. This, coupled with the difficulty of attending for those working in other centres has meant that numbers attending have been relatively low, Despite this, those attending, especially those on the Council based courses, have found the opportunity to test their language skills very beneficial.

Lanyards/Badges

Our compliance notice dictates that Welsh speaking reception staff should be provided with 'Iaith Gwaith' lanyards and badges to identify themselves to members of the public. Within the authority this has been extended to any Welsh-speaking members of staff who wish to wear them.

As a consequence, Welsh speaking members of staff have been able to identify other Welsh speakers and start conversations in Welsh. In some cases people had worked together for a number of years without recognising this. As a result, there is more of an opportunity for informal (and wider) conversations in Welsh, thus normalising the use of Welsh in the work environment.

Staff Communication

Although communication issued centrally and sent to groups of staff would be in English (as is permissible under the standards), Welsh speaking staff are increasingly contacting other known Welsh speakers by email or telephone in Welsh. In all cases, the guideline, especially with emails, is that all recipients must be able to understand the information being imparted.

With shorter messages where the chief recipient prefers Welsh language communication the inclusion of a translation or précis for non-Welsh-speakers can maintain the email audit trail without having to resort to additional or forwarded explanations.

Obviously, any communication destined for an external organisations would (in the final version) be in their preferred language. Where their preference is Welsh, including a translation/précis as above will be an option. Standards do not specify anywhere that information must be provided in the preferred language only,

Meetings

During internal meetings, particularly those of a more formal nature, pre-booked simultaneous translation is available to allow those attending to contribute in Welsh.

When meeting with external agencies who wish to deal with the authority through the medium of Welsh, wherever possible (and with prior warning) suitably qualified Welsh speakers would attend on behalf of the authority to allow all or as much of the meeting as possible to proceed in Welsh.

Visibility

All of the above initiatives have increased and improved the visibility of the Welsh language throughout most areas' operations and encouraged its use both informally and in the work setting.

8. Impact Analysis

Welsh Language Schemes in force from 1996 were designed in-house before agreement with the (then) WLB and so allowed different sections to design and prioritise approaches to meet the specific requirements of their areas of operation.

While some areas developed these approaches and continued to provide a comprehensive Welsh language service, changes to areas of responsibility, operational practices and statutory duties over the years meant that in some areas these had become unfit for purpose, reducing our focus on Welsh language service delivery.

Consequently, the introduction of Welsh Language Standards provided a much-needed focal point for examining the practices and attitudes towards the Welsh language throughout all areas of the authority.

Additionally, the national remit of the standards allowed service users' expectations to be better managed – with the improved framework for enforcement and compliance giving more weight to the user experience.

Welsh Translation unit

Prior to the enforcement date, documents issued to, or for use by, members of the public were examined to identify any needing updating or replacement and this resulted in a large translation/prioritisation exercise for our Welsh Translation Unit.

Some less-often-used documents and document scheduled for replacement were not translated unless a specific request was received and some of these remain stored as English-only versions.

The Welsh language's increased profile following the announcement and introduction of standards has improved the timeliness of submissions to the Translation unit with requestors being more aware of the need to include time for translation in plans for developing any relevant documents, publicity and other resources.

Despite this improvement, the volume of requests received by the Unit means that at times they have difficulties in resourcing the necessary work. This is a particular problem at certain times of the year when multiple deadlines coincide.

The workload of the Translation Unit continues grow – due to both the additional requirements of the Standards compared to the Scheme; and the broader take-up of services by sections which had not fully engaged previously.

During 2016-17, the translation unit translated just over four million words. This represented an increase of 4% over 2015-16 and just over 6% over 2014–15.

The figures for simultaneous translation at meetings have been fairly consistent over the past few years with 84½ hours being recorded during 2016–17.

9. APPENDICES

Appendix A – Documents supporting the Welsh Language Standards

The standards specify the general format of documents, forms, reports, etc. as well as

(i) specific documents which must be produced and published; and

(ii) other specific information be maintained and, in some cases, reported on.

Standard	Information	Location
94	Policy on Grants	
98	Internal Policy	Available internally only on intranet – www.swansea.gov.uk/StaffNet/welshstandards
125	StaffNet resources	Available internally only on intranet – www.swansea.gov.uk/StaffNet/welshstandards
145	5yr Strategy	www.swansea.gov.uk/cymraeg
155,161,167,173,175	List of Standards	www.swansea.gov.uk/cymraeg : Compliance notice
156,162,168	Complaints	www.swansea.gov.uk/article/7301/Corporate-complaints-policy www.abertawe.gov.uk/article/7302/Polisi-cwynion
157,163,169	Overseeing/Promoting	Available internally only on intranet – www.swansea.gov.uk/StaffNet/welshstandards
158,164,170	Annual Report	This report will be available (after final approval) at www.swansea.gov.uk/cymraeg
159,165,171	Standards Compliance	www.swansea.gov.uk/cymraeg : Implementing the Standards
147,148,149	Appendix C of this Annual Report	The report will be available when approved at www.swansea.gov.uk/cymraeg
150	Section 5.2 of this Annual Report	The report will be available when approved at www.swansea.gov.uk/cymraeg
151,152,153,154	Appendix Ch of this Annual Report	The report will be available when approved at www.swansea.gov.uk/cymraeg

Appendix B – Swansea Welsh Language demographics

### 2011 Census - Percentage Welsh Language skills by electoral ward

	Can speak, read and write Welsh	Can speak and read but cannot write Welsh	Can speak but cannot read or write Welsh	Can understand spoken Welsh only	Other combination of skills	No skills
Bishopston	*5.9*	*0.9*	*1.4*	*5.8*	*2.7*	*83.2*
Bonymaen	*6.1*	*0.6*	*2*	*4.7*	*2.1*	*84.5*
Castle	*5.3*	*0.7*	*1.3*	*3.2*	*2.4*	*87.2*
Clydach	14.3	2	3.9	9.7	2.7	67.4
Cockett	*6.9*	*1.1*	*1.7*	*5.4*	*2.4*	*82.6*
Cwmbwrla	*4.8*	*0.6*	*1.1*	*4.6*	*2.4*	*86.4*
Dunvant	*5*	*0.8*	*1.6*	*4.5*	*2.6*	*85.5*
Fairwood	*7.4*	*1.1*	*1.5*	*5.2*	*3.2*	*81.6*
Gorseinon	8.3	1.7	2.8	8	3.2	76
Gower	*6.8*	*0.8*	*2*	*5.6*	*2.4*	*82.4*
Gowerton	9.5	1.2	2.3	6.7	3.5	76.7
Killay North	*7.4*	*0.8*	*1.1*	*3.7*	*2.8*	*84.1*
Killay South	*4.6*	*1*	*1.1*	*5.5*	*3*	*84.7*
Kingsbridge	12.1	1.8	3	9.2	3.7	70.2
Landore	*4.5*	*0.7*	*0.9*	*3.6*	*1.8*	*88.6*
Llangyfelach	13	1.3	2.5	7.4	2.5	73.3
Llansamlet	9.9	1.5	2.4	5.6	2.8	77.8
Lower Loughor	10.8	1.7	2.3	7.5	2.3	75.3
[4]**Mawr**	**29.3**	**4.4**	**4.5**	**11.1**	**2.8**	**47.9**
Mayals	8.7	1.2	2	4.5	3.5	80
Morriston	8.2	1.3	2.3	5.9	2.8	79.6
Mynyddbach	*7.1*	*0.9*	*1.6*	*5.2*	*2.6*	*82.5*
Newton	*7.2*	*1*	*1.8*	*4.2*	*2.5*	*83.3*
Oystermouth	*7.3*	*1*	*1.9*	*5.5*	*2.6*	*81.7*
Penclawdd	8.8	2	3.8	8.9	3.9	72.6
Penderry	*5*	*0.8*	*1.4*	*3.6*	*1.7*	*87.4*
Penllergaer	10.2	1.9	3.1	6.7	2.3	75.9
Pennard	*6.7*	*1.6*	*1.8*	*3.9*	*2.9*	*83.1*
Penyrheol	9.1	2	3.8	9	3.3	72.9
Pontardulais	22.5	3.1	5.8	11.4	2.8	54.4
Sketty	*8.1*	*1*	*1.6*	*4.7*	*2.6*	*82*
St. Thomas	*4.8*	*0.5*	*1.3*	*3.6*	*1.8*	*88*
[5]*Townhill*	**3.7**	**0.6**	**1.4**	**3.6**	**1.2**	**89.5**
Uplands	*8.2*	*0.9*	*1.3*	*3.8*	*2.9*	*82.8*
Upper Loughor	11.3	1.6	3.5	9.8	3.9	69.9
West Cross	*5.6*	*0.9*	*1.5*	*4.6*	*2.7*	*84.7*
SWANSEA	**8.1**	**1.2**	**2.0**	**5.5**	**2.6**	**80.7**

Wards with Welsh language skills above the Swansea mean

Wards with Welsh language skills below the Swansea mean

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[4] Highest percentage of residents with Welsh language skills
[5] Lowest percentage of residents with Welsh language skills

2011 Census - Welsh language skills by age – all Swansea

Percentage in each age range with one or more Welsh language skills
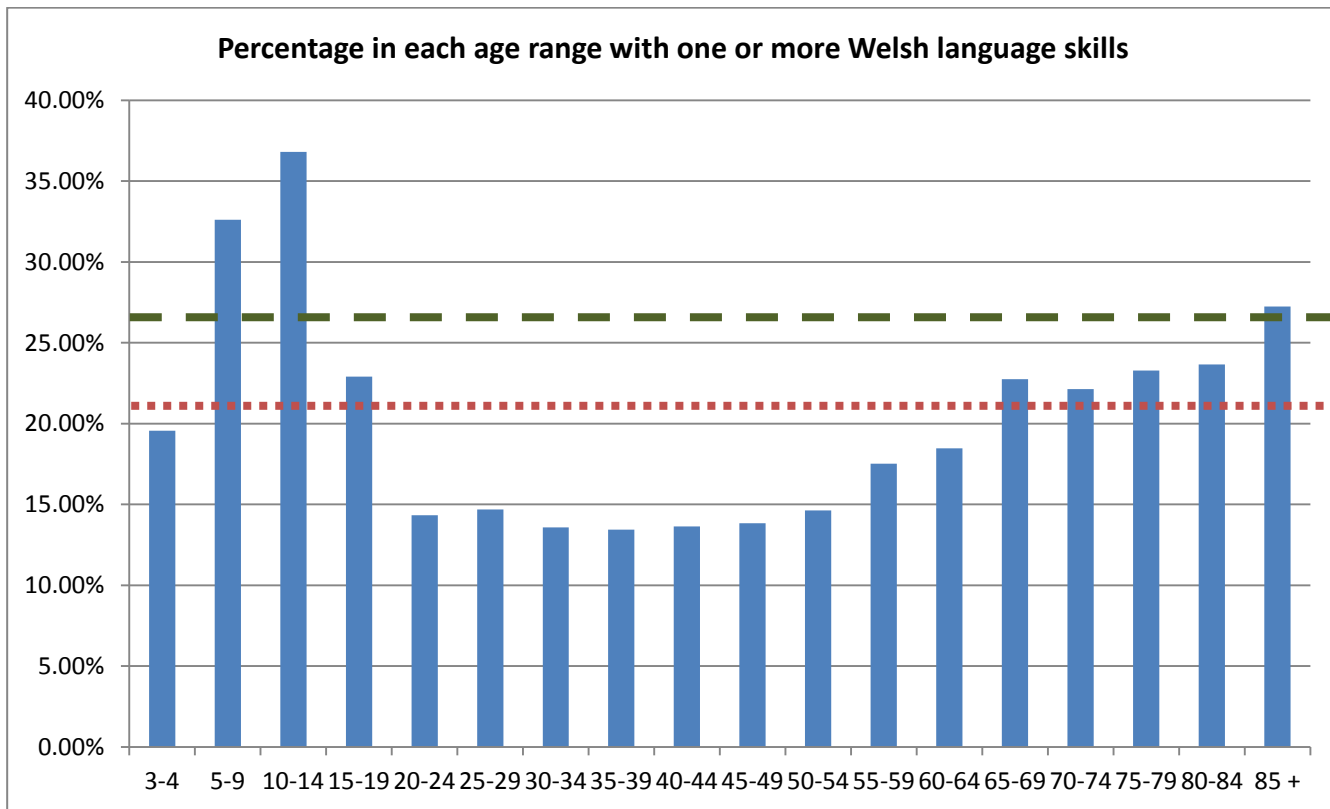
average for Swansea total population aged 3+ shown as dotted line ······················

average for Wales total population aged 3+ shown as dashed line — — — — — ·

Appendix C – Complaints regarding compliance with standards

During the reporting period we received 7 complaints in connection with service provision under the Welsh language standards. Details as at the end of the reporting period (31-03-2017) are shown in the table below. Details of complaints on-going at the end of the reporting period will be included in the next annual report.

