



To:  
**Councillor David Hopkins,  
Cabinet Member for Corporate  
Services and Performance**

BY EMAIL

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28 September 2023

Summary: This is a letter from the Service Improvement, Regeneration and Finance Scrutiny Performance Panel to the Cabinet Member for Corporate Services and Performance concerning the meeting held on 5 September 2023 and the Annual Performance Monitoring Report and the Annual Review of Performance for 2022/23. This letter does not require a response.

Dear Councillor Hopkins,

On the 5 September, the Service Improvement, Regeneration and Finance Scrutiny Performance Panel met to discuss the Annual Performance Monitoring Report and the Annual Review of Performance for 2022/23. The Panel are grateful to you and the relevant officer for attending to discuss and answer questions.

### **Annual Performance Monitoring Report 2022/23**

You highlighted the improvements demonstrated in this report, particularly considering pressures within workforce and especially in social care. You felt that effects of pandemic are still being experienced in certain areas. The officer explained to us that in relation to performance against targets out of 49 indicators, 25 met or bettered their targets, 3 missed their target but were within 5% and 8 missed their targets. The remaining 13 had no targets. Regarding performance compared to same period of the previous year out of 49 indicators, 22 show improving or maintaining performance, 2 show declining performance but within 5% and 15 show declining performance trends. The remaining 10 indicators are new therefore there is no historical data. The officer also mentioned that performance indicators have been reviewed following the development of the new corporate plan and that we will see these in the first quarter monitoring report later this year.

We had some concerns relating to Child and Family Social Services regarding adolescents associated with exploitation outside the family home, recruitment and retention of social workers, contacts by statutory social services dealt with within one day and the percentage of visits to children on the Child Protection Register. We will raise these concerns with Social Services officers for further investigation.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

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Regarding staff recruitment and retention, you informed us that discussion is being held with the new Head of Human Resources. We also discussed sickness levels which is an ongoing area of concern, we wondered if long Covid has played a part and although there will be some cases it is not known to be a large percentage.

### **Annual Review of Performance for 2022/23**

We requested clarification on the difference between this review and the Annual Performance Monitoring Report and were informed that the Performance Monitoring Report is focused on performance indicators, whereas the Annual Review of Performance is a broader report considering wellbeing objectives and the corporate plan. The review also meets duties as required by the Local Government and Elections Act 2021 and the Wellbeing of Future Generations (Wales) Act 2015.

We heard that overall progress and the prospects of improvement are assessed using criteria outcomes for each of the six wellbeing objectives using self-reflection tools by each lead Director/Head of Service which are then challenged by a Strategic Governance Group. This version has been updated based on recommendations relating to reviewing the effectiveness of governance, the review format, ease of read and document length. The review is more analytical than last years with additional commentary on strengths and challenges and more evaluation. We also heard about the improved consultation and engagement by trialling digital citizens panels which had been considered successful.

We noted the prospect for improvement regarding safeguarding had been graded as mixed and queried what the gaps were to bring this up to strong, the review identifies some of the challenges including pressures with workforce, the demands on social care, waiting times, particularly in adult social care and the pressures on funding in the social care market and the resilience of the provider market. We also asked if there is an available timetable for the tackling poverty performance framework which the officer will investigate and report back on.

### **Your Response**

We are interested in any thoughts you may have on the contents of this letter but in this instance, we require no formal written response.

Yours sincerely,



### **Councillor Chris Holley**

Convener, Service Improvement, Regeneration and Finance Scrutiny Performance Panel

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