



Cyngor **Abertawe**  
**Swansea** Council

**Cabinet Office**  
The Guildhall,  
Swansea, SA1 3SN  
[www.swansea.gov.uk](http://www.swansea.gov.uk)

Councillor Chris Holley  
Convener  
Service Improvement and Finance Scrutiny  
Performance Panel

*Please ask for:* Councillor Clive Lloyd  
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*Our Ref:* CL/KH  
*Your Ref:*  
*Date:* 22 July 2019

Dear Councillor Holley

Thank you for your letter dated 4<sup>th</sup> July 2019 and your comments have been noted.

In response to the first question:

*“We were told that relevant topical issues or public concerns are picked up by the Council so they can be addressed and monitored where possible but we wonder whether all relevant Facebook and Twitter accounts (including those of elected members) are regularly monitored for information? If so, do we let people know this is happening?”*

Only Council owned accounts are monitored. Councillor accounts are not monitored. From time to time Councillors raise issues or respond to issues highlighted by residents on group pages such as ‘Cwmbwrla Community Page’ or ‘It Only happens in Swansea’. These pages are regularly viewed by local media and may use them as a source for stories. The Council may then be asked to respond to specific issues raised.

In response to the second question:

*“We also had a query around how data is managed by Social Services and the database which is used to do this, considering this is some of the most sensitive data the Council hold. Can you provide some clarification around this?”*

Social Services have their own database and recently started using a secure portal to share documents with clients. The Data Protection Officer is working closely with Social Services given this is the most sensitive area of data for the Council. This includes providing additional data protection training.



In addition the Council is introducing a new corporate measure, introducing a classification scheme through O365 where all data will be labelled with a classification prior to being shared.

Yours sincerely



**COUNCILLOR CLIVE LLOYD  
DEPUTY LEADER & CABINET MEMBER FOR BUSINESS TRANSFORMATION  
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