Reference (where available)	Complaint	Date Rec'd	Response	Last action	Status
	Street names not published in Welsh in notice	01. 04. 16	OWLC had previously informed Authority that names are monolingual and need not be translated	15. 04. 16	CLOSED – Not justified No further action
	Not happy amount of information duplicated in English and Welsh	21. 04. 16	This is in line with the Welsh Language Standards and continues	28. 04. 16	CLOSED – Not justified No further action
CSG054 (i)	Switchboard not answering in Welsh	28. 04. 16	Failure on first day of standards New phone system not operational	19. 12. 16	CLOSED – Justified Subsequent implementation successfully dealt with cause of failure No further action req'd
(ii)	2 out of 9 Public notices only published in English	28. 04. 16	2 notices prepared pre-standards. Translation overlooked pre-publishing.	19. 12. 16	CLOSED – Justified One-off incident Not repeated. No further action req'd
(iii)	Facebook postings not displayed n Welsh	28. 04. 16	Single postings were bilingual using Facebook translate feature. Apparent failure was down to user's phone configuration.	19. 12. 16	CLOSED – Procedures changed to post Welsh and English separately. Display no longer dependent on user set-up.
CSG118	Lack of Welsh language swimming lessons	15. 09. 16	Welsh speaking swimming instructor had left. Replacement being trained		OPEN – Justified ACTION PLAN TO BE AGREED WITH

					OWLC. AWAITING THEIR GUIDANCE ON CONTENT.
CSG156	English only on-line payment of parking fine	26. 10. 16	System is available in both languages. Payment via external site may require cookies to be cleared otherwise system will pick up old data and display in English	02. 11. 16	Awaiting a response from OWLC.

No further action until this is received. |
| CS168 | Automatic reminder for resident parking permit sent in English only | 07. 02. 17 | Problem resulted from a one-off manual handling error during the parallel running of two systems. We have asked OWLC for details so that we can investigate. | 15. 02. 17 | Awaiting a reply |
| CSG201 | English only response to a Welsh language email | 30. 03. 17 | Email marked urgent received out of office. Recipient sent reply in English only | 06. 04. 17 | Initial response was sent to OWLC. Awaiting their reply. |

Appendix Ch – Staff Welsh Language Skills

Each new starter since 2007 has been asked for information on their Welsh language skills. There is no obligation for them to provide the information - neither is it mandatory for anyone indicating that they have a certain level of Welsh language skills to have to use these in the course of their work.

The authority's HR system (Oracle) can now record Welsh language skill levels across the four areas of Speaking, Understanding, Reading and Writing. Staff are now able to update their Welsh language skills record as part of the on-line 'Self Service' option – but despite initiatives encouraging staff to provide these details, the completion rate remains low.

Data supplied by staff and held on the system indicates (as of 31/03/2017)

[TABLE A]

	Q18 Understand Spoken Welsh	Q18 Speak Welsh	Q18 Read Welsh	Q18 Write Welsh	Q18 Learning Welsh	Q24 Willing to use in the Course of Your Work
Grade 2	18	9	10	8	7	12
Grade 3	21	12	12	12	8	14
Grade 4	22	14	15	10	6	17
Grade 5	26	20	18	15	16	26
Grade 6	40	25	32	18	25	27
Grade 7	32	30	32	26	15	26
Grade 8	26	19	22	17	26	28
Grade 9	22	19	18	16	13	17
Grade 10	7	5	7	5	7	7
Grade 11	9	5	8	4	5	6
Grade 12	9	6	4	3	7	5
Over 12	1	2	2	1	0	1
Totals	233	166	180	135	135	186

The self assessment process allows staff to classify themselves into any or all of the six categories. The data summarised in the above table represents information from 426 individuals who have recorded one or more Welsh language skills.

From this it appears that Welsh language skills are fairly equally distributed throughout the various levels of employee by grade.

The overall figures for each section are:

[TABLE B]

Section	C18 Deall	C18 Siarad	C18 Darllen	C18 Ysgrifennu	C18 Dysgu	Q24 *Willing to use in work*

Poverty & Prevention	16	13	17	11	17	18
Place	105	78	85	68	53	79
Education (not schools)	31	14	12	9	15	19
Social Services	48	37	40	28	31	52
Resources	33	24	26	19	19	18

The summary figures for each section are :

[TABLE C]

Section	Headcount	Percentage of staff with skills recorded	Number of staff with skill(s) recorded	Number of staff willing to use these skills in work	Percentage of staff with skills recorded willing to use them in work.
Poverty & Prevention	334	10.18%	34	18	52.94%
Place	2657	6.25%	166	79	47.59%
Education (not schools)	1114	6.37%	71	19	26.76%
Social Services	1701	5.88%	100	52	52.00%
Resources	703	7.82%	55	18	32.73%
TOTAL	6509	6.54%	426	186	43.66%

The low number/percentage of staff members who have recorded any Welsh language skills does not include those who have no skills to record but have otherwise provided their personal 'equality data'

If the authority's workforce reflects local language demographics, this would indicate an overall completion rate by 25%-30% of staff. To provide increased confidence in the recorded data, we shall undertake an exercise to further encourage staff to provide details.

A further item to emerge from the figures is that just over 2 out of every 5 employees with some Welsh language skills are willing to use them in a work context. While some individuals' levels of skill may not be sufficient or appropriate for use in a work setting, this suggests that there is a potential pool of Welsh language skills which could be utilised if encouragement and assistance is made available to those currently unwilling to use them.

As mentioned in Section 6 of this report, in a further initiative to help address the recognised shortfall of Welsh-speaking-staff in some areas of operation the authority has sponsored Mynediad/Entry level Welsh language courses for staff. Tutors are based in Swansea University, the local hub of the National Centre for Learning Welsh.

Details of the available courses, numbers of students and attendance at these courses may be found in Appendix Ff.

Discussions are under way with providers to ensure a continuity of provision including follow-on courses and courses for new learners.

In addition to Welsh language courses, our on-line Welsh Awareness course has been revamped. It is recommended for managers and others who would benefit from background information on the local and national history, demography and social context of the language but who may not require specific Welsh language skills.

Appendix D – Vacant Posts and the Welsh Language

The Welsh language requirements of any new or vacant post must be assessed before being advertised and the assessment must classify the post as one of :

   a) Welsh language skills are essential;

   b) Welsh language skills need to be learnt when appointed to the post;

   c) Welsh language skills are desirable; or

ch) Welsh language skills are not necessary.

A copy of all assessments must be retained.

All posts in groups a), b) and c) above must be advertised bilingually.

Classification of vacant and new posts is undertaken in line with the assessment detailed in Appendix Dd (below)

During the period 2016-17 the number of posts recorded as advertised in the four above classifications and in total were:

Jobs advertised where Welsh language skills were essential.	5
Jobs advertised where Welsh language skills would need to be learnt when appointed to the post.	0
Jobs advertised where Welsh language skills were desirable.	742
Jobs advertised where Welsh language skills were not necessary.	1
TOTAL JOBS ADVERTISED	748

Currently, most positions are initially advertised internally to staff in the authority's redeployment pool who wold otherwise face redundancy.

The figures above include those posts filled from the redeployment pool as well as those advertised externally to the general public.

Appendix Dd – Welsh Language Assessment of new and vacant posts

This appendix contains the process by which vacant and new roles are assessed for their Welsh language skills requirement. As an internal document, the information is available only on English

WELSH LANGUAGE SKILLS ASSESSMENT

GUIDANCE FOR MANAGERS IN DETERMINING LANGUAGE LEVEL

1. WHICH WELSH LANGUAGE SKILLS ARE NEED FOR WHICH JOBS AND TEAMS

1.1 Jobs for which bilingual skills are ESSENTIAL

These are usually jobs where the employee needs to be able to speak "everyday Welsh" fluently with individuals. From time to time, the ability to write fluently in Welsh will be needed. The Skills Framework allows for differentiation between spoken and written skills' for example, some jobs may require the former but not the latter.

Being fluent generally refers to Level 3 or above in the Skills Framework. Level 3 is the lowest level of fluency suitable for jobs where welsh is considered essential. Ideally, however, Levels 4 or above are the most appropriate levels in terms of ability to use Welsh effectively.

Work that involves contact with the public and is **performed individually** by a single person requires Level 3 or above in order to provide an effective bilingual services, orally and written, without any delay or inconvenience for the individual.

Work that involves contact with the public and is performed as **part of a team**, with all team members generally performing the same duties or undertaking similar work, requires sufficient numbers of team members with Level 3 or above. Arrangements must be made to ensure that these workers are available to provide an effective Welsh Language service as required, without any delay or inconvenience to the individual.

1.2 Jobs for which bilingual skills are DESIRABLE

If bilingual skills are not essential for a job, you may still decide that the ability to communicate effectively in English and Welsh is desirable. How much emphasis you place on this will vary from post to post. Below are examples of criteria for laying greater emphasis on making bilingual skills desirable;

- Where it would be advantageous when providing a service for Welsh speakers, in settings where Welsh-speaking staff are already available, but where having an additional Welsh speaker would strengthen bilingual provision.
- Where it would strengthen the administrative support available to staff who use the Welsh language.
- Where it would help a team or workplace respond to the need to write short pieces of Welsh, or simple translations.
- Where it would enhance the Welsh ethos or climate of a team or workplace and help increase and normalise use of Welsh in the workplace.

2. ASSESSING AND RECORDING YOUR WORKFORCE LANGUAGE SKILLS

2.2 A Language Skills Framework (see Appendix A) is a way of easily assessing language skills based on the types of communication tasks (reading, writing, speaking and understanding) which the workforce are able to undertake in Welsh.

2.2 The Language Skills Framework will help managers to be clear about the exact skills levels that they need to refer to when assessing, recruiting and planning their workforce skills. This will also help managers to decide which level of skill is required in terms of speaking, understanding, writing or reading Welsh.

