

City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Safeguarding People & Tackling Poverty Corporate Delivery Committee

At: Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

On: Monday, 28 November 2022

Time: 4.00 pm

Chair: Councillor Ceri Evans

Membership:

Councillors: J P Curtice, R Fogarty, Y V Jardine, A J Jeffery, H Lawson, A J O'Connor, J E Pritchard and L V Walton

Watch Online: http://bit.ly/3DZ45gL

Agenda

1	Apologies for Absence.	Page No.
2	Disclosures of Personal & Prejudicial Interests. www.swansea.gov.uk/disclosuresofinterests	
3	Minutes: To approve & sign the Minutes of the previous meeting(s) as a correct record.	1 - 2
4	Swansea Council Volunteering Strategy Development.	3 - 13
5	Work Plan 2022-2023.	14
\mathcal{A}	Next Meeting: Monday, 19 December 2022 at 4.00 pm	
Hin	w Evans	

Head of Democratic Services Tuesday, 22 November 2022 Contact: Democratic Services - (01792) 636923

Agenda Item 3



City and County of Swansea

Minutes of the Safeguarding People & Tackling Poverty Corporate Delivery Committee

Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

Monday, 24 October 2022 at 4.00 pm

Present: Councillor C R Evans (Chair) Presided

Councillor(s) J P Curtice H Lawson L V Walton Councillor(s) R Fogarty A J O'Connor Councillor(s) A J Jeffery J E Pritchard

Officer(s)

••.	
Lee Cambule	Tackling Poverty Service Manager
Jon Franklin	Team Leader - Local Area Co-ordination
Amy Hawkins	Head of Adult Services & Tackling Poverty
David Howes	Director of Social Services
Simon Jones	Social Services Strategy and Performance Improvement
	Officer
Allison Lowe	Democratic Services Officer
Lisa Thomas	Senior Lawyer

Also present

Hayley Gwilliam Cabinet Member for Community (Support)

Apologies for Absence

Councillor(s): Alyson Pugh, Cabinet Member for Well-being

20 Disclosures of Personal & Prejudicial Interests.

In accordance with the Code of Conduct adopted by the City & County of Swansea, no interests were declared.

21 Minutes:

Resolved that the Minutes of the Safeguarding People & Tackling Poverty Corporate Delivery Committee held on 26 September 2022 be approved and signed as a correct record.

22 Report on the Development of Local Area Coordination Best Practice Guide.

Lee Cambule, Jon Franklin and the Cabinet Member for Community (Support) provided a briefing to the Safeguarding People and Tackling Poverty Corporate Delivery Committee on the development of Swansea Council's best practice guidance relating to Local Area Coordination in Swansea.

The purpose of the report was to present the current position with the implementation of Local Area Coordination and the opportunity to develop, publish and promote a set of best practice guidelines for the benefit of stakeholders, including Members, professionals (such as General Practitioners, Social Workers and Social Prescribers) and members of our communities in Swansea.

The report at Appendix A outlined:

- 1. Executive Summary
- 2. Context
- 3. Local Area Coordination in Swansea
- 4. Need for Guidance
- 5. Content Best Practice Guide
- 6. Approach to co-production
- 7. Next steps

The Chair thanked the Officers and Cabinet Member for the briefing report and looked forward to receiving an update sometime in the New Year.

23 Work Plan 2022-2023.

The Chair presented the Work Plan for 2022-2023. He explained that following the last meeting he had met with the Director of Social Services to discuss the way forward in relation to "Creating a Workforce to Deliver More Care Services Directly".

Resolved that:

- 1) The Work Plan be noted subject to the following additions relating to "Creating a Workforce to Deliver More Care Services Directly":
 - a. Short term Support and development of a Workforce and Well-being Strategy and Plan for the Directorate. Led by Deb Read;
 - b. Medium Term (February / March) Options for the Council to take forward the rebalancing agenda in Adult Services;
 - c. Long Term (New Financial Year) How the council will support the Welsh Government to eliminate the profit agenda in Children's Services.

