

GWYNEDD COUNCIL CABINET

Report to a meeting of Gwynedd Council Cabinet

Date:	28 March 2017
Title of Item:	Performance Report of the Deputy Leader
Purpose:	To accept and note the information in the report
Cabinet Member:	Councillor Dyfrig Siencyn
Contact Officer:	Dilwyn Williams, Chief Executive

1. INTRODUCTION

- 1.1 The purpose of this report is to update my fellow members on what has been achieved in the fields within my remit as Deputy Leader. This includes outlining the latest developments against pledges within the Strategic Plan; where we have reached with the performance measures; and the latest in terms of savings and cuts schemes.
- 1.2 I would remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the relevant Management Teams.
- 1.3 On the whole, I am happy with the progress of the Strategic Plan projects and the performance measures for which I am responsible.

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2 THE DECISION SOUGHT

2.1 To accept and note the information in the report

2.2 The Cabinet is requested to approve re-profiling the **Savings in the Coroner's budget (DaCh13)** to 2018/19 rather than 2017/18 as originally intended and as outlined in 6.2.

3 THE REASON FOR THE NEED FOR A DECISION

3.1 In order to ensure effective performance management.

4. STRATEGIC PLAN PROJECTS

The Welsh Language

4.1. **11 Communities promoting the Welsh language - Promote the Welsh language by supporting and empowering four communities by assisting residents to undertake an assessment of the position of the Welsh language in the community in order to strengthen the status and the use of the language.**

Project Progress

4.1.1 The project is still underway in the communities of Bangor, Dolgellau and Porthmadog/Pwllheli and a summary of the main activities can be seen below. You are reminded that the work programme for the project has been agreed jointly with Welsh Government which funds the work via Hunaniaith.

4.1.2 **Bangor**

- **Popdy** - Over the past weeks, the task of raising awareness of Popdy has continued with various activities that promote the Welsh language being held. In addition, Bangor Language Initiative continues to consider applying for a grant that would be able to fund community project(s).
- Businesses (private nurseries, sports clubs and primary health carers) were targeted in order to motivate them to increase their visual use of the Welsh language and boost the confidence of oral Welsh for 25 staff that will benefit from attending five three-hour sessions. The sessions started in January 2017.
- The work continues in the field of children and young people, with football practice sessions being held through the medium of Welsh for 27 individuals, providing four days of outdoor activities for 15 individuals, and a presentation on the Treachery of the Blue Books for 25 individuals. In addition, a Welsh language music set and a quiz was held, targeting approximately 475 pupils in Years 7-13.
- In light of the meeting held to discuss the Welsh language at Ysgol Friars, it is intended to give a language awareness presentation to Year 7 and 12 pupils during the coming weeks.

4.1.3 **Dolgellau**

- A disco was held for individuals under 18 years old by Dolgellau Entertainment Organisation in November with 138 in attendance and the Winter Gig at the end of January.
- A number of activities have been held in the community in order to promote the use of the Welsh language, including a lantern-making workshop, a Carols procession and Christmas Bingo. In addition, a Soup and Song Evening was held which was funded by one of the local businesses, which is encouraging in terms of local ownership of the work.

- Over the past weeks, efforts have been made to create a Love Session and put Dolgellau on the map as a romantic destination, bridging Dydd Santes Dwynwen and Valentine's Day.

4.1.4 Porthmadog/Pwllheli

- A Welsh gig was held in Pwllheli on 2 December 2016 that was attended by 58 local residents.
- In addition, work is still ongoing within the Porthmadog community, with five community groups having agreed on action plans to stabilise the Welsh language as a language medium, and have visited 82 businesses to share information on the Welsh language Promotion Package.

4.2 I2 - The Welsh language and public services - Assist public organisations to increase and improve their provision of bilingual services for the residents of Gwynedd so that they can use the Welsh language naturally. By collaborating with the Local Services Board, it will be possible to set consistent and clear standards and act jointly on plans that will improve the user's experience.

Project Progress

4.3 As I mentioned in my previous performance report, it was agreed that every organisation would provide a very brief paper assessing their body against the ambition of providing the first contact for any citizen through the medium of Welsh, and to report back by the end of November. This timetable has slipped somewhat but, by the Cabinet meeting, I expect that each body's responses will have been received and the intention is to organise a meeting of the senior officers group who are leading on this issue during April.