2.3 The Job Description should clearly state the level of Welsh required for the post (see Appendix B).

2.3 All posts must be advertised at a minimum of Level 1 for spoken and written Welsh.

2.4 When considering the level of Welsh required to undertake a post ask the following questions. If you answer 'yes' to any of the questions, you will need to consider what level of Welsh (according to the Language Skills Framework – see Appendix A) an individual would need to manage that contact:

- Does the role have contact with members of the public and/or other Council stakeholders (i.e. community groups, other public sector, private sector, town and community councils etc.), either face to face or over the phone?
- Does the role have contact with children and young people, vulnerable individuals of any age or those in a care setting?
- Does the role have contact with Elected Members?
- As part of the role, does the post holder directly work or liaise with Welsh medium educational establishments?
- Does the role require Welsh spoken skills to fulfil any other requirements of the job?

2.5 Posts should always be advertised at the appropriate level of language skill.

2.6 There may be circumstances where an otherwise suitable candidate does not reach the specified Welsh language level. In such instances, and providing that there is an existing level of Welsh language skill within the team, consideration can be given to appointing that candidate. The offer of appointment would be conditional on the candidate agreeing to achieve the required language level within a prescribed period. The individual would then be offered the appropriate learning and development programme to support them in attaining the required level. On such occasions, advice should always be sought from HR & OD before any offer of appointment is made.

LANGUAGE SKILLS FRAMEWORK

LEVEL 1			
Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. where someone lives; what they like doing. Can pass on a simple message or make a straightforward request, e.g. via e-mail.			
UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand simple personal information details; e.g. where someone lives, his/her name, who the person wishes to see	➢ Can pronounce place names and personal names correctly. ➢ Can greet individuals face to face or over the phone ➢ Can open and close a conversation or open and close a meeting.	➢ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms	➢ Can open and close an e-mail or letter ➢ Can write personal names, place names, job titles ➢ Can write a simple message to a colleague on paper or e-email, e.g. such and such has called.
LEVEL 2			
Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.			
UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general ➢ Can understand when people ask you do something	➢ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➢ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh ➢ Can hold a short conversation with an individual or exchange relatively straightforward information ➢ Can contribute to a meeting, but need to revert to English for specialist terms. ➢	➢ Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message	➢ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➢ Can write a short letter or e-mail to arrange an appointment

LEVEL 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can rad articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➢ Can understand a discussion at a meeting if the subject is familiar. ➢ Can understand individuals and colleagues in a familiar situation or in everyday conversation.	➢ Can take part in most conversations with colleagues about work and plans if the vocabulary is not to technical. ➢ Can hold a conversation with an individual or exchanging relatively straightforward information. ➢ Can contribute to a meeting but need to revert to English for specialist terms. ➢ Can adapt the style of language to suit the audience.	➢ Can understand most e-mail messages or letters concerning day to day work. ➢ Can guess the meaning of a word based on context if the subject is familiar. ➢ Can read a simple, straightforward article in a newspaper or magazine types of written material.	➢ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➢ Can write relatively accurately when drafting a short information leaflet or information Welsh as required.

LEVEL 4

Can usually follow most conversations or discussions, even on unfamiliar topics, unless the speaker has a strong or unfamiliar accent. Can talk confidently with fluent speakers about familiar subjects relating to work, and an express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of a dictionary and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately to.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. ➢ Can understand differences in register and dialect.	➢ Can contribute effectively to internal and external meetings in a work context. ➢ Can converse comfortably with individuals and exchange information as required. ➢ Can argue for and against a specific case. ➢ Can chair meetings and answer questions from the chair confidently.	➢ Can read most correspondence and scan long texts to find details. ➢ Can understand most newspaper articles and reports with the aid of a dictionary. ➢ Can understand novels and other texts, unless written in a very formal or colloquial form.	➢ Can produce correspondence of all types, short reports, documents and literature with support of an editor or electronic aid.

LEVEL 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in details, adapting the language to suit the audience.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can follow all conversations and discussions with individuals or colleagues. ➢ Can understand the ambiguity and nuance of language.	➢ Can express yourself fully in detail, even when discussing complex issues. ➢ Can adapt the style and register of your language to suit the audience.	➢ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➢ Can read long texts to find relevant details and can understand most types of written material.	➢ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➢ Can write formal or informal Welsh as required. ➢ Can write a range of documents accurately and with confidence.

PERSON SPECIFICATION

(detholiad / extract)

WELSH LANGUAGE:	The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. Please see below for the requirements for this post.			
	Essential	**Must be Learned**	**Desirable**	**Not Essential**
	Essential could cover a wide spectrum, i.e. ➢ from conversing with members of the public and signposting them to other Services and ➢ to be able to present detailed arguments in court proceedings An indication of the precise requirement should be included.			
EVIDENCE	At interview, then in post			
ASSESSMENT OF POSTS	All advertised posts have to be assessed in respect of the Welsh Language requirements. The evidence of which has to be retained and available for (a) audit trail and (b) inclusion in annual report figures.			
WelshJUSTIFICATION FOR CONFIRMING POST AT THAT LEVEL OF WELSH REQUIRED				

Appendix E – Menter Iaith Abertawe (MIA)

Menter Iaith Abertawe (Swansea's Welsh Language Initiative) was established in 2001. Its aim is to promote and expand the use of the Welsh language in the City and County of Swansea, with the mission statement:

- *"Hyrwyddo'r defnydd o'r iaith Gymraeg gan bobl o bob oedran, cefndir ac iaith yn nalgylch Dinas a Sir Abertawe a gwneud y Gymraeg yn gyraeddadwy i bobl Abertawe"*

- *"To promote the use of the Welsh language by people of all ages, backgrounds and languages in the catchment area of the City and County of Swansea and make the Welsh language accessible to the people of Swansea".*

To this end, they provide opportunities for people in Swansea to use the Welsh language; provide opportunities for those learning Welsh to develop their skills; promote the use of the Welsh language across voluntary, statutory and voluntary sectors in Swansea; and raise awareness of the Welsh language to those in the area.

The authority acknowledges that there are some areas of operation which it is currently unable to undertake through the medium of Welsh. In order to meet our obligations under the Standards (and, previously, our Welsh Language Scheme) some departments have worked in partnership with MIA, with an aim to develop in-house provision over time.

Where appropriate, some MIA personnel have undertaken training and qualifications alongside LA staff to facilitate provision of a Welsh language service equivalent to the existing English-language one. Where appropriate, they have also been given access to relevant Council IT and other systems to enable delivery of a seamless and consistent non-language-biased service.

During the development of any initiatives dealing with the public, and especially when undertaking consultation, bilingual information is routinely sent out to MIA for them to forward to those registered on their standard distribution list. This helps to ensure that the Welsh language community is widely represented in these exercises.

For major initiatives and others which have a specific Welsh language aspect, MIA may be invited to provide their expertise and advice to ensure that the associated Equality Impact Assessment adequately reflects the needs of the Welsh speakers of the area.

As the prime contact for Welsh speakers in the area, MIA has been approached to assist the authority in the production of the 5 year community based plan for promotion of the Welsh language.

Initially this will be through asking those on their distribution lists, associated groups and other contacts for information on their experiences of Welsh language undertakings, (e.g.

activities, groups, buildings and other facilities) across the complete local authority area in order to obtain a baseline of Welsh language activity.

The activities which are identified will be mapped, and this information made available publicly to provide residents and others with the opportunity to interact with Welsh speakers across the complete range of activities described. The mapping exercise will further provide an opportunity to identify and address areas of low Welsh language provision.

Appendix F – Swansea Standards subject to adjustment

The original Compliance Notice issued by the Welsh Language Commissioner was received by the authority on 30-09-2015 with implementation dates of 30-03-2016 (at the earliest) and 30-09-2017.

Not every standard (implemented as Regulations by NAW) was applied to the authority – in part since some grouped standards were designed to provide a range of operations based on local demographics and experience. The standards which did not apply to the authority were Nᵒs 10, 18, 23, 24B, 25, 26B, 27B, 27C, 27CH, 28, 29B, 39, 40, 53, 54, 65, 65A, 66, 113, 117, 121, 123 & 138

Following receipt, appeals were lodged against some aspects of individual standards and a dialogue ensued with the Office of the Welsh Language Commissioner as to their final format. Some appeals were rejected while others led to adjustments being applied to the standard(s) concerned.

The final Compliance Notice contains adjustments against ten individual standards as detailed below – this includes some which were issued with adjustments already in place in our original notice. In addition, two standards (#2 & #3) have been removed unilaterally from the Compliance Notice by the Commissioner's Office.

	Published Standard	**Adjustment**
2 3	Standards 2 and 3 dealt with initiating corresponding with an individual or a household and requesting and recording their language preference. These were included in the initial draft Compliance Notice sent to the authority but were removed by the Commissioner from the final (operative) version of the Compliance Notice.	
21	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	*You must comply with standard 21 in every circumstance, except:* *• where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter;* *• where no Welsh speaking member of staff is available to provide a service on the specific subject matter in question.*
33	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	*You must comply with standard 33 in every circumstance, except:* *- where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.*
38	Any material that you display in	*You must comply with standard 38 in*

		public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	*every circumstance, except where the following is applicable:* *(1) A body is not required to translate into Welsh any text that it has not produced ("text A").* *(2) A body will not be treating the Welsh language less favourably if it does not translate text A into Welsh but see sub-paragraph (3).* *(3) A body must use the Welsh version of text A if another person has produced text A in Welsh in accordance with—* *(a) its Welsh Language Scheme;* *(b) a duty to comply with Welsh language standards;* *(c) Standing Orders of the Assembly;* *(ch) section 35(1C) of the Government of Wales Act 2006; or* *(d) the Assembly Commission's Official Languages Scheme*
41	If you produce the following documents you must produce them in Welsh— (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.	*You must comply with standard 41(a) in every circumstance, except:* *- other papers that are available to the public, which relate to management board or cabinet meetings* *You must comply with standard 41(b) in every circumstance, except:* *- other papers for meetings that are open to the public.*
42	Any licence or certificate you produce must be produced in Welsh.	*You must comply in relation to a licence or certificate that is published in every circumstance.* *You must comply in relation to a licence or certificate that is issued to a person, and that is not published in the following circumstances:* *a) when you have offered to produce a licence or certificate in Welsh for an individual, and* *b) when that individual has informed you that they wish to receive a licence or certificate in Welsh.*
64	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably that a person who	*Standard 64 must be complied with, in relation to the below, by 30 March 2016:* *• The body's main reception service* *Standard 64 must be complied with,*

5

	requires an English language reception service.	*in relation to the below, by 30 September 2016:* *• All other reception services.*
67	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	*You must comply with standard 67 in relation to the following by 30 March 2016:* *• The main reception service* *You must comply with standard 67 in relation to the following by 30 September 2016:* *• Every other reception service*
76	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	*You must comply with standard 76 in the following circumstances:* *(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or* *(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.*
84	If you offer an education course that is open to the public, you must offer it in Welsh.	*You must comply with standard 84 in every circumstance, except:* *• when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh.*
137A	If you publish— (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	*You must comply with standard 137A in every circumstance, except:* *- job descriptions where a post has been categorised as one where Welsh language skills are not necessary.*

6

Appendix Ff – Welsh Language Training courses

Internal training courses are advertised to staff on the authority's intranet - *StaffNet*.