The meeting ended at 4.31 pm

Chair

Agenda Item 4



Report of the Head of Adult Social Services and Tackling Poverty

Safeguarding People and Tackling Poverty Corporate Delivery Committee – 28 November 2022

Swansea Council Volunteering Strategy Development

Purpose:	Purpose:The report is for information purposes. It includes a good practice Volunteer Policy for consideration.	
Report Authors:	Anthony Richards / Amy Hawkins	
Finance Officer:	Chris Davies	
Legal Officer:	Carolyn Isaac	
Access to Services Officer: Rhian Millar		
For Information		

1. Swansea Council Volunteer Policy Development

- 1.1. A Swansea Council Volunteering Strategy Development Officer Working Group has been established to drive forward the development of a Volunteering Policy and Strategy. The Working Group is coordinated by the Tackling Poverty Service and Swansea Council for Voluntary Service.
- 1.2. The Working Group has explored current practice across departments and services and has reviewed best practice volunteering policy in Wales. It has been identified that development of a Swansea Council Volunteer Policy would establish consistent approaches and practice across the organisation.
- 1.3. A Swansea Council Volunteer Policy would set out consistent principles and practice by which volunteers are involved across the organisation. The policy would aim to create a common understanding and definition of volunteering and clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers whilst also recognising the importance of volunteers to Swansea Council.
- 1.4. An example of a good practice Volunteer Policy is attached at **Appendix A**. This example policy takes account of best practice as identified by Third Sector Support Wales and as such defines volunteering, sets out standards

and commitments to roles and responsibilities, recruitment and selection, induction and training and support and supervision.

1.5. Development of a Swansea Council Volunteer Policy would provide the context for a Swansea Council Volunteering Strategy.

2. Considerations

- 2.1 The development and implementation of a Swansea Council Volunteer Policy that adheres to best practice would require consideration of the following:
 - Development of a Corporate Volunteer Handbook and Tool Kit for Volunteer Management.
 - Commitment of staff resources.
 - Commitment of financial resources.

3. Next Steps

- 3.1 A further call to any services involved with volunteers via Staffnet to engage with the Working Group and support engagement with their volunteers.
- 3.2 Engaging current volunteers to undertake experience mapping and ongoing engagement and coproduction.

4. Integrated Assessment Implications

- 4.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
 - Deliver better outcomes for those people who experience socioeconomic disadvantage
 - Consider opportunities for people to use the Welsh language
 - Treat the Welsh language no less favourably than English.
 - Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.
- 4.2 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

- 4.3 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 4.4 An Integrated Impact Screening has been completed for this report with no further assessment required (See Appendix B). This is an IIA Screening for the 'For Information' Report to the Safeguarding People and Tackling Poverty Corporate Delivery Committee regarding consideration of a good practice Volunteer Policy. The report is to inform of the context of an example policy and next steps. A full IIA will be carried out as part of the policy / strategy development process in due course.

5. Legal Implications

5.1 There are no legal implications.

6. Financial Implications

6.1 Whilst there are no direct financial implications arising from this report, it may lead to decisions being taken at a later date that may have costs attached, e.g. volunteer expenses. Any such costs will need to be managed within departmental resources at that time with due regard to the Council's medium term financial plan.

Background papers: None

Appendices:

Appendix A: Example Volunteering Policy Appendix B: IIA Screening Form



Example Swansea Council Volunteer Policy

Contents

- 1. Introduction
- 2. Our commitments
- 3. What is a volunteer?
- 4. Standards of good practice
- 5. Roles and responsibilities
- 6. Recruitment and selection
- 7. Induction and training
- 8. Support and supervision
- 9. Recognition
- 10. Dealing with problems
- 11. Expenses
- 12. Moving on
- 13. Other relevant documents
- 14. Monitoring and review

1. Introduction

This volunteer policy sets out the principles and practice by which we involve volunteers / host volunteering opportunities and is relevant to staff and volunteers within the organisation. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

The volunteer handbook gives further details about the support and procedures in place for volunteers.

2. Our commitments

We recognise volunteers as an integral part of Swansea Council. Their contribution supports our mission and strategic aims and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the Council, our services, the community at large and the volunteers themselves.

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace staff or undertake the core duties of staff under their statutory obligations.

We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us, including those from under-represented groups such as youth, disabled people, older people and people from ethnically diverse communities.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering.

We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

3. What is a volunteer?

Volunteers are individuals who undertake activity on behalf of our organisation, unpaid and of their own free choice.

The <u>Welsh Government Volunteering Policy</u> (2015) defines volunteering as activity which:

- is undertaken freely, by choice
- is undertaken to be of public / community benefit
- is not undertaken for financial gain

Work experience placements and internships are not the same as volunteering. Please refer to $\frac{HR}{HR}$ for further information about these.

Volunteers may be involved on a one – off, short term or on a longer term, regular basis. They may be involved:

- in the direct delivery of our services
- in community engagement to raise awareness
- in one off events and promotional activities
- in our offices or in community venues

Volunteers are valued for:

- Bringing additional and diverse and new skills and perspectives to the organisations
- Enabling us to be more responsive and flexible in our approach
- Championing our cause within the wider community
- Enhancing the quality of our services and of client experience
- Promoting the wellbeing of users of services, staff, local communities, and themselves

4. Standards of good practice

Our management practice is informed by the Code of Practice for Organisations involving volunteers and <u>Investing in Volunteers</u> Quality Standard for volunteer management.