4.3.1 An assessment of the Council's abilities to do the above has been prepared and I have agreed to submit the information to the Hunaniaith group.

4.4 I3 Young people using the Welsh language socially - Set a baseline and measure the increase in young people's social use of the Welsh language.

Project Progress

4.4.1 The work of developing a Strategy continues. It will set clear expectations and directions for the County's Secondary Schools on the techniques of changing language habits and the different ways of influencing the pupils' social language within and outside the school.

4.4.2 Since I last reported, a Working Group has been nominated from amongst the Secondary Headteachers and the Language Co-ordinators to work together to develop the Strategy and they have already started on their work.

4.5 I4 Audit of the Welsh Language's situation in Gwynedd Council - We will:

- i) Consider the success of the Council in normalising the Welsh language in its departments and the services it provides to the county's residents.**
- ii) Deliver research work in order to find and confirm to what extent the Council goes a step further and succeeds in taking advantage of every opportunity to promote the Welsh language through the services that we provide to the county's residents.**

Project Progress

4.5.1 You will remember that I mentioned last time that four Departments have been prioritised (Gwynedd Consultancy, Economy and Community, Regulatory and

Adults, Health and Well-being) and by now, the draft action plans have been drawn for Gwynedd Consultancy and the Adults Department.

- 4.5.2 Further work needs to be done with the Economy and Community and Regulatory Departments but it is anticipated that these plans will be in place by the time I next report to you.
- 4.5.3 Following a discussion before the performance challenging meeting, I have some concern about the ownership of Gwynedd Consultancy of the action plan and, consequently, the Chief Executive and I will arrange to meet soon with the Head and the Cabinet Member in order to emphasise the importance of having ownership of the Plan on the highest level.
- 4.5.4 I will continue to report on the project's progress in its entirety as part of my performance reports. However, in order to ensure ownership of the project within the Departments, I suggest that the relevant Cabinet Members should take ownership of the work within the Departments in question, and challenge the projects' progress within the performance challenging meeting.
- 4.5.5 In addition to the intense work in the four priority Departments, some interventions of a more general nature have been put into practice in response to some of the Audit's findings. A Language Awareness E-module has been developed and trialled with a focus group in December and it is anticipated to be available for staff within the coming weeks.
- 4.5.6 A Communication Plan has been developed that will be a way of ensuring that messages of encouragement and positive messages about the importance of promoting the Welsh language in our services are conveyed regularly to front-line staff. Signs have already been placed in all Siopau Gwynedd in order to highlight the fact that Welsh can be spoken with staff in every Siop Gwynedd and to encourage the public to do so.

Effective and Efficient Council

- 4.6 **C3 Engagement - The purpose of this project is to improve engagement across the Council.**

By the end of March 2017, this project will ensure that an Engagement Strategy is implemented that includes a series of activities aimed at improving engagement across the Council.

- 4.6.1 In order to empower Senior Managers and officers to take responsibility for the engagement field, and in line with the feedback received from officers, an electronic engagement resource has been developed that ties in with the Corporate engagement Handbook, including a series of practical engagement links, guidance and templates that are available on the intranet by now.
- 4.6.2 In addition, the Senior Managers Group has received a presentation on the field and an overview of the support and the available materials, and have held an initial discussion on their responsibilities in the engagement field. Links to the on-line resource have been circulated to the Senior Managers to be disseminated in order to spread good practice and empower officers to take ownership of the field.
- 4.7 **C4 Implementing a performance system - The purpose of this project will be to develop and implement a new performance system. The system will ensure that**

service teams measure what matters to the people of Gwynedd, and use those measures to improve performance.

The procedure for reporting on that will add value by holding services accountable.

- 4.7.1 I have already reported that a pilot was carried out of the Performance Module Training on 2 November 2016. Following the completion of amendments, this training will be incorporated within the Ffordd Gwynedd training that will be introduced to the Council's managers from April onwards.

5 PERFORMANCE

- 5.2 A full report on the performance measures associated with the portfolio is provided in **Appendix 1**. I am responsible for the remit of seven Units within the **Corporate Support Department** along with the **Legal Service**.