Any courses newly developed since the introduction of our Welsh language standards may be requested in either Welsh or English.

The delivery of any courses is dependent on sufficient members of staff subscribing before the course is scheduled, and this approach is applied to both English and Welsh language course delivery.

During the reporting period, no members of staff have requested instruction on relevant courses through the medium of Welsh.

The authority has provided subsidised basic Welsh language tuition during the reporting period. The courses follow the Mynediad entry level course. Some staff who have previously attended level 1 (or equivalent) have followed the level 2 part of the course.

The courses were still in progress at the end of the reporting period. Details of students and attendance are in the table below.

Level	Start Date	am / pm	No. of lessons	Staff on Course	Total Planned Attendances	Total Actual Attendance	Attendance percentage
1	9/11/16	am	18	16	288	237	82%
1	9/11/16	pm	18	16	288	243	84%
1	5/01/16	am	13	17	221	180	81%
				48	**797**	**660**	**83%**
2	5/01/16	pm	13	7	91	61	67%
				7	**91**	**61**	**67%**
	TOTAL			55	**888**	**721**	**81%**

An evaluation exercise will follow with a view to continuing provision as well as supporting those who have completed the courses to maintain the skills which they have learnt.

Future courses may change in line with the *'CymraegGwaith'* initiative of the National Centre for Learning Welsh and any agreement between the authority and the local provider.

Report of the Cabinet Member for Service Transformation & Business Operations

Cabinet – 21 September 2017

Quarter 1 2017/2018 Performance Monitoring Report

Purpose:	To report corporate performance for Quarter 1 2017/18.
Policy Framework:	*Delivering a Successful Swansea* Corporate Plan 2017/22 *Sustainable Swansea – Fit for the Future*
Consultation:	Legal, Finance, Access to Services.
Recommendation(s):	It is recommended that:
1)	the performance results are noted and reviewed to help inform executive decisions on resource allocation and, where relevant, corrective actions to manage and improve performance and efficiency in delivering national and local priorities
Report Author:	Richard Rowlands
Finance Officer:	Carl Billingsley
Legal Officer:	Debbie Smith
Access to Services Officer:	Sherill Hopkins

1.0   Introduction

1.1   This report presents the performance results for Quarter 1 2017/18 delivering the Council's Well-being Objectives (priorities) described in the Corporate Plan 2017/22 *Delivering a Successful Swansea*.

1.2   The outturn presented in the performance tables (Appendix A) incorporates an overview of performance that needs to be considered alongside the current financial situation of the Council.

1.3   The financial resources required to achieve the specified performance levels in 2017/18 have been provided in the approved budget. As part of the work on *Sustainable Swansea – Fit for the future* there will be an increased focus on understanding the level of activity and outcomes that are achieved for the budget allocated so that choices can be made about relative priorities.

2.0   Performance and Improvement

2.1   Performance is judged using the results measured by Corporate Plan performance indicators compared to agreed targets.

2.2   Improvement is measured by comparing the results of Corporate Plan performance indicators against the results from the same period last year where comparison is possible.

2.3   It is important to point out that each of the corporate priorities cannot be seen in isolation from each other. Each priority both affects and is affected by the others. For example, improving education and skills is both important to our efforts to tackle poverty and improve the economy. For this reason, many of the performance indicators allocated to measuring one priority can also be used to show progress meeting other priorities.

3.0   Outturn

3.1   The Corporate Plan performance indicators measure progress meeting the following key priorities:

i) Safeguarding people from harm.
ii) Improving education and skills.
iii) Transforming our economy & infrastructure.
iv) Tackling poverty.
v) Transformation & future Council development.

3.2   The outturn for Quarter 1 2017/18 shows that **37 out of 46 (80%)** Corporate Plan performance indicators (that had targets) met their targets. **17 out of 29 (59%)** comparable Corporate Plan performance indicators also showed improvement compared to Quarter 1 2016/17.

3.3   The performance tables in Appendix A also set out an overview of performance for each Corporate Plan priority provided by Directors and Heads of Service who are the responsible leads; these overviews are set out in para 4.0.

4.0   Context: Overviews of Performance

4.0.1   The following overviews provided by responsible departments describe the context to the performance meeting the Council's key priorities as at the end of Quarter 1 2017/18.

4.1   Safeguarding people from harm

4.1.1   Overall this is a pleasing set of results for the first quarter. The timeliness of response and intervention following a safeguarding referral is strong and improving across the whole of social services. There remains a concern about the challenge the Council is facing in trying to meet the massively increased number of deprivation of liberty safeguarding

referrals. The development of a dedicated team to support is expected to have a significant positive impact on performance.

4.1.2   In terms of sustainability of services, the proportion of the population receiving statutory care and support is generally within the expected range but there are some concerns about the number of children and young people requiring statutory children services support.

4.1.3   Along with higher numbers of children requiring statutory children services support, there are higher than expected numbers of looked after children. This highlights the importance of the Council ensuring that early help and prevention services are properly targeted for those children and young people whose needs would otherwise escalate into requiring a statutory intervention. The work to improve the targeting of that preventative offer is encompassed within the implementation plan for developing the Council's family support continuum.

4.1.4   The sustainability of particularly adult social care is increasingly linked to the sustainability of local health services and vice versa. Therefore meeting the target for delayed transfers of care and for the effectiveness of reablement services is encouraging.

4.1.5   Adult health and social care will only be sustainable longer term if we can begin to intervene earlier before problems and issues become entrenched. Therefore, it is again highly encouraging that the target for increased activity by the Council's Local Area Coordinators has been met.

4.1.6   There are a host of other statutory performance indicators across social services, not all of which can be usefully captured within the corporate plan. However, we have established two new catch-all indicators and set ourselves the challenging target that at least 80% of all statutory indicators across social services should be maintained or improved from the previous year. Adult services have achieved that target first quarter. Children services will be able to report against this target by the second quarter.

4.1.7   In terms of wider corporate safeguarding and the Council's ambition to ensure all officers and Elected Members understand how to exercise their responsibility that 'safeguarding is everyone's business', we are still experiencing some difficulties in capturing absolutely accurate data, cross referencing the various databases across the Council. Nevertheless, staff and Councillor's continue to access both the face-to-face and e-learning training. It is now the case that many more staff are aware of how they can play an active part in the Council's overall arrangements to meet its safeguarding responsibilities.

4.2   Improving education & skills

4.2.1   Strong progress continues to be made on school attendance. Good practice is being shared at every opportunity. The incentivising attendance awards and celebratory events are having a positive impact

in raising the profile of good attendance in City and County of Swansea schools.

4.2.2   The Education Department is completing their self-evaluation report and the corporate well-being objective 'Improving Education & Skills' and next steps will be fully reflected in the Department's priorities and Business Plans. The Swansea Learning Partnership will be relaunched in autumn 2017 to develop strategies and monitor progress on aligning our education system and partnership working to meet the workforce requirements of the County in future, including those that are created through the implementation of the Swansea Bay City Deal.

4.3   Transforming our economy and infrastructure

4.3.1   Performance this quarter shows that we have achieved our targets against the key indicators and we are therefore making good progress in delivering our objectives. Specifically, the new residential development and commercial floor space continues to be delivered via the Vibrant & Viable Places funded schemes with public and private sector partners across the City Centre. In addition, training and employment person weeks are being created by the Council's Beyond Bricks & Mortar scheme for the unemployed and economically inactive. The percentage of Planning Applications approved is considerably above target, as is the percentage of municipal waste collected for reuse/recycling.

4.3.2   An outline planning application (Swansea Central Scheme) for a mixed-use retail and leisure led development was approved by Planning Committee. Operators have also been appointed for the Arena project. The structural demolition of the former Oceana building is now complete, providing the development footprint required to deliver the first phase of the Digital Village project on Kingsway. The Kingsway infrastructure project design is making excellent progress and further consultations have been held with local businesses. A start on site date is to be agreed to minimise any impact on busy trading periods and potential disruption.

4.3.3   Following the signing of the City Deal agreement by UK, Welsh and Local Governments in March, the next stage is to produce a five case business model to test the ambition as set out in the Swansea City & Waterfront Digital District business case. If agreed the project will help improve perceptions of the city as a place to work, visit and live, with significant investments in digital infrastructure, new developments and skills development. The 5 case business model will be ready, in draft format, in September.

4.3.4   The further work commissioned to test the impact of the City Deal and amended economic growth projections on the LDP strategy and allocations has now been reported, together with an update on the financial viability appraisals on each of the residential led strategic development areas. The LDP was reported to Council on July 27th and approved for submission to the Welsh Government for examination. Work continues to progress other key objectives to transform our Economy & Infrastructure, including the drafting of the bid to become City

of Culture in 2021, and the promotion of leisure and cultural events in the city. In addition, our initiatives to promote the green economy, coastline management, and sustainable low carbon transport are progressing well.

4.4   Tackling Poverty

4.4.1   The *Tackling Poverty Strategy* is currently out for consultation. In the medium term, our plans to revise the key indicators for the *Tackling Poverty* priority will further support Well-being Objectives, whilst at the same time supporting the implementation of the revised *Tackling Poverty Strategy*.

4.4.2   Here we will include a greater emphasis upon measures demonstrating the progression of children at the Foundation Phase, young people and adults, showing progress towards their developmental and employability goals. We also intend to report the number of disadvantaged individuals gaining employment through our new employability programme using a social recruitment model.

4.4.3   Performance this quarter supports progress towards our key indicators and demonstrates that we are supporting the steps towards well-being. Even where targets have been missed they were for reasons outside of the Authorities control. We expect that we will recover this position by the end of the second quarter. Existing targets are making positive contributions to tackling poverty in Swansea such as:

- Supporting increased incomes by effective processing of claims for housing benefit and council tax reduction and support through Welfare Rights Team with appeals.
- Reducing homelessness and stability of accommodation through giving families longer-term solutions as quickly as possible, minimising their stay in bed and breakfast accommodation supports stability of accommodation for families, safeguarding health and well-being and preventing social exclusion.
- Implementation of our *Community Cohesion Delivery Plan*, promoting cohesive and inclusive communities in Swansea.

4.5   Transformation & future Council development

4.5.1   Quarter 1 has seen updates and changes taking effect following the review of Corporate well-being objectives and key performance indicators following the election. In line with this well-being objective, significant progress has been made on the 2017-18 transformation priorities of *Sustainable Swansea - Fit for the future*.

4.5.2   The final phase of service commissioning reviews are well underway and cross-Council reviews have been agreed in four broad areas. Budget and investment discussions are in progress so that the Council can fulfil its ambitions around City Deal, 21st century Schools and building new homes, while ensuring these plans are sustainable and fit for future generations. A review of organisational development has been underway during Quarter 1 to inform a new strategy encompassing:

staff/manager/Councillor development; workforce planning; and innovation to ensure the Council has the workforce and culture to meet future challenges.

4.5.3   Quarter 1 indicators around the use of online forms are starting to see an increase following significant work on the back of the Council's Digital Strategy, which was launched in Spring 2016.

4.5.4   Although staff sickness has slightly missed the target there is an improvement on the same quarter last year. The Council is delivering changes and new initiatives to improve the level of staff sickness, so it is hoped performance against this indicator will improve over the coming year.

4.5.5   Financial performance is below target as many transformational changes within services take time to be reflected in the budget. Both Cabinet Members and senior managers continue to monitor progress closely.