5. Roles and responsibilities

A named officer/s has responsibility for the development, management, and coordination of voluntary activity within the host team, including volunteering procedures and the welfare of volunteers.

All volunteers will have a designated and named staff member/volunteer for guidance, support, and supervision.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks or for the organisation to provide continuing opportunities for voluntary involvement, provision of training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

The organisation hopes volunteers will:

- be reliable and honest
- uphold the organisation's values and policies
- make the most of opportunities given, e.g. for training, mentoring etc.
- contribute positively to the aims of the organisation
- carry out tasks within agreed guidelines

Volunteers can expect

- To have clear information about what is and is not expected of them
- To receive adequate support and training relevant to role
- To be insured and to volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To be reimbursed out of pocket expenses
- To have opportunities for personal development
- To be recognised and appreciated
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- To know what to do if something goes wrong

6. Recruitment and selection

Equal opportunities principles will be adhered to in recruiting volunteers. Opportunities will be widely promoted as appropriate, so as to attract interest from different sectors of the community.

Positive action to target recruitment may be used where appropriate. Online application is encouraged but non-digital methods of application are also available. We will use the Volunteering Wales platform to advertise widely.

Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on all volunteer roles and identified risks and steps to mitigate risks will be shared with the volunteer.

Recruitment will usually involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role - for example, the recruitment process for regular volunteers and for volunteers for one off events will be proportionate and so may differ from one another.

Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles, or signposted to the local volunteer centre or the <u>Volunteering Wales</u> website.

For roles which involve care giving and/or sustained and direct contact with young people or adults in a regulated service, volunteers will be required to have a full DBS disclosure check which will be arranged by the organisation. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering.

7. Induction and training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

8. Support and supervision

Volunteers will be offered support and supervision as appropriate for role / setting and this is discussed during induction. Arrangements vary according to the volunteer and the role undertaken, and may include telephone support, group meetings or one to one reviews.

9. Recognition

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation via staff and volunteer team meetings, planning events, focus groups and/or volunteering surveys. Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and during Volunteers' Week (June 1st – June 7th each year).

10. Dealing with problems

The organisation aims to treat all volunteers fairly, objectively, and consistently. It seeks to ensure that volunteers' views are heard, noted, and acted upon promptly.

We will attempt to deal with any problems informally and at the earliest opportunity. All volunteers will have a named person to whom they can turn in the case of any difficulty. Where informal resolution is not possible, the organisations <u>Complaints Policy</u> will be adhered to.

Volunteers will be made aware of the organisation's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation.

11. Expenses

Volunteers will be given clear information about what expenses can be claimed and how to make a claim. Volunteers will be reimbursed all agreed out of pocket expenses incurred by their volunteering activities.

12. Moving on

When volunteers move on from volunteering with us, they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully.

Volunteers who have remained with the organisation for at least 3 months will have the right to request a reference. Volunteers will also be supported to explore other volunteering opportunities or move on to other options.

13. Other relevant documents

The Volunteer Handbook includes detailed, useful information for volunteers including template forms.

Organisational policies relevant to volunteers include; Health and Safety, Equal Opportunities, Confidentiality, Social media, Safeguarding, Complaints, Settling Differences.

10. Monitoring and review

This policy will be reviewed annually.

Date approved: Date of next review: Responsible Officer:

Integrated Impact Assessment Screening Form – Appendix B

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Tackling Poverty Service Directorate: Adult Social Services

Q1	(a) What are you screening for relevance?
	New and revised policies, practices or procedures Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
	Efficiency or saving proposals
	Setting budget allocations for new financial year and strategic financial planning
	New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location Large Scale Public Events
H	Local implementation of National Strategy/Plans/Legislation
	Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
	Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
	Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
	Major procurement and commissioning decisions
	Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services

(b) Please name and fully <u>describe</u> initiative here:

This is an IIA Screening for the 'For Information' Report to Corporate Delivery Committee regarding background information and actions to develop a coproduced Swansea Council Volunteering Strategy.

The report is to inform the CDC of the progress made to date.

