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**Professor Andrew Davies
Chair of Swansea Public Services
Board**

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Overview & Scrutiny

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1st March 2019

BY EMAIL

Summary: This letter is from the Public Services Board Performance Panel. It follows on from the meeting on 6th February 2019 looking at the Live Well, Age Well objective and Public Services Board Governance, we also had the Statutory Member Q&A.

Dear Professor Davies,

On 6th February 2019 the Panel met with Councillor Clive Lloyd (PSB Lead), Councillor Mark Child (Cabinet Member for Care, Health and Aging Well), Jane Whitmore (Partnership and Commissioning Manager) and officers, and Suzy Richards (Sustainable Policy Officer) to discuss their thoughts on Public Services Boards and the progress under the Live Well, Age Well Objective.

We are grateful to all officers for taking time to attend this meeting considering their busy schedules and for giving us the opportunity to ask questions and provide feedback on the Panels thoughts.

Statutory Member Question and Answer Session

Councillor Clive Lloyd attended to represent as Swansea Council's Statutory Member. He explained that governance and joint partnership working will be important going forward.

We heard how the joint project to tackle the County Lines substance misuse issues is an excellent example of on the ground collaborative working. He explained that the project has tangible outcomes and actions by all partners involved with joint location of services. The PSB network allowed for effective organisation of the project as all relevant partners were already working closely together.

We heard how the Well-being Plan demonstrates where the PSB wants to be but it needs to remain flexible and responsive. It was explained that the current objectives

are based in legislation but also what people said they wanted. The objectives capture areas of focus that the partners can buy in to as a result of broad consultation.

We also heard that the governance review will lead to the right governance structure being in place which will reduce bureaucracy and help with clarity. There is also a need to produce an annual report on progress.

We heard about successes such as the funding of a Natural Resources Wales Green Infrastructure project which came about as a result of PSB work, but that the real success will be when collaborative working becomes business as usual. We also heard how the role of ABMU is much more positive with a Local Area Co-ordinator being funded based in Llansamlet, Swansea.

Councillor Lloyd explained that pooled budgets are not in the foreseeable future but the Panel still have an ongoing issue that there are no financial resources in place to help deliver against actions. We heard how Commissioners have influence over PSBs if they are not performing as well as they should be, and scrutiny are monitoring progress, however, we will be writing to the Future Generations Commissioner to express our concerns over the lack of financial support for PSBs which we feel is hindering progress. We will send you a copy of the letter.

Live Well, Age Well - Objective Lead Update on Action Plan

We heard how there are 6 key areas for the Live Well, Age Well action plan. People of all ages were listened to and contributed to the plan. The 'Big Conversation' is a community philosophy model and offers a more inclusive mechanism for children and young people aged 11-18 years to have their voices heard and be listened to. These consultation events have fed into a range of work which is undertaken and promotes supporting people to have their opinions valued. We heard how the 50+ network is also expanding via the Local Area Co-ordinators.

Involving the correct people when taking feedback from consultation sessions is very important and it seems as though the officers involved in this work are very keen on 'closing the feedback loop' properly. This creates an effective co-productive approach and acts as a quality feedback mechanism. We heard how successful collaboration with the development and regeneration teams meant responses and ideas were given on the City Centre development projects. Links with Planning Officers have been made to ensure public views are regularly heard and acted upon. This is very encouraging.

We heard how there are common themes affecting people which keep reoccurring – these are safety, loneliness, mental health, access to services and transport. Interestingly, a piece of scrutiny work was undertaken a few years ago in relation to transport and the same issues were highlighted then. This shows they are deep rooted and that there is still much work to be done.

We feel that mental health in particular needs a strong focus. The issue of young people and mental health could be an objective of its own it is such a large and serious issue. We heard about the challenges of young people with dementia and feel that this issue is not publicised enough. Some awareness raising would be beneficial especially

considering Swansea is recognised as a successful dementia friendly City by the Older Peoples Commissioner.

It is interesting to note that during the course of the meeting, dementia projects were being discussed and a panel member and staff member recognised the benefit of linking dementia projects they are involved in together. It was PSB collaboration in action!

The Panel also had a copy of the 'Making Every Contact Count' key chain which has been developed and gives people a list of relevant contacts such as the Police and the Fire Service all in one convenient place.

Governance Update

We heard how there have been significant outputs as a result of PSB work and this will be reported in the Annual Report. It was explained that the Governance Review will address some of the challenges around accountability, risk, finance and responsibility. The Panel are glad to hear this and look forward to seeing progress on success in monitoring and reporting.

It was explained that a steering group has been set up to explore best practice and that legal and governance expertise is being drawn from existing PSB resources. This kind of collaborative work is a good example of the collective skills of the PSB.

There is no requirement for you to respond to this letter but your thoughts and comments are welcome.

Yours sincerely,



Councillor Mary Jones

Convener, Public Services Board Scrutiny Performance Panel

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