

GWYNEDD COUNCIL CABINET

Report to a meeting of Gwynedd Council Cabinet

Date:	17 January 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 will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the relevant Management Teams (which, for this cycle, also included representation from the Scrutiny Committee as an experiment) and the Leadership Team.
- 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.

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 official launch of Popdy and the Menter was held with Alun Davies AM and 40 guests present on 14 October 2016. In addition, a successful Open Day was held on 15 October 2016 to coincide with the Shwmae/Su'mae Day with various activities for children and adults.
- On 12 October 2016, a workshop was held for Bangor primary health care providers (Surgeries, Dentists, Pharmacies and Opticians). The intention was to motivate providers to plan and provide services for patients through the medium of Welsh and those interested in developing their provision further will be included under a project to make businesses in Bangor more aware of the Welsh language.
- Five sessions have been held with 45 lower sixth pupils of Ysgol Tryfan with the aim of increasing the social use of the Welsh language throughout the school.

4.1.3 **Dolgellau**

- Dolgellau Entertainment Organisations have chosen six new members in order to secure the continuation of the activities and, before Christmas, it is intended to hold a Disco for young people aged under 18 and a Christmas Bingo for the whole community.
- In order to celebrate the Shwmae Sumae Day, a Guided Tour and a 'Cawl a Chân' Evening were held which 46 people attended.
- Learners' lanyards and Open/Closed signs have been distributed to local businesses. In addition, some planning work has been done to look at promoting Dolgellau as a romantic destination during the Santes Dwynwen and Valentine's Day period at the end of January/beginning of February.

4.1.4 **Porthmadog/Pwllheli**

- A language awareness session was held with HIP members (Hwyl Ieuentid Capel y Porth) on 30 September 2016.
- Contact has been made with members of Pwllheli Football Club and arrangements have been made to hold a Welsh gig on 2 December at the

- Pontoon restaurant, Pwllheli with the intention of targeting communities which would not ordinarily attend Welsh-language community events.
- A shop-window competition will be held to mark Santes Dwynwen Day with the Caru Port group.

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 An update on the project was submitted to the Local Services Board in September and some initial guidance was received on the level of ambition for the project.
- 4.2.2 A meeting was held with Senior Officers from the various organisations on 21 October in which 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.
- 4.2.3 These officers were also asked to update their representatives on the Local Services Board about the work so that they can hold a discussion within the Board about the level of ambition for the project.

4.3 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

- 4.3.1 The draft action plan has been created for the project, and will be discussed with various stakeholders including Heads, Language Co-ordinators and Members of the Language Charter Working Group. I am now a member of the Language Charter Working Group and have attended two meetings.
- 4.3.2 70% of the Primary Schools have reached the gold standard and 30% have reached the silver. The Language Co-ordinators will share good practices and will refer to successful Schools. Ten silver level schools have been targeted and have received information regarding the activities and the ideas which have been effective in order to meet the needs of the gold award and it is hoped that a high percentage of these schools will received the gold award accreditation at the end of the school year.
- 4.3.3 In the Secondary sector, we will be collecting information about the social use of the Welsh language amongst Year 7 and 8 pupils from now until the beginning of the year.

4.4 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

- 4.4.1 I have met with the Heads of the priority Departments (Gwynedd Consultancy, Economy and Community and Adults, Health and Well-being) and initial action steps have been agreed. It is anticipated that definite action steps with outcomes will be in place by Christmas and I will update you on these in my next report.
- 4.4.2 In terms of more general interventions across the Council, the language awareness e-module is now being trialled, ready for its launch and it will be used with staff in the priority Departments as a key preparation for the face to face sessions.
- 4.4.3 Discussions have been held with the Managers responsible for Siopau Gwynedd and Galw Gwynedd regarding the possibility of promoting the fact that the Welsh language is the operational language within the Council and in order to establish a system where customers will be greeted in Welsh and every conversation will be started in Welsh. I am awaiting a brief analysis of the current situation and the opportunities which exist and I will update you in the next report.

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 As you are aware, work to update the 'engagement log' has been carried out over the course of the last few weeks and 85 high level projects have been identified which will require the support of the Communication Unit. A copy of this log was submitted to the Corporate Engagement Group on 28 September and to the Leadership team on 18 October. Consideration will be given to the engagement work on these projects during the performance challenging meetings from now on.
- 4.5.2 As I noted in the last report, a **Public Survey** and a **Citizens Panel Survey** were held in summer 2016. 1,114 responses to the Public Survey were received while 520 responses to the Citizens Panel Survey were received which is lower than the 701 who responded in October 2015.
- 4.5.3 It is possible that the Citizens Panel is coming to the end of its lifetime in its current form and, consequently, it is intended to review the way it works early in 2017.
- 4.5.4 The detailed results of the two surveys will be submitted to the Corporate Engagement Group in December and I will update us on the findings in the next report.
- 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 A pilot was carried out of the Performance Module Training on 2 November with the general feedback good, despite the need to carry out some adaptations. Having completed the adaptations, training will be held for officers with the aim of improving their understanding of the new arrangements and equipping them with the skills to be able to analyse and challenge the performance of their services.

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**. Having challenged the performance of the **Gwynedd and Anglesey Partnership Unit** and **Communication and Engagement** I am content with the performance of the measures.

5.3 The **Translation Unit** is responsible for providing written and oral Welsh and English translations to staff, members and residents. In order to establish satisfaction levels, a new system has been set-up in which a questionnaire will be circulated with translated documents in order to gather the opinion of customers. We will report on this measure to the next meeting.

5.4 The purpose of the **Research and Analysis Unit** is to develop the Council's ability, as well as the ability of other bodies, to use information and evidence in order to make the best decisions for the people of Gwynedd. In the period in question, 12 respondents noted that the support had helped them to provide benefits for the people of Gwynedd.

5.5 I am also eager to highlight the "value" the Unit provides for the Council and the people of Gwynedd. A recent example of this is the work undertaken by the Unit on the costs of providing social services in rural areas. As a result of the work, the funding formula was adapted for the Council which is worth an increase of **£1.3m** over two years for 2017/18 and 2018/19.

5.6 At the performance challenging meeting, I asked the **Projects Team** to consider how the satisfaction measure (**CD05**) can be valued. I have also asked for an analysis of any observations received and how it is intended to respond to them for future reports.

5.7 Although some information has been collected for the measures of the **Strategic and Performance Planning Team (CG26 and CG27)** and steps taken in response to the observations received, further work needs to be carried out to confirm how we will report on the measure.

5.8 It is seen that the performance of the measure **Percentage of satisfaction questionnaires from client officers that score the service as excellent or good** by the **Legal Service** remains at 100% as with the last period. Several observations have been received from customers for improving the service and action steps have been put in place in order to respond to them.

5.9 In addition, I have asked the Service to look again at suitable ways of measuring the standard of the service for the Electoral Registration and Elections fields, using the standards of the Electoral Commission.

6 FINANCIAL POSITION / SAVINGS

- 6.1 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 next two years.

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. The Chief Executive:

The report is clear and concise. Clearly, some of the projects operate in fields where a shift in behaviour and culture is central and sometimes it is difficult to see results as quickly as we would wish to. There are one or two other things worth noting. Firstly, in terms of the performance measures, I see at the performance monitoring meetings the detailed work that is undertaken to ensure that we measure the right things. It is also good to see a department which has realised all of its savings and cuts promptly.

ii. The Monitoring Officer:

No observations from a propriety standpoint.

iii. The Head of Finance Department:

I confirm the accuracy of part 6 of the report, which is a position to welcome in terms of savings, as reported to the full Council on the 8 December.

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