



Report of the Interim Director of Corporate Services

Corporate Services and Financial Resilience (CSFR) Service Transformation Committee - 20 June 2023

Work Plan 2023-24

Purpose: To outline the terms of reference for the CSFR Committee and seek the approval to a work programme for 2023-24.

Policy framework: The Council's constitution

Consultation: Legal, Finance, Access to Services.

Recommendation: That the Committee:

1. Notes the terms of reference and approves the work programme for 2023-24 as outlined in paragraph 2.1

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Legal Officer: Debbie Smith

Access to Services Officer: Rhian Millar

1. Introduction
 - 1.1 In May 2023 Council approved the establishment and terms of reference of Service Transformation Committees to replace Corporate Delivery Committees.
 - 1.2 The purpose of Service Transformation Committees is to contribute to the ongoing development of the Council's agreed transformation activities (specifically in relation to the council's corporate plan, policy commitments, Corporate Transformation Plan, and Medium-Term Financial Plan) for consideration and adoption by Cabinet Members, Cabinet and / or Council as appropriate.

a) Membership & Frequency of Meetings

- i)* Non-Executive Members and Assistants to Cabinet are eligible to be members of the Service Transformation Committees.
- ii)* Executive (Cabinet) Members are **not** eligible to be members of the Service Transformation Committees. However relevant Cabinet Members will be invited to attend committee sessions.
- iii)* Frequency of meetings is a matter for the Chair depending on workload; however, it is anticipated that formal Committee meetings shall be held no more than 6-weekly. In addition to formal Committee meetings, Informal Working Groups may be undertaken, if the work plan dictates and subject to the availability of officer resources.
- iv)* Chairs of the Service Transformation Committees will meet to co-ordinate agendas and work plans to ensure consistency and that there is no duplication in work. This meeting will be supported by the Leader and the Chief Executive and / or their nominated representatives.

b) Role and Framework

The role of a Service Transformation Committee is to:

- i)* Contribute to future policy and/or service design.
- ii)* Consider mechanisms to encourage and enhance public participation in development of policy and service models.
- iii)* Work with Senior Officers and Cabinet Members in a Team Swansea approach.
- iv)* Consider and where appropriate to invite relevant organisations / individuals to contribute to policy development and service design discussions

c) Remit

The remit of the Corporate Services and Financial Resilience Service Transformation Committee is as follows:

- Transformation and Financial Resilience Steps in the Corporate Plan 2023-2028
- Digital Transformation Programme
- Workforce and OD Transformation Programme
- MTFP savings proposals
- Policy Commitments relevant to Corporate Services & Financial Resilience

d) Relationship with Cabinet

- The Service Transformation Committee Chair will agree a forward work programme with Cabinet / CMT.
- The Committee will produce a Transformation report to the Cabinet Member / Cabinet / Council in connection with work undertaken.
- Each Service Transformation Committee will produce an annual report to Council summarising the outcome and outputs of its work throughout the year.

e) Relationship with Scrutiny

The CSFR Transformation Committee is not a scrutiny committee. It is a forward looking committee assisting Council to transform services, modernise, and meet medium- and long-term financial challenges.

- i)* If the committee identifies an issue of concern arising from their role, the Chair should refer it to the Scrutiny Programme Committee for further consideration / investigation.
- ii)* The Chair will be responsible for ensuring the Committee does not stray into the role of the Scrutiny Programme Committee.
- iii)* The Committee and the Scrutiny Programme Committee should ensure awareness of each other's work programmes. including the timing of work programme activities. This will be achieved by an early 'sense check' of the work programmes for Service Transformation and scrutiny. The Scrutiny Programme Committee should consider relevant advice but has autonomy on decisions about the scrutiny work programme.

f) Support

- i)* The Democratic Services Team shall provide the relevant support to the Service Transformation Committees.
- ii)* Service Transformation Committee will have a nominated senior service lead for each item or work. The relevant Director, Head of Service, or nominated relevant Officer will provide work plan support and research and produce reports as appropriate.

2. Proposed Work Programme for CSFR Transformation Committee

- 2.1 Following a discussion between the Director, relevant Cabinet Members and the Chair and Vice Chair of the Committee the priorities outlined below, have been identified as the proposed work programme 2023-24.

	Work Programme item	Expected output	Committee Meeting	Cabinet Member and Lead Officer
1	Policy Commitments: Human Rights City	Contribute to the HRC 2024+ action plan	June 2023	Cllr Elliott King Lee Wenham
2	Digital transformation: Customer Services / Communication and Engagement with the Public	Contribute to development of Customer Service standards and service design to ensure people can and do access our services digitally	July 2023	Cllr Andrea Lewis Lee Wenham & Sarah Lackenby
3	a) Coproduction: Next Steps b) Medium Term Financial Plan: Presentation of background paper as preparation for meeting in October	Contribute to the council's next steps in coproduction post the CoPro Lab project	September 2023	Cllr Hayley Gwilym / Lee Wenham Ben Smith
4	Medium Term Financial Plan: Future Years' Savings Proposals (detail to be confirmed)	Contribute to the identification of potential savings in years 2-4 of the MTFP	October 2023	Cllr Rob Stewart Ben Smith
5	Workforce Transformation: Leadership and Management; and	Contribute to the development of new leadership behaviours and a new learning and development offer	December / January 2024	Cllr David Hopkins Rachael Davies

	Learning and Development			
6	To be agreed later in the year	TBC	February 2024	TBC
7	Preparation of Annual Report	Summary of activity and outcomes from 2023-24 work programme	April 2024	Lee Wenham & Emily Davies

3. Integrated Assessment Implications

3.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

3.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

3.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

3.2 An IIA screening has been undertaken which demonstrates a low impact in relation to this report (Appendix A). All policies/strategies etc.

discussed within the agenda are subject to individual IIA's at the time of presentation and are fully compliant with the IIA process

4. Financial Implications

4.1 There are no financial implications.

5. Legal Implications

5.1 There are no legal implications.

Background papers: None

Appendices:

Appendix A – Integrated Impact Assessment (IIA)