



**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

01792 636292

scrutiny@swansea.gov.uk

BY EMAIL

25th 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 4th 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

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

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

www.swansea.gov.uk / www.abertawe.gov.uk

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

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.

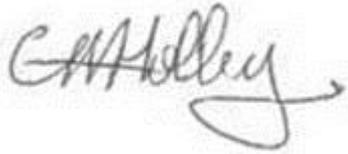
Annual Local Government Performance Bulletin 2016/17 (Data Unit Wales)

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,

A handwritten signature in black ink, appearing to read 'CHolley', with a stylized flourish at the end.

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

✉ cllr.chris.holley@swansea.gov.uk