High Impact

A full IIA will be carried out as part of the strategy development process in due course.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-) Medium Impact Low Impact

Needs further

	•	•	•	investigation
	+ -	+ -	+ -	
Children/young people (0-18)	$\square \square$	\square		\boxtimes
Older people (50+)		$\overline{\boxtimes}\overline{\sqcap}$		\square
Any other age group		\square		\square
Future Generations (yet to be born)			\square	\square
Disability			\boxtimes	\boxtimes
Race (including refugees)			\boxtimes	\boxtimes
Asylum seekers			\boxtimes	\square
Gypsies & travellers			\boxtimes	\square
Religion or (non-)belief			\boxtimes	\boxtimes
Sex			\boxtimes	\boxtimes
Sexual Orientation			\boxtimes	\boxtimes
Gender reassignment			\boxtimes	\boxtimes
Welsh Language			\boxtimes	\boxtimes
Poverty/social exclusion		Pag e ∑¶1		\boxtimes

Integrated Impact Assessment Screening Form – Appendix B

Carers (inc. young carers) Community cohesion Marriage & civil partnership Pregnancy and maternity

	\boxtimes
\boxtimes	
	\boxtimes
	\boxtimes

\square
\boxtimes
\boxtimes
\boxtimes

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

N/A at this stage.

At the time of writing, a Swansea Bay regional approach to developing improved volunteering opportunities is emerging. Swansea Council, together with Swansea Council for Voluntary Services, Neath Port-Talbot Council for Voluntary Services, Neath Port-Talbot Council, Swansea Bay University Health Board and West Glamorgan Regional Partnership are working in partnership to explore how this will develop. A Swansea Council Volunteering Strategy will form part of the regional approach.

A Working Group of Council Officers has been established to drive forward the coproduction of Swansea Council's Volunteering Strategy / Policy. The Working Group is coordinated and facilitated by the Tackling Poverty Service and supported by Swansea Council for Voluntary Service.

Engagement, coproduction and consultation will be critical to the process of developing this work. A full IIA will be carried out as part of the strategy development process in due course.

- Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:
 - a) Overall does the initiative support our Corporate Plan's Well-being Objectives when considered together?

No 🗌

No

Yes 🖂

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals? Yes ⊠ No □
- c) Does the initiative apply each of the five ways of working? Yes \boxtimes No \square
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No
- Q5 What is the potential risk of the initiative? (Consider the following impacts equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk	Medium risk	Low risk	

Q6 Will this initiative have an impact (however minor) on any other Council service?

🖂 Yes

If yes, please provide details below

Integrated Impact Assessment Screening Form – Appendix B

A Swansea Council Volunteering Strategy will provide a framework for services across the Council that already host volunteers or develop opportunities to host volunteers.

Q7 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

N/A at this stage.

Outcome of Screening

Q8 Please describe the outcome of your screening below:

- Summary of impacts identified and mitigation needed (Q2)
- Summary of involvement (Q3)
- WFG considerations (Q4)
- Any risks identified (Q5)
- Cumulative impact (Q7)

This is an IIA Screening for the 'For Information' Report to Corporate Delivery Committee regarding background information and actions to develop a coproduced Swansea Council Volunteering Strategy.

The report is to inform the CDC of the progress made to date.

The 'For Information' report identified no implications with the IIA.

A full IIA will be carried out as part of the strategy development process in due course.

(NB: This summary paragraph should be used in the relevant section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:

Name: Anthony Richards

Job title: Poverty and Prevention Strategy Development Manager Date: 11/09/22

Approval by Head of Service:

Name: Amy Hawkins

Position: Head of Adult Social Services and Tackling Poverty Date: 14/9/22

Please return the completed form to accessionservices@swansea.gov.uk

Agenda Item 5



Report of the Chair

Safeguarding People & Tackling Poverty Corporate Delivery Committee – 28 November 2022

Work Plan 2022-2023

Date of meeting	Agenda items and Format	
27 June 2022	 Annual Review of People PDC Work Programme 21-22 Annual Review of Tackling Poverty PDC Work Programme 21-22 	
25 July 2022	Work Programme 2022-2023	
26 September 2022	 Creating a Workforce to deliver more Care Service directly Swansea Council Volunteering Strategy Development Corporate Debt Policy Update 	
24 October 2022	A new Local Area Coordination Best Practice Policy / Guide including Recruitment	
28 November 2022	 Swansea Council Volunteering Strategy Development 	
19 December 2022	•	
23 January 2023	•	
27 February 2023	•	
27 March 2023	•	
24 April 2023	•	

Future Items:

- A new Local Area Coordination Best Practice Policy / Guide including Recruitment (Update sometime in the New Year)
- Creating a Workforce to Deliver More Care Services directly:
 - a. Short term Support and development of a workforce and well-being Strategy and plan for the Directorate;
 - b. Medium Term (February / March) Options for the Council to take forward the rebalancing agenda in Adult Services;
 - c. Long Term (New Financial Year) How the council will support the Welsh Government to eliminate the profit agenda in Children's Services.