



**To/  
Councillor Rob Stewart  
Cabinet Member for  
Economy and Strategy**

*Please ask for:  
Gofynnwch am:*

*Direct Line:  
Llinell Uniongyrochol:*

*e-Mail  
e-Bost:*

*Our Ref  
Ein Cyf:*

*Your Ref  
Eich Cyf:*

*Date  
Dyddiad:*

**Overview & Scrutiny**

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**BY EMAIL**

**25<sup>th</sup> October 2017**

**Summary:** This is a letter from the Service Improvement and Finance Panel to the Cabinet Member for Economy and Strategy following the meeting of the Panel on 4<sup>th</sup> October 2017. It is about the Welsh Language Standards Annual Report, the Quarter 1 2017/18 Performance Monitoring Report and the Local Government Performance Bulletin 2016/17

Dear Councillor Stewart,

On 4th October 2017, the Service Improvement and Finance Performance Panel met to consider the Welsh Language Standards Annual Report 2016/17, the Quarter 1 2017/18 Performance Monitoring Report and the Local Government Performance Bulletin 2016/17.

The Panel were grateful to officers attending for providing information and answering questions. The Panel sought further information on specific matters and have contacted relevant officers directly about these.

The Panel also made a number of observations that we wish to share with you.

### **Welsh Language Standards Annual Report**

The Panel were encouraged about progress being made to embed Welsh Language Standards throughout the Council. We were particularly impressed with the lanyards available to Welsh speakers and Welsh learners. The Panel

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have asked that this information be passed onto Councillors. Any Councillors who are speaking or learning Welsh are able to wear a relevant lanyard.

The Panel will look at updates and changes on the Standards being reported each year, rather than the whole document in future.

### **Quarter 1 2017/18 Performance Monitoring Report**

The Panel noticed for indicator SAFE27 the number of staff completing the mandatory safeguarding awareness training has missed its Quarter 1 target. The Panel is concerned given the important nature of the training. We felt it was necessary to remind managers to ensure staff are completing this training.

Part of the Performance Monitoring Report (CUST5, CUST6 and SUSC2) gathers its data from public perception surveys. The Panel were interested to hear about how the public perceive Swansea Council. In order to have a greater understanding of the surveys and how they are conducted, the Panel have asked the Consultation Co-ordinator to talk to us about how perception surveys are carried out.

The Panel are still focussing on the increasing level of demand on Child and Family Services and will continue to closely monitor this in future meetings in conjunction with Child and Family Service Performance Panel.

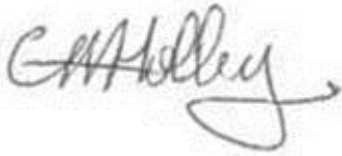
### **Annual Local Government Performance Bulletin 2016/17 (Data Unit Wales)**

Whilst the Panel were encouraged by positive performance, there are some concerns over results around fly tipping, municipal waste and disabled facilities grants.

We have requested further information on these figures from the relevant departments.

We hope that you find the contents of this letter useful and would welcome any further comments however **we do not expect you to provide a formal response.**

Yours sincerely,



**Councillor Chris Holley**  
**Convener, Service Improvement and Finance Scrutiny Performance**  
**Panel**

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