



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Service Improvement & Finance**

Committee Room 5 - Guildhall, Swansea

Wednesday, 6 March 2019 at 9.30 am

Present: Councillor C A Holley (Chair) Presided

Councillor(s)

D W W Thomas
P K Jones
I E Mann

Councillor(s)

P Downing
J W Jones
B J Rowlands

Councillor(s)

P R Hood-Williams

Other Attendees

June Burtonshaw
Clive Lloyd

Cabinet Member - Better Communities

Cabinet Member - Business Transformation & Performance (Deputy Leader)

Officer(s)

Bethan Hopkins
Tracey McNulty
JulieNicholas-Humphreys
Sue Reed

Scrutiny Officer
Head of Cultural Services
Customer Service and Complaints Manager
Community Buildings Development Officer

Apologies for Absence

Councillor(s): M H Jones

1 Disclosure of Personal and Prejudicial Interests.

- Cllr Paxton Hood-Williams – Community Councillor, Three Cross and Upper Killay CC and Crwys District Sports Association
- Cllr Brigitte Rowlands – Community Councillor, Friends of CCP and Friends of Felindre and Garnswllt Hall
- Cllr Jeff Jones – Friends of Dunvant Park
- Cllr Peter Jones – Friends of Botanical Garden

2 Minutes.

- Approved

3 Public Questions

- None

4 Review of Community Groups - Friends of Parks/Community Centres

- Cllr Burtonshaw extended sincere thanks to all volunteers involved in Community activities – “communities would fall apart without them”
- Community groups are important to Communities, team works with them to see what they want and need
- Centres and spaces run by volunteers can access grants which the Council cannot
- Penderry have a volunteer reward scheme
- Ensuring long term sustainability of resources is part of the corporate strategy
- Governance has changed since 2016 to a community development model
- The involvement of the Senior Citizens Pavillions has been a huge success
- Swansea has 38 thriving community centres
- The Hall in Glais is an excellent example of successful partnership working
- The amount of staff in the team supporting community development has reduced dramatically with Council cuts
- There are savings which have been made as a result of the new model
- Buildings remain a Council asset, the Council is the landlord, relationship not withdrawn
- Team has a folder of standard documents relation to policies and procedures, how to constitute groups etc
- The costs to the Council of these buildings/areas relate to maintenance only and health and safety issues
- Ongoing relationship with Beyond Bricks and Mortar
- There has been a large amount of investment – a mix of grants and group funding
- There has been £300k of investment in parks externally
- There is support for volunteers to apply for funding externally and the team support with this
- Swansea is recognised as an example of good practice in relation to community development
- Praise given for support given in Pontardullais - ‘second to none’
- Community buildings are invaluable but committees need new people to get involved to carry on duties
- Volunteer recruitment and volunteer burn out are ongoing issues but younger people are getting involved
- Volunteers are not recognised enough
- The report should outline links with Community Councils and SCVS
- Discussed ideas for recognising the work of volunteers
- There should be clarity in the licence over the difference between community asset transfers and the current arrangement
- Some discussion over whether community functions should sit under one service

5 Corporate Complaints Annual Report 2017/18

- The trend is similar to previous years – complaints have increased
- Some of this is down to the improved accessibility of the complaints procedure
- Praise is equally important and should be recognised
- The team look at the root cause of complaints and work with relevant teams on process improvement
- There are no major concerns or trends which the report identifies
- Less than 50% of the stage 1 complaints were upheld
- 100 moved to stage 2 and only 24 of these were upheld
- The change in fleet vehicles in waste should combat some of the issues which were present around waste complaints e.g. broken down vehicles
- 62 people approached the Ombudsman with 1 of those complaints upheld, however, some of the complaints were premature and referred back to the Council
- Service requests come before a stage 1 complaint
- RIPA could be scaled down to one paragraph considering its use is low as the Police generally use this with Council support
- FOI's are suggested as a separate report to come scrutiny rather than included within the complaints report.

6 Work Plan 2018-19

- Highlighted new audit items on the work plan
- Highlighted additional May meeting
- Local Government Performance Bulletin – agreed to send link to webpage rather than have as a meeting item

The meeting ended at 10.50 am

Chair