



CITY AND COUNTY OF SWANSEA

DINAS A SIR ABERTAWE

Councillor A M Day
Chair of the Scrutiny Programme
Committee
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Date / Dyddiad:

18 October 2013

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e.g. Braille, audio tape or a different language, please contact me**

Dear Councillor Day

**Scrutiny Programme Committee – 2 September 2013 – Follow Up Questions to the
Deputy Leader**

Summary of issues for your attention:

- a) **providing further information about how you have reviewed the
effectiveness of the petitions process;**

The new Petitions Procedure was approved and adopted by Council on 26 July 2013. Thirteen petitions have been submitted since that time and the Petitions Panel has met once. Whilst the numbers are low; it is important to note that the expectations of the public are now being met. Prior to the new procedure, a regular flow of petitions were being presented to Council with the resolutions often simply being that they were noted or that they were added to a list. The public often believed that Council would agree to their petition and action it immediately, this new approach manages expectations and enables a dialogue between the petitioners and Officers to ensure clarity and timescales.

The evidence is that the public are increasingly aware as to how they should contact the Council. With the rise of e-mail and greater use of websites the number of petitions has fallen. The Complaints Team are currently rolling out a method of recording Stage 1 Complaints which will allow a greater level of understanding in relation to the level of contact received from the public.

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The roll out of Modern.gov (software solution) will also make it easier for the public to contacts the Council. It will allow us to simplify methods of contacting Councillors and also in informing the public as to the positions held by Councillors.

I will ensure that the new arrangements are kept under review.

- b) giving consideration to communication clarifying how the public can raise issues with the council, including petitions;**

This can be done in variety of ways, for example, via press releases, the Swansea Leader, social media and the website as well as through the roll out of Modern.gov as outlined above. I will ensure that we include some information in the next edition of the Swansea Leader and ask Officers to review what is on the Website.

- c) using your influence so that regional collaborative structures give consideration to member / public engagement and scrutiny at the outset;**

This is an important point and I will use my influence and that of the Authority to ensure that regional collaborative structures give consideration to Councillor/public engagement and Scrutiny at the outset.

The Executive Board is currently reviewing our collaborative arrangements, including Governance, and I will ask that the topic of public engagement is included in this review.

- d) providing further information about your role in 'staff cooperation and development'**

I have been visiting public-facing areas to meet staff to discuss the kind of issues they face and found this to be most valuable.

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In addition, the HR/OD Service of the Corporate Services Directorate has developed, in consultation, a new Employee Performance Management Policy and associated procedures. These will capture, assess and record employee performance and development issues across all levels of the organisation from executive leadership level downwards.

The information that is gathered will enable managers to performance manage their team members and align the personal work objectives of their colleagues with departmental, service level and wider Corporate Objectives. Managers will also be better placed to identify the development needs of individual team members in order that they are best equipped to complete the work objectives set.

The new Employee Performance Management Procedures have been designed to align with the behavioural competencies allocated to each Job Family and Role Profile. Corporate Development interventions will subsequently map to these competencies; employees will be able to easily identify which activities best suit their development requirements. Existing and aspiring managers and leaders will also have access to a Management Development Framework (encompassing a coaching network) to meet their general management development needs (ILM Level 5 in Management is currently ongoing).

The Employee Performance Management Policy, procedures and competency based development interventions will be rolled out (with associated training) when Single Status/JE is implemented.

Yours sincerely



COUNCILLOR CHRISTINE RICHARDS
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