4.5.6   The Council is now starting to report publicly data breaches in readiness for changes to legislation coming into effect from May 2018, called the General Data Protection Regulation. Performance was good in Quarter 1 with no data breaches needing referral to the Information Commissioner's Office.

4.5.7   In line with the well-being objective, the Council is working to implement more opportunities to involve communities in changes and service delivery to ensure they are sustainable for future generations, particularly developing a Council wide Co-Production Strategy, which will also contribute towards improving performance on the SUSC2 indicator over the coming year as well as CUST5 and CUST6.

5.0   Considerations

5.1   When making comparisons between quarters in previous years and 2017/18, the following should be considered:

5.1.1   The nature and number of some performance indicators (PIs) has changed between these two periods and therefore direct comparisons may not always be appropriate.

5.1.2   Many of the performance measures are new and definitions may need further refinement.

5.1.3   Many targets for new performance indicators are either still being baselined or will need to be agreed; these are noted within the report.

5.1.4   Some data will be enhanced and improved to be more robust as data collection methods are developed and / or refined by services over the coming quarters.

5.1.5   The results do not always account for changes in resources and workload during that period (although details can be seen in the

numerator and denominator information and in the comments column of the data tables attached to this report).

5.1.6　There may be changes to the numerator and denominator information that may affect the trends by showing a decline while the volume of work has increased.

5.1.7　A proper comparison with national performance data will not be possible until the 2016/17 national performance results are published later in 2017.

6.0　Equality & Engagement Implications

6.1　This report has no direct equality and engagement implications itself although the data reported may form part of the information that leads to a service screening for and undertaking an EIA as required.

7.0　Financial Implications

7.1　In the current and anticipated financial environment further discussion and consideration will be required around priorities and target setting for performance improvement as part of *Sustainable Swansea – fit for the future*.

8.0　Legal Implications

8.1　There are no legal implications associated with this report.

Background Papers: None.

Appendices: Appendix A – Quarter 1 2017/18 Performance Monitoring Report.
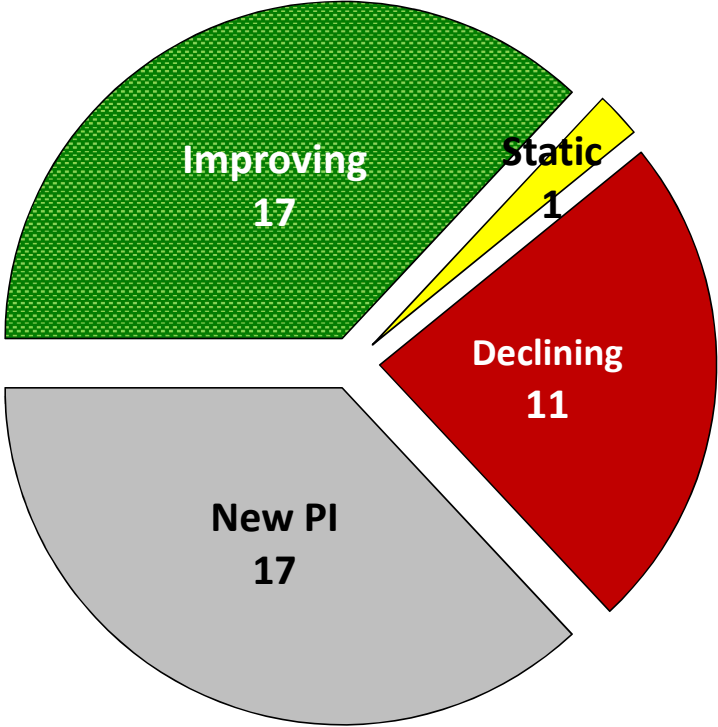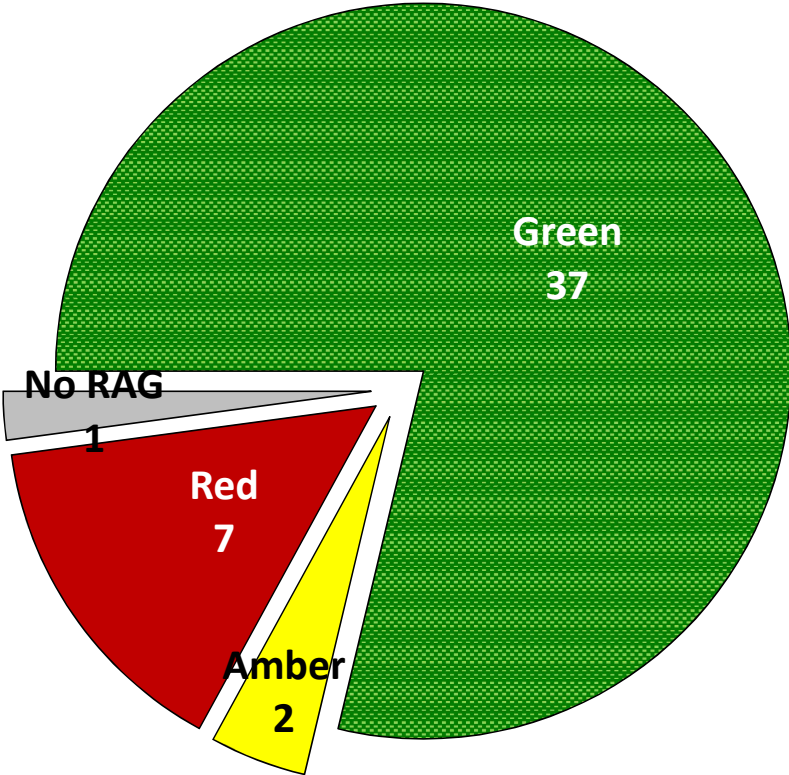
Performance Report - Qtr 1 2017/18

Corporate Performance against Target

Corporate Performance compared to Same Period of Previous Year

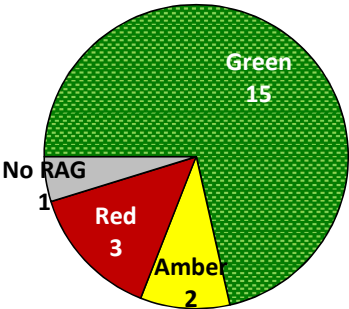**Overall Council Summary**

Overall Council Summary

Green
37

No RAG
1

Red
7

Amber
2

Improving
17

Static
1

Declining
11

New PI
17

Performance Report - Qtr 1 2017/18

Priority Performance against Target

Safeguarding

- Green 15
- No RAG 1
- Red 3
- Amber 2

Education

- Green 4

Transformation

- Green 5
- Red 3

Economy

- Green 6

Poverty

- Green 7
- Red 1
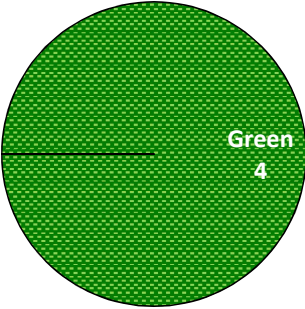
Priority Performance compared to same period of previous year

Safeguarding

- Static 1
- Declining 2
- Improving 4
- New PI 13

Education

- Improving 2
- New PI 2

Transformation

- Improving 2
- New PI 1
- Declining 5

Economy

- Improving 4
- New PI 1
- Declining 1

Poverty

- Improving 5
- Declining 3
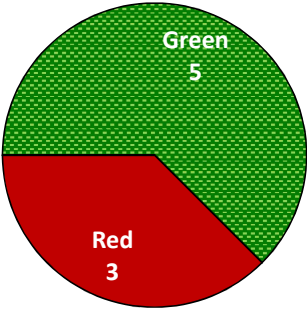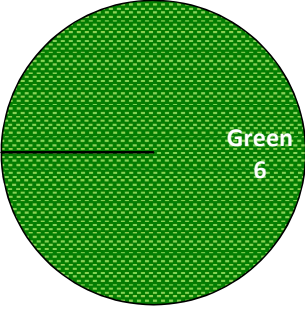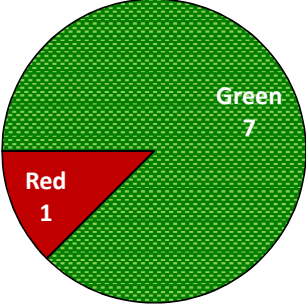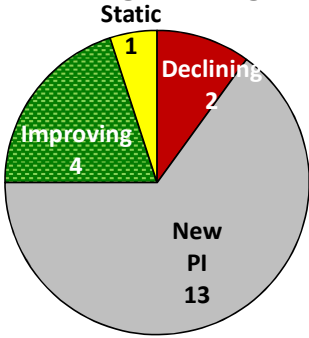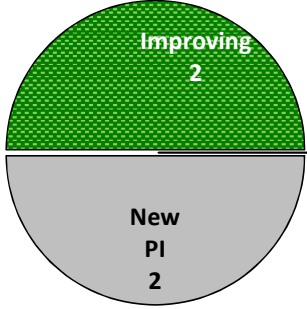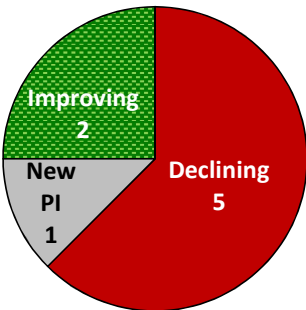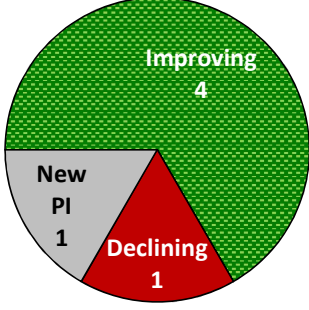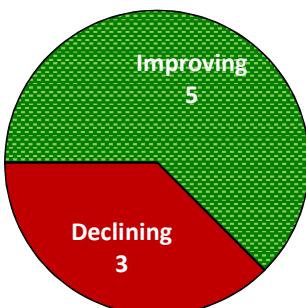
Performance Report - 2017/18

Quarter 1

	Met Target **Green**	Within 5% of Target **Amber**	Missed Target **Red**

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator Qtr 1 2017/18	Qtr 1 2016/17	Comments (Explanation and Actions)	Responsible Head of Service
Priority 1 : Safeguarding								
AS8 ↑ Percentage of adult protection referrals to Adult Services where decision is taken within 24 hours	**GREEN** 65.23%	65%	41.10%	**GREEN** ↗	The number of adult protection enquiries completed in the quarter that were completed within 24 hours **212** / Total number of adult protection enquiries completed in the period **325**	**127** / **309**		Alex Williams
AS9 ↑ The percentage of Deprivation of Liberty Safeguarding (DoLS) assessments completed in 21 days or less.	**RED** 58.6%	65%	-	NEW PI	The number of DoLS assessments completed in 21 days or less following request. **246** / The number of DoLS assessments completed during the period **420**	N/A / N/A	Following the Cheshire West legal judgement, the volume of DoLS applications rose from approximately 50 per annum to 1,200 per annum. The Local Authority has put measures in place to manage this increase in applications, but these arrangements have not proved sufficient to manage the challenge. It has been agreed that a new team will be created to manage DoLS and this will be in place later in the year. Once this team is in place, we should see significant improvement in performance to ensure we are statutorily compliant.	Alex Williams
AS10 ↑ Percentage of annual reviews of care and support plans completed in adult services	**GREEN** 67.37%	65%	-	NEW PI	Number of reviews of care and support plans carried out within the last year by Adult Services **4,105** / Number of people whose care & support plans should have been reviewed by Adult Services **6,093**	N/A / N/A		Alex Williams
AS11 ↓ Rate of adults aged 65+ receiving care and support to meet their well-being needs per 1,000 population	**GREEN** 87.70	83><88	-	NEW PI	Number of people aged 65 or over supported in the community or in residential nursing care during the year **4,141** / Total population aged 65 or over **47,220**	N/A / N/A		Alex Williams

