



To:  
**Councillor Andrea Lewis,  
Cabinet Member for Service  
Transformation**

BY EMAIL

*Please ask for:  
Gofynnwch  
am:*

*Direct Line:  
Llinell  
Uniongyrchol:*

*e-Mail  
e-Bost:*

*Date  
Dyddiad:*

Overview & Scrutiny

01792 636292

scrutiny@swansea.gov.uk

2 February 2023

Summary: This is a letter from the Service Improvement and Finance Scrutiny Performance Panel to the Cabinet Member for Service Transformation. The letter concerns the meeting held on 17 January 2023 and the Sustainable Swansea Update. A response is required by 23 February 2023.

Dear Councillor Lewis,

On the 17 January, the Service Improvement and Finance Scrutiny Performance Panel met to discuss the Sustainable Swansea Update. The Panel are grateful to the Leader and Martin Nicholls, Chief Executive for attending to discuss and answer questions. Our observations focused on the following areas.

The Chief Executive reminded us that Sustainable Swansea had been last discussed a number of years ago and due the impact of the Covid pandemic a final report had been delayed and that some of this project has been superseded now by the subsequent Achieving Better Together program.

The Chief Executive explained that this report was only on Sustainable Swansea reviews that had not previously been reported to scrutiny and was therefore not the full portfolio of outcomes and savings that had been achieved.

It was also pointed out that there was a long period of austerity in 2016 which affected funding and that Sustainable Swansea has delivered close to £70 million worth of savings and contributed to service reform and that some of the reviews highlighted the Council offers competitive services with value for money.

We recognise the difference Sustainable Swansea has made but were unsure how well the progress column clearly aligns with the intended outcomes. In regards to the parks and cleansing service review there has been an increase in income streams since 2017 however it is unclear how the parks and cleansing services have been improved. It was disappointing to see that there were no developments progressing with the botanical gardens given that this was discussed during the service review.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

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Regarding additional learning needs, we request further information on the impact of the Additional Learning Needs and Educational Tribunal Act (Wales) 2018, as the report informs us that this service review has not progressed due to the implications of this act and we were informed that this is progressing under a different project.

We were pleased to see that progress of the public protection service review is continuing and noted that in regards to catering and in particular the social services catering review a saving of £100k has been achieved however the intended outcomes did not solely focus on cost and it is unclear from the progress whether this resulted in an improvement in the catering and higher satisfaction with the service as intended.

Regarding the day services progress review we noted that there is further action to review the demand for, and scope of internal and commissioned older peoples day services post Covid. We would be interested in more information on this and at what stage this review is at.

Regarding the reviews relating to new contracts within social services, some of the Panel members remember from taking part in the reviews, plans to collect feedback from service users to gauge the effectiveness and satisfaction with new contracts. This may not have happened due to Covid but again we would request an update as to whether this did take place and what the response was.

### **Your Response**

We welcome your comments on any of the issues raised and in this instance a formal response is required by 23 February 2023 to the following -

- Further information on the impact of the Additional Learning Needs and Educational Tribunal Act (Wales) 2018 and where this is progressing under a different project.
- Further information and clearing linking between the progresses made in the Social Services catering review and how these meet the intended outcomes.
- More information on the Day Services Review regarding further action to review the demand for, and scope of internal and commissioned older peoples day services post Covid.
- An update on whether feedback was collected from service users to gauge effectiveness and satisfaction.

Yours sincerely,



Councillor Chris Holley  
Convener, Service Improvement and Finance Scrutiny Performance Panel  
✉ [cllr.chris.holley@swansea.gov.uk](mailto:cllr.chris.holley@swansea.gov.uk)