



**CITY AND COUNTY OF SWANSEA**

**Dinas A Sir Abertawe**

Councillor Rob Stewart  
Leader and Cabinet Member Finance and  
Strategy

Cc For information to Cabinet Members for:  
Transformation & Performance  
Environment & Transport  
Services for Children & Young People  
Enterprise, Development & Regeneration

**BY EMAIL**

*Please ask for:  
Gofynnwch am:*

*Direct Line:  
Llinell  
Uniongyrchol:*

*e-Mail  
e-Bost:*

*Our Ref  
Ein Cyf:*

*Your Ref  
Eich Cyf:*

*Date  
Dyddiad:*

**Scrutiny**

**01792 636292**

**scrutiny@swansea.gov.uk**

**6 November 2014**

Dear Leader,

**Service Improvement and Finance Scrutiny Performance Panel  
15 October 2014**

At our meeting on 15 October we considered the Annual Review of Performance and the 1<sup>st</sup> Quarter Performance Monitoring Report.

Whilst we do not have any specific recommendations, we wished to advise you, and the relevant Cabinet Members, of our discussions on the particular performance indicators that were flagged up as possible areas of concern. We intend to monitor these going into quarter 2 in order to see if the actions that were set out to address these dips in performance have had an effect.

*Corporate Services - HR*

We noted that performance has reduced in indicator CHR002: number of days lost to sickness. This is in contrast to improvement over the past year. We were advised that stress is the top reason given for absence.

### *Social Services Performance*

We observed the reduction in performance for indicators relating to Looked After Children. In particular we noted that performance in relation to SCC043a: the percentage of required core assessment completed within 35 working days, has seen a significant drop in performance (from 78.34% in quarter 1 2013/14, to 58.18% in quarter 1 2014/15, which is a significant way off the target of 84%). We noted the explanation that the basis for the court determining whether a core assessment has been completed has become much more rigorous and time consuming, with greater information requirements and it is anticipated that performance will improve as staff adjust to the new requirements. We agreed to refer these issues to the Child & Family Services Scrutiny Performance Panel for further consideration, as this is their specific area of responsibility.

### *Planning*

We noted that performance for indicator PLA005: the percentage of enforcement cases resolved during 12 weeks, remains in the bottom quartile and significantly below target. There is already a Scrutiny Working Group in place that is looking at Planning Services, which arose due to previous concerns about performance in relation to planning enforcement. Therefore, we are content to receive feedback from the working group as opposed to considering this in further detail ourselves.

### *Highways and Transportation*

We discussed indicator STS006: percentage of fly tipping cleared within 5 working days, and we noted that whilst performance in this indicator is above target it is still in the bottom quartile of performance in Wales. We wish to explore further the reasons why Swansea has a higher number of fly tipping incidents and what can be done to address this. We will pick these issues up when we meet with the Cabinet Member for Environment & Transportation in December to discuss the Annual Recycling and Landfill Performance Information.

This letter provides our views on the Annual Review of Performance and the 1<sup>st</sup> Quarter Performance Monitoring report but does not give any further recommendations; therefore a response is not required. However, this letter will be included in the next available agenda of the Scrutiny Programme Committee as the committee maintains an overview of all scrutiny activities, and monitors correspondence.

Yours sincerely,



**Councillor Mary Jones**  
**Convenor, Service Improvement and Finance Scrutiny Performance Panel**  
✉ [Mary.Jones@swansea.gov.uk](mailto:Mary.Jones@swansea.gov.uk)