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
AS12 ↓ Rate of adults aged 18-64 receiving care and support to meet their well-being needs per 1,000 population	**GREEN** 9.47	9><11	-	**NEW PI**	Number of people aged 18-64 supported in the community or in residential nursing care during the year **1,420** N/A Total population aged 18-64 **149,958** N/A			Alex Williams
AS13 ↑ Rate of carers (aged 18+) who received a carer's assessment in their own right during the year per 1,000 adults	**GREEN** 102.16	82	-	**NEW PI**	Number of people aged 18+ who received a carer's assessment. **142** N/A Total population aged 18+ **1,390** N/A		The target was set on the basis of end of last year's performance. In the first quarter, performance has been exceptionally high. We are unsure at this stage whether this pattern of high performance is an anomaly, so we need to monitor performance at the end of the second quarter before determining whether the target needs to be amended.	Alex Williams
AS14 ↑ The percentage of people who have completed reablement who were receiving less care or no care 6 months after the end of reablement.	**GREEN** 82.79%	82%	-	**NEW PI**	The number of people who have completed reablement who were receiving less care or no care 6 months after the end of reablement. **202** N/A The number of people who have completed reablement. **244** N/A			Alex Williams
AS15 ↑ Percentage of all statutory indicators for Adult Services that have maintained or improved performance from the previous year.	**GREEN** 86%	80%	-	**NEW PI**	The number of statutory performance indicators for which performance is maintained or improving **6** N/A The number of statutory performance indicators **7** N/A			Alex Williams

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
CFS14 ↑ The percentage of decisions about a referral for care and support received by Child and Family Services which are taken within 24 hrs from receipt of referral	**GREEN** **100%**	100%	100%	**STATIC** ↔	The number of decisions about a referral for care and support received by Child and Family Services which are taken within 24 hrs from receipt of referral. **555** The number of referrals for care and support received by Child and Family Services in the period. **555**	**508** **508**		Julie Thomas
CFS16 ↑ The percentage of initial core group meetings held within 10 working days of the initial child protection conference	**AMBER** **88.79%**	90%	93.75%	**RED** ↘	The number of initial core group meetings held within 10 working days of the intital child protection conference. **95** The number of initial child protection conferences held in the period where the outcome was registration. **107**	**60** **64**	Just short of desired target. This has historically been a volatile indicator. Work progresses to ensure performance stability.	Julie Thomas
CFS18 ↓ The number of children looked after per 10,000 of the 0-17 Swansea population.	**GREEN** **104.62**	90><110	-	**NEW PI**	The number of children looked after at end of period **492** Total population aged 0-17. **47,026**	N/A N/A		Julie Thomas
CFS19 ↓ The number of children on the Local Authority's Child Protection Register per 10,000 of the 0-17 Swansea population.	**GREEN** **54.23**	45><55	-	**NEW PI**	The number of children on the CPR at end of period **255** Total population aged 0-17. **47,026**	N/A N/A		Julie Thomas

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
CFS20 ↓ The number of children in need of care and support per 10,000 of the 0-17 Swansea population.	**AMBER** **236.46**	190><230	-	NEW PI	The number of children in need of care and support at end of period **1,112** / Total population aged 0-17. **47,026**	**N/A** / **N/A**	We have experienced a steady rise in demand at the front door as well as some challenges in step down arrangements into early help. Work on re-designing the organisational structure of Child & Family Services will address some of the current issues.	Julie Thomas
CFS21 ↑ Percentage of all statutory indicators for Child & Family Services that have maintained or improved performance from the previous year.	**NO RAG** **-**	80%	-	NEW PI	The number of statutory Child & Family Services performance measures that have maintained performance or improved performance in the calculation period. **N/A** / The number of indicators in the calculation set **N/A**	**N/A** / **N/A**	We are unable to provide data for quarter one due to collection issues for some of the data required to populate some indicators. We continue to work on this issue and will be able to report this indicator by the end of Q2 2017. Q1 data will be retrospectively populated at this time.	Julie Thomas
Measure 18 ↑ The percentage of adult protection enquiries completed within 7 days	**GREEN** **92.92%**	90%	68.93%	**GREEN** ↗	The number of adult protection enquiries completed in the year that were completed within seven working days **302** / Total number of adult protection enquiries completed in the year. **325**	**213** / **309**		Alex Williams
Measure 19 ↓ The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	**GREEN** **0.92**	2	1.20	**GREEN** ↗	Total number of local authority residents experiencing a delayed transfer of care during the year for social care reasons **20** / Total population aged 75+ **21,672**	**26** / **21,619**		Alex Williams

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
Measure 24 ↑ The percentage of assessments completed for children within statutory timescales	**RED** **76.22%**	86%	-	NEW PI	Number of assessments for children completed during the calculation period that were completed within 42 working days from the point of referral. **250** / **N/A** The number of assessments completed for children in the calculation period **328** / **N/A**		The level of activity within the service has presented challenges to our ability to meet the target. The redesign of the locality teams will support improvement in this area.	Julie Thomas
Measure 28 ↔ The average length of time for all children who were on the Child Protection Register during the year	**GREEN** **199.38**	100><300	240.50	DECREASING ↘	The sum of the lengths of time each child had been on the CPR if they were removed from the CPR in the period. **22,330** / **15,873** The number of children who were removed from the CPR in the period **112** / **66**			Julie Thomas
SAFE8b ↑ The percentage of elected members who have completed safeguarding training	**GREEN** **47%**	25%	59.72%	**RED** ↘	Number of elected members who have received training in safeguarding vulnerable people **34** / **43** Number of Elected Members **72** / **72**		Training record systems have been updated so that only the current councillors are on the system. As a consequence this has been reflected in the figures for this period and they are lower than previously reported. Going forward a planned effort is required to increase the take up of either e-learning or face to face training for all elected members and we should be informing them accordingly.	Steve Rees
SAFE27 ↑ Total number of staff who have completed the corporate mandatory safeguarding awareness training within the financial year	**RED** **176**	200	-	NEW PI	Number of employees (excluding school based staff) who have completed the mandatory formal corporate training **176** / **N/A** D **1** / **1**		Take up of face-to-face training being provided by champions has decreased towards the back end of the project. A planned effort is required to increase the number of staff completing the training.	Steve Rees
SUSC5 ↑ Number of new requests for local area co-ordination	**GREEN** **74**	60	38	**GREEN** ↗	The number of introductions for individuals recorded in the Local Area Co-ordination database **74** / **38** D **1** / **1**			Alex Williams

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		

Lead Head of Service's Overview

Overall this is a pleasing set of results for the first quarter.

The timeliness of response and intervention following a safeguarding referral is strong and improving across the whole of social services. There remains a concern about the challenge the Council is facing in trying to meet the massively increased number of deprivation of liberty safeguarding referrals. The development of a dedicated team to support is expected to have a significant positive impact on performance.

In terms of sustainability of services, the proportion of the population receiving statutory care and support is generally within the expected range but there are some concerns about the number of children and young people requiring statutory children services support.

Along with higher numbers of children requiring statutory children services support, there are higher than expected numbers of looked after children. This highlights the importance of the Council ensuring that early help and prevention services are properly targeted for those children and young people whose needs would otherwise escalate into requiring a statutory intervention. The work to improve the targeting of that preventative offer is encompassed within the implementation plan for developing the Council's family support continuum.

The sustainability of particularly adult social care is increasingly linked to the sustainability of local health services and vice versa. Therefore meeting the target for delayed transfers of care and for the effectiveness of reablement services is encouraging.

Adult health and social care will only be sustainable longer term if we can begin to intervene earlier before problems and issues become entrenched. Therefore it is again highly encouraging that the target for increased activity by the Council's Local Area Coordinators has been met.

There are a host of other statutory performance indicators across social services, not all of which can be usefully captured within the corporate plan. However we have established two new catch all indicators and set ourselves the challenging target that at least 80% of all statutory indicators across social services should be maintained or improved from the previous year. Adult services have achieved that target first quarter. Children services will be able to report against this target by the second quarter.

In terms of wider corporate safeguarding and the Council's ambition to ensure all officers and Elected Members understand how to exercise their responsibility that 'safeguarding is everyone's business', we are still experiencing some difficulties in capturing absolutely accurate data, cross referencing the various databases across the Council. Nevertheless staff and Councillor's continue to access both the face to face and e-learning training. It's now the case that many more staff are aware of how they can play an active part in the Council's overall arrangements to meet its safeguarding responsibilities.

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
Priority 2 : Education and Skills								
BBMA4 ↑ Apprenticeships – number of apprenticeship or trainee starts in the Council in 2017/18	**GREEN** 1	1	-	**NEW PI**	The number of persons commencing employment with CCS as apprentices or trainees during the period 1 D 1	N/A 1	Targets profiled for each quarter	Phil Holmes
EDU016a ↑ Percentage of pupil attendance in primary schools	**GREEN** 95.40%	94><95.5%	94.26%	**GREEN** ↗	Number of sessions attended by all pupils of statutory school age in primary schools 1,940,695 Number of sessions possible for all primary school pupils of a statutory school age 2,034,238	1,577,539 1,673,527		Nick Williams
EDU016b ↑ Percentage of pupil attendance in secondary schools	**GREEN** 93.65%	93><94.5%	93.43%	**GREEN** ↗	Number of sessions attended by all pupils of statutory school age in secondary schools 1,407,576 Number of sessions possible for all secondary school pupils of a statutory school age 1,503,075	1,180,751 1,263,808		Nick Williams
POV07 ↑ Number of training weeks for new entrant employees achieved through community benefit clauses	**GREEN** 806	500	-	**NEW PI**	Number of person weeks of training and employment undertaken 806 D 1	N/A 1		Phil Holmes

Lead Head of Service's Overview

Strong progress continues to be made on school attendance. Good practice is being shared at every opportunity. The incentivising attendance awards and celebratory events are having a positive impact in raising the profile of good attendance in City and County of Swansea schools. The Education Department is completing their self-evaluation report and the corporate well-being objective 'Improving Education & Skills' and next steps will be fully reflected in the Department's priorities and Business Plans. The Swansea Learning Partnership will be relaunched in autumn 2017 to develop strategies and monitor progress on aligning our education system and partnership working to meet the workforce requirements of the County in future, including those that are created through the implementation of the Swansea Bay City Deal.

