



City and County of Swansea

**Minutes of the Transformation & Future Council  
Policy Development Committee**

Committee Room 5 - Guildhall, Swansea

Tuesday, 26 February 2019 at 2.00 pm

**Present:** Councillor P B Smith (Chair) Presided

**Councillor(s)**

L S Gibbard  
S Pritchard

**Councillor(s)**

T J Hennegan  
A H Stevens

**Councillor(s)**

M B Lewis  
L J Tyler-Lloyd

**Officer(s)**

Geoff Bacon	Head of Property Services
Anthony Evans	Designprint Manager
Kate Jones	Democratic Services Officer
Matthew Joyce-Brown	Lawyer
Joanne Portwood	Strategy and Policy Officer

**Apologies for Absence**

Councillor(s): J A Hale and E T Kirchner

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**27 Disclosures of Personal & Prejudicial Interests.**

In accordance with the Code of Conduct adopted by the City and County of Swansea, no interests were declared.

**28 Minutes.**

**Resolved** that the Minutes of the Transformation & Future Council Policy Development Committee held on 22 January 2019 be approved and signed as a correct record.

**29 Hybrid Mail.**

Anthony Evans, Designprint Manager, provided a presentation on 'A Guide to Hybrid Mail' which included: -

- Paperless Office
- Digital Transformation in the Print Environment
- What is Hybrid Mail?
- Hard Costs – Hand Insertion
- Hidden Costs
- Workflow

- Print Output
- Digital Transformation
- Digital & E-mailing Features
- Future Proofing
- Hybrid Mail
- How it Works
- Benefits

Questions were asked on the presenting Officer who responded accordingly.  
Questions and discussions focussed on: -

- Security and Confidentiality
- Electronic Signatures
- Delivery of Hybrid Mail – Business Case required to compare options
- Savings of Hybrid Mail
- Speed of Hybrid Mail

The Committee thanked the Designprint Manger for the presentation.

**Resolved** that the presentation be noted.

### **30 Services in the Community / My Clydach.**

Geoff Bacon, Head of Property Services, provided an update on Services in the Community / My Clydach.

Services in the Community was set up with the aim to make public services more accessible. It was hoped that third parties such as Police, Health and Charities would be involved along with linking District Housing Offices and Libraries. There was also a savings target to be met with the initiative.

The first Services in the Community was set up in Clydach as a pilot and would help develop a model for future Services in the Community. It was set up in Clydach Library and was rebranded as My Clydach.

In terms of lessons learnt from My Clydach, the engagement hadn't been as positive as was hoped for. There had also been issues on integration and management of roles. The layout of the existing building has remained unchanged and it was suggested that moderations to the layout as well as greater signage could assist.

There was a need to progress Services in the Community and meet the savings target. Gorseinon was going to be the next area to set up a Services in the Community. Thought needed to be given to the operation and management of the Service to address some of the lessons learnt from My Clydach.

Questions and discussions focussed on the following: -

- Ward Members involvement in Services in the Community and merits of involving neighbouring Ward Members in the process

- Consider improvements to the layout at My Clydach and future Services in the Community
- Consideration of the positioning of the computer / skype areas for privacy to allow citizens to deal with private matters
- Promotion and Advertising of Services in the Community including signage at the venue
- Job Descriptions and integration of the various roles at Services in the Community
- Cultural change of services provided and use of buildings
- The need for Signage or staff directing people to what they can do and what areas they need to go to.
- Re-consider the name of My Clydach and future Services in the Community to better address what it is and not to exclude citizens from neighbouring areas from using the service.

**Resolved** that the Chair of the Transformation & Future Council Policy Development Committee write to the Cabinet Member and the Head of Property Services to outline the recommendations of the Committee.

### **31 Workplan 2018/2019.**

The Committee discussed the Workplan 2018/2019.

It was agreed that a Workshop be set up in March on Co-production and the Committee Meeting scheduled for 26 March 2019 be cancelled.

It was reported that the Citizen App was not being progressed at present and would be taken off the Workplan 2018/2019.

**Resolved** that the updates to the Workplan be noted.

The meeting ended at 3.25 pm

**Chair**