



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, 27 March 2023

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/3ZKRWpc>

Agenda

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1 Apologies for Absence.	
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 - 3
4 Report on the Local Area Coordination Guide.	4 - 57
5 Work Plan 2022-2023.	58

Next Meeting: Monday, 24 April 2023 at 4.00 pm

A handwritten signature in black ink that reads 'Huw Evans'.

Huw Evans
Head of Democratic Services
Tuesday, 21 March 2023

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, 27 February 2023 at 4.00 pm

Present: Councillor C R Evans (Chair) Presided

Councillor(s)

J P Curtice
H Lawson

Councillor(s)

R Fogarty
J E Pritchard

Councillor(s)

A J Jeffery

Officer(s)

Lee Cambule
Amy Hawkins
Allison Lowe
Deborah Reed
Jo Veck

Tackling Poverty Service Manager
Head of Adult Services & Tackling Poverty
Democratic Services Officer
Principal Officer (Resources)
Senior Solicitor

Also present

L S Gibbard
A Pugh

Cabinet Member for Care Services
Cabinet Member for Well-being

Apologies for Absence

Councillor(s): L V Walton

32 Disclosures of Personal & Prejudicial Interests.

In accordance with the Code of Conduct adopted by the City & County of Swansea, the following interests were declared:

Councillor R A Fogarty declared a personal interest in minute 35 "Draft Corporate Personal Debt Recovery Policy".

33 Minutes:

Resolved that the Minutes of the Safeguarding People & Tackling Poverty Corporate Delivery Committee held on 23 January 2023 be approved and signed as a correct record.

34 Directorate Workforce Programme - Social Services.

Deborah Reed, Principal Officer (Resources) and Workforce Lead for the Social Services Directorate Workforce Programme provided a powerpoint presentation on the established Workforce Programme within the Social Services Directorate.

The presentation outlined:

- The structure of the programme and the various projects that linked into the workforce programme;
- The work that had been undertaken within the Directorate programme in terms of:
 - Recruitment & Retention;
 - Apprenticeship Programme;
 - Workforce Data;
 - Absence;
 - Training
- Additional Projects:
 - Corporate Workforce Strategy;
 - Oracle Fusion;
 - Procurement of agency staffing
- Child & Family Services:
 - Well-being;
 - Staff Development;
 - Memorandum of co-operation all Wales Pledge
- Adult Services Programme:
 - Well-being;
 - Staff Development;
 - Structures
- Future Developments:
 - Secondary / Vicarious Trauma – prevention and support across directorate;
 - Adult Services Rewards and Recognition Scheme;
 - Adult Services Progression Pathway;
 - Welsh Language – ensuring it is throughout the programme developments;
 - Regional All Wales Pledge roll-in across Adult Services.

The Committee asked various questions, which the officer responded to accordingly.

The Chair thanked the Principal Officer for the very informative presentation and looked forward to receiving further updates.

35 Draft Corporate Personal Debt Recovery Policy.

The Tackling Poverty Service Manager presented a report to develop and adopt a policy which embeds a corporate approach to the management of personal debt recovery.

Resolved that the Safeguarding People and Tackling Poverty Corporate Delivery Committee approve that the Draft Corporate Personal Debt Recovery Policy progress to formal public consultation.

36 Swansea Council Volunteering Policy / Strategy Development (For Information).

The Tackling Poverty Service Manager presented a “For information” report to update the Committee on the work undertaken to date in terms of the production of Swansea Council’s Volunteering Policy / Strategy.

37 Work Plan 2022-2023.

The Chair presented the Work Plan 2022-2023.

Resolved that the following item be added to the agenda for the meeting scheduled for 27 March 2023:

- Development of Local Area Co-ordination Best Practice Guide (Update).

The meeting ended at 4.44 pm

Chair

Agenda Item 4



Report of the Head of Adult Services and Tackling Poverty

Safeguarding People and Tackling Poverty Corporate Delivery Committee –
27 March 2023

Report on the Local Area Coordination Guide

Purpose:	For the Corporate Development Committee to consider the Council's updated draft 'Local Area Coordination Guide'
Consultation:	Legal, Finance & Access to Services
Recommendation(s):	It is recommended that the Safeguarding People & Tackling Poverty Corporate Delivery Committee: 1) Consider the draft Local Area Coordination Guide give their views and make recommendations to the Cabinet Member prior to progressing to publication.
Report Authors:	Lee Cambule & Jon Franklin
Finance Officer:	Debbie Smith
Legal Officer:	Chris Davies
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1. The draft Local Area Coordination Guide (previously referred to as Local Area Coordination Best Practice Guide) is a new guidance document targeted at Elected Members as well as Council officers, to raise awareness and understanding of the Local Area Coordination approach and how it is applied in Swansea.
- 1.2. This document has been drafted and reviewed in consultation with Elected Members in line with our commitment to co-production principles. The version of the document included in Appendix A has been developed through the internal Design Print service in line with their design principles and is

presented for final review prior to publication.