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
Priority 3 : Economy and Infrastructure								
BBMA1 ↑ Number of projects that include community benefit clauses	**GREEN** **3**	2	-	**NEW PI**	Number of projects with both social benefit clauses and Beyond Bricks & Mortar in their contracts. **3** D 1	N/A 1		Phil Holmes
EC2 ↑ The percentage of all major applications with an economic imperative that are approved	**GREEN** **100%**	85%	78%	**GREEN** ↗	Total number of major applications with an economic imperative that are approved 4 Total number of major applications determined in the quarter 4	7 9		Phil Holmes
EC3 ↑ Amount of commercial floorspace created within the City Centre to accommodate job creation	**GREEN** **6,647m²**	6,647m²	3,730m²	**GREEN** ↗	Amount of commercial floorspace created by sq m within the city centre **6,647m²** D 1	3,730m² 1		Phil Holmes
EC4 ↑ Number of new housing units created in Swansea City Centre as a result of Vibrant & Viable Places funding	**GREEN** **54 units**	54 units	33 units	**GREEN** ↗	Additional number of new housing units completed within Swansea City Centre through Vibrant and Viable Places 54 D 1	33 1		Phil Holmes
EP28 ↑ The percentage of all planning applications determined within 8 weeks	**GREEN** **88.84%**	80%	89.60%	**RED** ↘	The total number of planning applications determined during the year within 8 weeks 422 The total number of planning applications determined during the year 475	431 481	Target achieved. The comparison to Qtr 1 of 2016/17 shows a minor drop in performance but this is less than 1% and considered to be insignificant given the number of applications received during the quarter.	Phil Holmes

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
WMT009b ↑ The percentage of municipal waste collected and prepared for reuse and/or recycled	**GREEN** **63.15%**	60%	59.25%	**GREEN** ↗	Total tonnage of local authority municipal waste prepared for reuse and/or recycled		As usual the figures provided are one quarter behind. ie. the figures are for Qtr 4 2016/17	Chris Howell
					16,733	17,067		
					The tonnage of municipal waste collected by the local authority			
					26,497	28,804		

Lead Head of Service's Overview

Performance this quarter shows that we have achieved our targets against the key indicators and we are therefore making good progress in delivering our objectives. Specifically, the new residential development and commercial floor space continues to be delivered via the Vibrant & Viable Places funded schemes with public and private sector partners across the City Centre. In addition, training and employment person weeks are being created by the Council's Beyond Bricks & Mortar scheme for the unemployed and economically inactive. The percentage of Planning Applications approved is considerably above target, as is the percentage of municipal waste collected for reuse/recycling.

An outline planning application (Swansea Central Scheme) for a mixed use retail and leisure led development was approved by Planning Committee. Operators have also been appointed for the Arena project. The structural demolition of the former Oceana building is now complete, providing the development footprint required to deliver the first phase of the Digital Village project on Kingsway. The Kingsway infrastructure project design is making excellent progress and further consultations have been held with local businesses. A start on site date is to be agreed to minimise any impact on busy trading periods and potential disruption.

Following the signing of the City Deal agreement by UK, Welsh and Local Governments in March, the next stage is to produce a five case business model to test the ambition as set out in the Swansea City & Waterfront Digital District business case. If agreed the project will help improve perceptions of the city as a place to work, visit and live, with significant investments in digital infrastructure, new developments and skills development. The five case business model will be ready, in draft format, in September.

The further work commissioned to test the impact of the City Deal and amended economic growth projections on the Local Development Plan (LDP) strategy and allocations has now been reported, together with an update on the financial viability appraisals on each of the residential led strategic development areas. The LDP was reported to Council on July 27th and approved for submission to the Welsh Government for examination. Work continues to progress other key objectives to transform our Economy & Infrastructure, including the drafting of the bid to become City of Culture in 2021, and the promotion of leisure and cultural events in the city. In addition, our initiatves to promote the green economy, coastline management, and sustainable low carbon transport are progressing well.

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator Qtr 1 2017/18	Qtr 1 2016/17	Comments (Explanation and Actions)	Responsible Head of Service
Priority 4 : Tackling Poverty								
HBCT01a ↓ Housing Benefit Speed of Processing: a) Average time for processing new claims.	**GREEN** **17.3 days**	22 days	19.1 days	**GREEN** ↗	Sum in calendar days of time taken to process all new claims **25,484** / Number of new claims received **1,477**	**28,538** / **1,494**		Ben Smith
HBCT01b ↓ Housing Benefit Speed of Processing: b) Average time for processing notifications of change in circumstances.	**GREEN** **6.1 days**	8 days	5.6 days	**RED** ↘	Sum in calendar days of time taken to process change in circumstances **82,434** / Number of change in circumstances decided **13,601**	**77,136** / **13,807**	A significant number of rent increases required further information from landlords. However landlords did not provide the information promptly which led to delays in the Housing Benefit decision which was outside the authority's control.	Ben Smith
HBCT02a ↓ Council Tax Reduction Speed of Processing: a) Average time for processing new claims.	**GREEN** **18.5 days**	22 days	20.3 days	**GREEN** ↗	Sum in calendar days of time taken to process all new claims **28,672** / Number of new claims received **1,550**	**32,938** / **1,622**		Ben Smith
HBCT02b ↓ Council Tax Reduction Speed of Processing: b) Average time for processing notifications of change in circumstances	**GREEN** **3.8 days**	8 days	5.1 days	**GREEN** ↗	Sum in calendar days of time taken to process change in circumstances **72,777** / Number of change in circumstances decided **19,018**	**81,749** / **16,070**		Ben Smith
POV05 ↑ The amount of welfare benefits raised through securing rights and entitlements by the Welfare Rights Team	**RED** **£175,546**	£200,000	£243,814	**RED** ↘	Amount of benefit income secured or increased **£175,546** / D **1**	**£243,814** / **1**	The target was not met due to the 'Tribunal Service' not listing the appeals.	Rachel Moxey

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
POV06 ↓ The average number of days all homeless families with children spent in Bed & Breakfast accommodation	**GREEN** **1.5 days**	6 days	3.7 days	**GREEN** ↗	The number of days for each period spent in B&B accommodation by each family with children whose duty has been accepted during the year **3**	**11**		Lee Morgan
					Total number of homeless families with children whose duty has been accepted who have spent time in B&B accommodation **2**	**3**		
SUSC1 ↑ Percentage of people across Swansea who are satisfied or very satisfied with their local area as a place to live	**GREEN** **87.2%**	86.6%	86.1%	**GREEN** ↗	Number of people responding 'satisfied' and 'very satisfied' with your local area as a place to live? **218**	**155**		Chris Sivers
					Total number of respondents to the question **250**	**180**		
SUSC3 ↑ Percentage of Swansea residents who agree or strongly agree that their local area is a place where people from different backgrounds get on well together	**GREEN** **81.0%**	78%	83.2%	**RED** ↘	Number of people responding 'agree' and 'strongly agree' that your local area is a place where people from different backgrounds get on well together? **200**	**149**	Although performance has declined compared to Q1 last year, the result this quarter has bettered the target and performance remains strong. We will continue our work, and to work with partners, to promote cohesive and inclusive communities within Swansea.	Chris Sivers
					Total number of respondents to the question **247**	**179**		

Lead Head of Service's Overview

The Tackling Poverty Strategy is currently out for consultation. In the medium term, our plans to revise the key indicators for the Tackling Poverty Priority will further support well-being objectives, whilst at the same time supporting the implementation of the revised Tackling Poverty Strategy. Here we will include a greater emphasis upon measures demonstrating the progression of children at the Foundation Phase, young people and adults, showing progress towards their developmental and employability goals. We also intend to report the number of disadvantaged individuals gaining employment through our new employability programme using a social recruitment model.

Performance this quarter supports progress towards our key indicators and demonstrates that we are supporting the steps towards well-being. Even where targets have been missed they were for reasons outside of the authorities control. We expect that we will recover this position by the end of the second quarter. Existing targets are making positive contributions to tackling poverty in Swansea such as:

• Supporting increased incomes by effective processing of claims for housing benefit and council tax reduction and support through Welfare Rights Team with appeals

• Reducing homelessness and stability of accommodation through giving families longer term solutions as quickly as possible, minimising their stay in bed and breakfast accommodation supports stability of accommodation for families, safeguarding health and well being and preventing social exclusion.

• Implementation of our Community Cohesion Delivery Plan, promoting cohesive and inclusive communities in Swansea.

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator Qtr 1 2017/18	Qtr 1 2016/17	Comments (Explanation and Actions)	Responsible Head of Service
Priority 5 : Transformation and Future Council								
CHR002 ↓ The no. of working days / shifts per full time equivalent (FTE) local authority employee lost due to sickness absence	**RED** **2.2 days**	2 days	2.5 days	**GREEN** ↗	Total number of working days/shifts lost to sickness absence as FTE. 23,145 / Average number of FTE employees 10,299	23,154 / 9,432	**Note from Corporate Performance Team - Data quality under review** Result is slightly over target for Quarter 1. A review is currently underway to review the model for managing attendance across the Council. The reason for the difference in FTE numbers is due to an extensive data cleansing exercise of all employee records in Oracle undertaken by Employee Services as part of their Business Process Review; a number of inconsistencies were found in the "Employee Status" field, for example some employees were marked as "Relief" and this should not have been the case and as such were not included in previous sickness reports as per the PAM's instruction. This will not be a problem going forward, we now have monthly reports produced and check these records on an on-going basis.	Steve Rees
CUST2a ↑ Number of online payments received via City & County of Swansea websites	**GREEN** **20,697**	18,750	43,085	**RED** ↘	Number of service-based payments received on the Civica payment system via City & County of Swansea websites 20,697 / D 1	43,085 / 1	There is now a more accurate report to break down web payments which is being used now. This excludes any payments which did not come through the website and means that the result will show as lower than the previous period and year.	Sarah Caulkin
CUST2b ↑ Number of forms completed online for fully automated processes	**GREEN** **3,748**	3,600	1,246	**GREEN** ↗	Number of forms completed online for processes which are fully automated 3,748 / D 1	1,246 / 1	The target has been exceeded for this quarter. Online parking challenges represented 40% of the contact recorded for the Parking Enforcement team this quarter.	Sarah Caulkin

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PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
CUST5 ↑ Percentage of recent customers who were satisfied with level of customer service they received from Swansea Council	**GREEN** 81.6%	80%	86.4%	**RED** ↘	Of those respondents who have engaged with Swansea Council in the last 6 months, the number of people responding they were "satisfied" or "very satisfied" with the level of customer service received **93** Total number of respondents to the question **114**	**76** **88**	The data for this PI is based on results from a perception survey. Although the result is lower than satisfaction rates during the same period last year we have met our target in terms of satisfaction with customer service levels. The Council is going through a period of transformation and we would expect variations in satisfaction levels during this time.	Lee Wenham
CUST6 ↑ Percentage of Swansea residents satisfied or very satisfied with Council services overall.	**GREEN** 65.2%	65%	76.2%	**RED** ↘	Number of people responding "satisfied" or "very satisfied" with Council services overall **163** Total number of respondents to the question **250**	**138** **181**	The data for this PI is based on results from a perception survey. Although the result is lower than satisfaction rates during the same period last year we have met our target in terms of satisfaction with customer service levels. The Council is going through a period of transformation and we would expect variations in satisfaction levels during this time.	Lee Wenham
FINA6 ↑ Percentage of identified forecast general fund revenue savings and income for the year compared to Council approved budget	**RED** 62%	85%	69%	**RED** ↘	The forecast forward summary of savings and income achieved for the year (£m) **£11.627** Agreed original savings set out in the Council-approved budget (£m). **£18.727**	**£15.594** **£22.513**	Performance at first quarter measures only initial progress against original savings targets. CMT and Cabinet (monitoring reported to Cabinet in August) will have opportunity, as in previous years, to take mitigating action to offset forecast shortfalls in savings. Performance is expected to improve during the year though likely to remain short of target.	Ben Smith
PROC11 ↓ Number of breaches received during the period which had determined the requirement of self-referral to the Information Commissioner's Office	**GREEN** 0	0	-	**NEW PI**	The number of data breaches received during the period which had determined the requirement of self-referral to the ICO **0** D **1**	**N/A** **1**	Keeping Council information confidential and secure is an essential part of our business, ensuring we conform to the Data Protection Act. This measurement helps us understand how the Council is performing with regards to unauthorised disclosure of sensitive personal information	Sarah Caulkin