- 5.3 Following challenging the performance of the **Research and Analysis Unit**, I am happy with the performance of the measures.

- 5.4 The **Communications and Engagement Unit** enables the Council to share information and hold a two-way dialogue with the people of Gwynedd. For the November 2016 to January 2017 period, the average score for the measure of **To what extent has the support you have received from the Unit assisted you to engage effectively with the people of Gwynedd?** was 9.6 out of 10, compared to 10 in November and 9.5 in September. I have challenged the reasons given and I am satisfied with the steps that have been put in place for response.

- 5.5 The **Projects Team** is responsible for managing, co-producing and driving change for the benefit of the people of Gwynedd. As it is difficult to acquire a suitable measure for the Team, I have asked them to submit information in narrative form for the performance meetings in future, highlighting any feedback that has been received regarding members of the Team.

- 5.6 The purpose of the **Strategic and Performance Planning Team** is to prepare information in order for the people of Gwynedd to know what the Council is doing and what they're going to be doing in the future, such as the *Annual Performance Report* and the *Strategic Plan*.

- 5.7 For the measure **Gwynedd's residents are satisfied with the information available to them about what the Council is doing, and its future intentions (CG26)** only 54% noted that they were satisfied. 5% said that they did not want to know but 41% were unsatisfied with the information on performance that is submitted. I have challenged the reasons for this and hope that the steps that will be put in place will lead to improvement.

- 5.8 **Gwynedd and Anglesey Partnership Unit** is responsible for supporting public bodies, voluntary organisations and communities to work together to improve services for the benefit of the people of Gwynedd and Anglesey. This includes administrating the Public Services Board and the Community Safety Partnership.

- 5.9 Over the past months, the unit has been responsible for holding a Gwynedd and Anglesey Well-being Assessment and it is expected that a draft of the assessment will be published by the end of February, with the final version to be published before the end of April.

- 5.10 In addition, for future performance reports, I have asked the Unit to include qualitative information regarding the feedback that has been received by partners.
- 5.11 The **Translation Unit** is responsible for providing written and oral Welsh and English translations to staff, members and residents. At the previous performance challenging meeting, it was noted that some Departments had made significant use of external translators. In order to get a better understanding of the situation I have asked the Unit to do further work in order to establish what the incentive of those Departments are for using external translators and to compare the cost with doing the work internally.
- 5.12 It is seen that the performance of the measure **Percentage of satisfaction questionnaires from client officers that score the service as 9 or 10/10** by the Legal Services was 96% for the year to date. I have discussed the reasons why a score of lower than 10 has been given by clients and I am happy with the steps that have been put in place by the Service in order to respond to them.
- 5.13 In addition, I have asked the Service to consider measuring the time it takes to complete cases or work and to submit it on graph form to meetings in future so we can identify any tendencies.

6 FINANCIAL POSITION / SAVINGS

- 6.1 As I reported in my previous report, the **Corporate Support Department** has delivered all of the 2016/17 efficiency and cuts schemes, and is making very decent progress towards delivering the schemes of the subsequent two years.
- 6.2 However, it is anticipated that it will be difficult to realise the DaCh13 savings plan (**Savings in the Coroner's budget**) that is equivalent to £13,795 in 2017/18, and as a result, I ask the Cabinet to approve re-profiling the plan to 2018/19.

7 NEXT STEPS AND TIMETABLE

- 7.1 None to note.

8 ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

8.1 Views of the Statutory Officers:

i. Chief Executive:

In general, the information and progress seen is good. I note the problem in terms of measuring people's satisfaction and information about what the Council is doing but it's difficult to know what further can be done without needless spending. It will be interesting to see if creative ideas emerge to address this.

ii. Monitoring Officer:

No observations from a propriety perspective.

iii. Head of Finance Department:

I confirm the accuracy of the financial aspects in part 6 of the report, which is a welcome situation in terms of savings. I agree that the request for re-profiling of one savings plan is reasonable, and therefore in the Council's budget I've planned prudently on the assumption the Cabinet will approve the recommendation.

8.2 **Views of the Local Member:**

8.2.1 Not a local matter.

8.3 **Results of Any Consultation:**

8.3.1 None to note.

Appendices

Appendix 1 - Performance Measures