

CABINET CYNGOR GWYNEDD

Report to a meeting of Gwynedd Council Cabinet

Date:	1 November 2016
Title of Item:	Deputy Leader's Performance Report
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 of promises within the Strategic Plan; where we have reached with measuring performance; 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 as well as the Leadership Team.
- 1.3 The Department's performance is acceptable on the whole but I will be keeping an eye on the development of the project **The Welsh language and public services** as the Public Services Board is established and confirms its priorities.

Cyswllt:
01286 679868
01286 679490

cabinet@gwynedd.llyw.cymru



2 THE DECISION SOUGHT

2.1 To accept and note the information in the report.

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. I1 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**

- The language centre has opened and it houses eight staff from the Urdd and the Menter Iaith Manager/Development Officer. The official launch of the centre and the Menter will be held with Alun Davies AM on 14 October and I hope to be able to take advantage of the opportunity to discuss several matters with him.
- A Business Plan for the Menter Iaith will have been completed by the end of the month which will include its vision and priorities for the next five years. In addition, a series of activities will follow to raise the status of the Welsh language in Bangor between September and the end of March and beyond.

4.1.3 **Dolgellau**

- The Dolgellau Entertainment Organisation has held four activities in which 183 people enjoyed entertainment through the medium of Welsh.
- Six activities for learners have been held with 101 present (68 learners)
- Leaflets to promote the Welsh language in business have been distributed at local agricultural shows and discussions have been held with Grŵp Llandrillo Menai regarding the possibilities to collaborate.

4.1.4 **Porthmadog/Pwllheli**

- Work is underway with Clwb Hwyl Ifanc y Porth in order to hold a language awareness session for young people and provide opportunities to lead activities in Welsh.
- 15 activities held with local groups in Porthmadog have been identified as ones which need to increase their use of the Welsh language such as the Cob Race, Tremadog Fair and the Ospreys Project.
- Collaborating with ten business in Porthmadog and Pwllheli to increase their use of the Welsh language.

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

- 4.2.1 There has been very little progress with this project as a result of the lack of clarity regarding whether it will be a priority for the Public Services Board for Gwynedd and Anglesey.
- 4.2.2 A report will be submitted to a meeting of the Public Services Board on 23 September outlining the progress to date, asking for initial comments on the level of priority which should be given to the field.
- 4.2.3 In the meantime, senior officers from all organisations have been nominated to be members of the group which will lead on the work and they will meet in October. The purpose of this meeting will be to establish where everybody has reached so far in terms of the current level of Welsh-language service provision for residents and to consider the level of ambition to improve this.

4.3 13 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

- 4.3.1 In order to ensure ownership of the project within the Education Department the responsibility for its leadership has transferred to Garem Jackson, Education Officer. As the Cabinet Member leading on the language, I am also a member of the Language Charter Group.
- 4.3.2 Initial discussions have been held with the Secondary Language Co-ordinators and a select group of Head teachers during June/July and several suggestions were received to develop the project in the secondary sector.
- 4.3.3 In light of these discussions, an initial draft strategy has been created and work to develop it is continuing.

4.4 14 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

- 4.4.1 The work of analysing the audit questionnaire results has been completed and we have identified trends and pockets of concerns. Following the completion of the work, four Departments have been prioritised for the first cycle of action:
- Economy and Community
 - Regulatory
 - Consultancy
 - Care
- 4.1.2 Meetings have been held with the senior officers in these Departments to discuss the findings of the audit and agree on a detailed action plan in order to ensure

ownership. I will update you on the development of the work in future performance reports.

- 4.4.2 In terms of more general interventions across the Council, the new language policy has been passed and language guidelines for staff have been amended and presented, and a guide to set language conditions within contracts is being amended.
- 4.4.3 In the meantime, I am eager to look into options in order to highlight the fact that the Welsh language is used and is the operational language within the Council in locations such as Siop Gwynedd. I will also be asking Customer Care to consider whether it is possible to establish the practice of addressing customers and starting conversations with customers in Welsh at all times.

Effective and Efficient Council

- 4.5 **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.

- 4.5.1 A Citizens Panel Survey Summer 2016 and Public Survey Summer 2016 have been held and I will be in a position to report on the findings in my next performance report.
- 4.5.2 In addition, work is currently underway to create a log of projects and identify the associated engagement requirements over the coming months in order to agree on the central communication resources which will be needed and available for them.
- 4.5.3 In order to ensure that our engagement work remains up-to-date and relevant, I will arrange a meeting of the Engagement Group during the coming weeks in order to establish where we have reached in terms of the original work programme and to set the direction for the future.

- 4.6 **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.

- 4.6.1 By now the Departments' measures series is beginning to show a difference and is focusing more on improving circumstances for the people of Gwynedd.
- 4.6.2 It is noted that the Performance Module Training has slipped a little but I have asked the Project Leader to address this in order to ensure that it happens. Having attended the training, officers will have a better understanding of the new arrangements and will be equipped with the skills to be able to analyse and challenge the performance of their services.

5 PERFORMANCE

- 5.1 By now the majority of the Units have confirmed their purposes and have a set of associated measures. A full report on the performance measures associated with the portfolio is provided in **Appendix 1**.
- 5.2 At the challenging performance meeting with the Legal Service we discussed whether there were more appropriate measures for the fields of Electoral Registration and Elections than the current ones. I have asked them to consider whether it is possible to present information on performance in the fields in narrative form and identify any obstacles or issues which require attention and highlight how the Service is responding.

6 FINANCIAL POSITION / SAVINGS

- 6.1 The **Corporate Support** Department has realised all of the 2016/17 efficiency and cuts schemes, and is making very acceptable progress towards realising the schemes of the two subsequent years.

Views of Statutory Officers

The Chief Executive:

I welcome this report. It notes considerable activity in the linguistic field, a field where it is very difficult to see early results for the work. In the field of Engagement, we will see the public's response to the summer survey very shortly and, as noted by the Cabinet Member, the important messages from that will require attention in the next cycle. The performance in terms of realising savings and cuts is very encouraging.

The Monitoring Officer:

No observations from a propriety standpoint.

The Head of Finance Department:

No comments from the perspective of financial propriety.

Appendices

Appendix 1 - Performance Measures