PI & desired direction of Travel	Result Qtr 1 2017/18	Target Qtr 1 2017/18	Performance Qtr 1 2016/17	Comparison to Qtr 1 2016/17	N – Numerator D – Denominator		Comments (Explanation and Actions)	Responsible Head of Service
					Qtr 1 2017/18	Qtr 1 2016/17		
SUSC2 ↑ Percentage of people across Swansea who agree or strongly agree they can influence decisions affecting their neighbourhood	**RED** **29.7%**	33><50%	38.6%	**RED** ↘	Number of people responding 'agree' and 'strongly agree' that you can influence decisions affecting your neighbourhood? 73 Total number of respondents to the question 246	68 176	Performance has dropped below target and declined but we aim to improve by continuing to involve local people in decision making as it affects them, their families and their communities as part of our work to transform the Council. We will also continue to modernise public engagement in Council decision making and work with others to build capacity and to promote community action, involving and enabling communities to help run services and manage assets where appropriate.	Chris Sivers

Lead Head of Service's Overview

Qtr 1 has seen updates and changes taking effect following the review of Corporate well-being objectives and key performance indicators following the election. In line with this well-being objective, significant progress has been made on the 2017-18 transformation priorities of Sustainable Swansea - Fit for the future.

The final phase of service commissioning reviews are well underway and cross-Council reviews have been agreed in four broad areas.

Budget and investment discussions are in progress so that the Council can fulfil its ambitions around City Deal, 21st century Schools and building new homes, while ensuring these plans are sustainable and fit for future generations. A review of organisational development has been underway during Qtr 1 to inform a new strategy encompassing: staff/manager/Councillor development; workforce planning; and innovation to ensure the Council has the workforce and culture to meet future challenges.

Qtr 1 indicators around the use of online forms are starting to see an increase following significant work on the back of the Council's Digital Strategy, which was launched in Spring 2016.

Although staff sickness has slightly missed the target there is an improvement on the same quarter last year. The Council is delivering changes and new initiatives to improve the level of staff sickness, so it is hoped performance against this indicator will improve over the coming year.

Financial performance is below target as many transformational changes within services take time to be reflected in the budget. Both Cabinet Members and senior managers continue to monitor progress closely.

The Council is now starting to publicly report data breaches in readiness for changes to legislation coming into effect from May 2018, called the General Data Protection Regulation. Performance was good in Qtr 1 with no data breaches needing referral to the Information Commissioner's Office.

In line with the well-being objective, the Council is working to implement more opportunities to involve communities in changes and service delivery to ensure they are sustainable for future generations, particularly developing a Council wide Co-Production Strategy, which will also contribute towards improving performance on the SUSC2 indicator over the coming year as well as CUST5 and CUST6.

Agenda Item 7

Report of the Convener

Service Improvement and Finance Scrutiny Performance Panel
4th October 2017

Briefing on Local Government Performance 2016-17

Purpose	This report provides the Panel with a national performance report which will be useful in supporting and informing the work of scrutiny in Swansea.
Content	The annual bulletin, published by the Local Government Data Unit ~ Wales, contains information on the level and range of performance across Wales between 2016-17 on a number of service areas.
Panel Members are being asked to	1. Consider the performance results 2. Use the information published to help inform the Panels work plan
Lead Councillor	Councillor Chris Holley, Convener of Service Improvement & Finance Scrutiny Performance Panel
Lead officer	Bethan Hopkins – Scrutiny Officer Bethan.hopkins@swansea.gov.uk 01792 636292

1. Introduction

1.1 It is the responsibility of non-executive councillors to scrutinise the authority's service performance to help drive improvement. To help ensure that challenge is well informed scrutiny should be aware of reports that are published which provide information on service performance.

1.2 The Local Government Data Unit ~ Wales has recently published its twelfth annual bulletin on local authority performance across a range of services. It compares performance during 2016-17 across the 22 Welsh Local Authorities.

1.3 Note: The Performance Improvement Framework in Wales has changed significantly since the last Bulletin, with the withdrawal of the majority of the social care indicators. The data for the three remaining social care indicators is not yet available. The absence of data for this service area means that the dataset as published does not provide a complete picture of performance for 2016-17.

1.4 The main areas of reporting are;

- Providing a clean and safe environment

- Providing affordable and appropriate housing
- Educating Children
- Supporting leisure and culture

In summary compared to last year;

- 52% of indicators show performance as better than last year
- 16% of performance stayed the same
- 32% of indicators show performance as worse than last year
- 32% of indicators place Swansea amongst the better performing Councils in Wales
- 16% of indicators place Swansea amongst the worst performing Councils in Wales

1.5 The full report is attached. Swansea's performance when compared across Wales, as reported in the bulletin, can be summarised as follows (where possible comparison has been made with results for the previous year):

Performance within the top quarter:

Indicator	2016/7	2015/6
The percentage of roads on overall poor condition	5th	4th
The percentage of adults aged 60 or over who hold a concessionary bus pass	3rd	2nd
The percentage of private sector dwellings that had been vacant for more than 6 months that were returned to occupation through direct action by the local authority	4th	5th
The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	6th	10th
The average point score for pupils aged 15 in schools maintained by the local authority	4th	5th
The percentage of pupils aged 15 at the preceding 31st August, in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics	5th	3rd

Performance within the bottom quarter:

Indicator	2016/7	2015/6
The percentage of reported fly-tipping incidents cleared within 5 working days	17th	14th
The percentage of municipal waste collected by local authorities sent to landfill	22nd	22nd
The average number of days taken to deliver a Disabled Facilities Grant	18th	22nd

Performance within the Upper Middle Quarter:

Indicator	2016/7	2015/6
The percentage of final statements of special education need issued within 26 weeks	10th	11th
The number of visits to local authority sport and leisure facilities during the year per 1,000 population where the visitor will be participating in physical activity	10th	7th

Performance within the Lower Middle Quarter:

Indicator	2016/7	2015/6
The percentage of highways and relevant land of a high or acceptable level of cleanliness	14th	15th
The percentage of municipal waste collected by local authorities prepared for reuse and/or recycled, composted or treated biologically in another way	14th	12th

1.6 23 PI's have comparable data, of which 4 Education PI's are split with Year 11 / aged 15 data. Of the indicators that were comparable between 2015-16 and 2016-17, Swansea has improved in 4, deteriorated in 5 and stayed the same in 2.

1.7 The annual report and other useful performance information is published on the Data Unit website: www.dataunitwales.gov.uk). Data Unit Wales also have an interactive website (www.mylocalcouncil.info) which helps the public, councillors, officers and partners to understand how their local council is performing and easily compare council performance across Wales. 'mylocalcouncil' has been designed to be intuitive and user-friendly and makes the latest key performance information for Wales' 22 councils more accessible. The site allows users to see how their authority compares to others across Wales, how it compares to the Wales average, and how its performance has varied over recent years.

1.8 Members should consider how best to use the information provided to help to motivate, focus and inform their work. The Panel may wish to refer any issues to relevant Performance Panels. The Scrutiny Programme Committee will also be looking at this report to help inform the overall work programme.

Appendix – Local Government Performance 2016-17 (Report of the Local Government Data Unit ~ Wales)

Work Plan 2017/18

- The Service Improvement and Finance Scrutiny Performance Panel Work Plan has been developed based upon core performance and financial monitoring reports, topic suggestions based on discussion at the Scrutiny Work Planning Conference. It provides a basic framework that allows for items to be added or removed allowing for flexibility throughout the year for any key issues that may arise.

- All meetings will be at 10.30am with a preparation meeting at 10.00am **if required** and will be held in Committee Room 5 in the Guildhall unless otherwise stated.

- The role of this report is to provide an outline of planned work. It can be altered to accommodate for issues which arise throughout the year.

Date and Location 10.30am – 12.30pm (10.00am Pre-Meeting when required) Committee Room 5	Items to be discussed
Meeting 1 Wednesday 2nd August	• **Role of the Service Improvement and Finance Panel** • **Officer Briefing** Richard Rowlands (Corporate Performance Manager) • **Work Plan**
Meeting 2 Wednesday 6th September	• **End of Year 2016/17 Performance Monitoring Report** Richard Rowlands (Corporate Performance Manager) • **Corporate Plan 2017/22** Richard Rowlands (Corporate Performance Manager) • **Capital Outturn and Financing 2016/17** Ben Smith (Head of Financial Services & Service Centre)

	• **Q1 Revenue and Capital Budget Monitoring 2017/18** Ben Smith (Head of Financial Services & Service Centre)
<u>Meeting 3</u> Wednesday 4th October	• **Annual Report – Welsh Language Standards 2016/17 -** *Confirmed* Rhian Millar – Consultation Co-ordinator Ann Williams – Network 50+ Administrator • **Quarter 1 2017/18 Performance Monitoring Report** Richard Rowlands (Corporate Performance Manager) • **Local Government Performance Bulletin 2016-17** (Local Government Data Unit Wales)
<u>Additional Meeting</u> Monday 16th October 2pm	• **Public Protection Commissioning Review – Pre Decision**
<u>Meeting 4</u> Wednesday 1st November	• **Recycling and Landfill - Annual Performance Monitoring** *- Confirmed* Ian Whettleton - Acting Divisional Officer • **Mid-Year Budget Statement 2017/18** Ben Smith (Head of Financial Services & Service Centre) • **Reserve Update** Ben Smith (Head of Financial Services & Service Centre
<u>Meeting 5</u> Wednesday 6th December	• **Annual Review of Performance 2016/17** Richard Rowlands (Corporate Performance Manager) • **Welsh Public Library Standards - Annual Performance Report -** *Confirmed* Karen Gibbins - Principle Librarian for Information & Learning

	• **Quarter 2 Budget Monitoring** Ben Smith (Head of Financial Services & Service Centre)
Meeting 6 Wednesday 10th January	• **Quarter 2 2017/18 Performance Monitoring Report** Richard Rowlands (Corporate Performance Manager) • **Corporate Complaints Annual Report -** *Confirmed* Cllr Clive Lloyd – Cabinet member for Transformation & Performance Lee Wenham – Head of Communications & Customer Engagement Andrew Taylor – Corporate Complaints Manager
Meeting 7 Wednesday 7th February	• **Quarter 3 Budget Monitoring** Ben Smith (Head of Financial Services & Service Centre)
Meeting 8 Wednesday 7th March	To be confirmed
Meeting 9 Wednesday 4th April	• **Quarter 3 2017/18 Performance Monitoring Report** Richard Rowlands (Corporate Performance Manager) • **Annual Work Plan Review** Reflect on this year's work with any ideas for future scrutiny

To be scheduled:

- Budget Scrutiny
- Fees and Charges
- Commissioning Reviews

1. Highways & Transportation Service