2. Context

- 2.1. Local Area Coordination plays an important role in supporting the people of Swansea to live in welcoming communities that provide friendship, mutual support, equity and opportunities for everyone. This vision is being achieved through a collaborative, strengths-based approach involving not just many departments of the Council but our partners, stakeholders, service providers, community groups and volunteers.
- 2.2. The model of Local Area Coordination is an internationally recognised service model that originated in Australia in 1988. Our local implementation of this service is part of the national Local Area Coordination Network, and Swansea is one of the pioneering regions areas for establishing a best practice model of support. Having been on this journey in Swansea for years since 2015, we have reached a point where we have achieved full coverage across Swansea.
- 2.3. The requirement for a guide document is driven by the need for a clear definition of the approach that can be consistently applied across 22 local areas in Swansea working with all Elected Members as well as a range of Council staff, local people and external partners who work closely with our Coordinators.
- 2.4. For further definition on the impact made by Local Area Coordination in Swansea, the annual Impact Report for performance in 2022 is included at Appendix B for information.

3. Progress to date

- 3.1. Development of this document has been ongoing since November 2022 and the content includes:
 - Definition of Local Area Coordination and the role of Local Area Coordinators;
 - Definition of the principles and approach underpinning Local Area Coordination;
 - How Local Area Coordination is applied in Swansea;
 - More about how Local Area Coordinators work in communities, in partnerships and in walking alongside individuals;
 - Examples of the positive outcomes achieved and an overview of how Stories are important to this approach;
 - Contact information and quotes from people who have been supported by our Local Area Coordinators.
- 3.2. The draft version of the document was shared with the Corporate Development Committee in January 2023. Further review of the draft document has included Coordinators engaging with their local Elected Members to discuss the document. It was circulated to all Elected Members

and comments received by 10 March 2023 have been largely positive reflections on the document.

4. Next Steps

- 4.1. The Safeguarding People and Tackling Poverty Corporate Delivery Committee are asked to consider the draft Local Area Coordination Guide and make any recommendations prior to progressing to publication. This would include development of Welsh Language version and issuing communications to Elected Members in sharing final document versions.

5. Integrated Assessment Implications

- 5.1. 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 socio-economic 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.
- 5.2. 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'.
- 5.3. 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.
- 5.4. An Integrated Impact Screening has been completed for this report with no further assessment required (See Appendix C). This is an IIA Screening for the Report to the Safeguarding People and Tackling Poverty Corporate Delivery Committee regarding the development of the Local Area Coordination Guide. The report is to seek recommendations on the draft guide document.

6. Legal Implications

6.1. There are no legal implications.

7. Financial Implications

7.1. 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. Should that be the case, additional consideration will need to be given to how the additional costs / resources will be provided at that time.

Background Papers: None

Appendices:

Appendix A: Local Area Coordination Guide

Appendix B: Local Area Coordination in Swansea – Impact Report 2022

Appendix C: IIA Screening Form

Guide to Local Area Coordination in Swansea



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local area
coordination[®]
Swansea



What Is Local Area Coordination?

Local Area Coordination (LAC) recognises the power of taking time to get to know people, families and the wonderful connections, resources and opportunities within local communities and is a key component in the successful delivery of the Social Services and Well-Being Act, and the Ageing Well Plan.

The Local Area Coordination Vision is that:

“All people live in welcoming communities that provide friendship, mutual support, equity and opportunities for everyone”.

This powerful vision is the ambition for an international movement to develop a long term, evidence-based, capacity-building approach for working alongside people of all ages and backgrounds in our communities.

We work towards this vision through the Local Area Coordination Charter:

“Develop partnerships with individuals and families as they build and pursue their goals and dreams for a good life and with local communities to strengthen their capacity to include all people including those at risk of exclusion, as valued citizens”.

The Purpose of LAC:

“Local Area Coordinators work to increase the capacity and resilience of individuals, families, communities and service systems and to decrease the demand for and reliance on formal services and funding, wherever possible.”



What Does a Local Area Coordinator Do?

Local Area Coordinators are there for the whole community. They walk alongside individuals and the community to help people to:

- Make new connections and friends;
- Get involved in groups and activities;
- Overcome personal challenges;
- Get their voices heard by people in power and get involved in improving public services;
- Make contributions to their communities;
- Think about what their good life looks like.

Local Area Coordinators are guided by ten principles when walking alongside people. They can take introductions (rather than referrals, as an introduction best describes the manner of the relationship) from other Health & Social Care professionals, community members or direct from the person themselves.

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Local Area Coordination Ten Principles

How Does It Work?

Each Coordinator works in a defined community of around 10,000-12,000. They approach, or are introduced to people who want to make changes to their lives, or who may be isolated, or at risk of needing formal services. Coordinators support people to build their own their **vision for a good life**, finding pragmatic and creative solutions, drawing on individual's **strengths**, and family and community resources, before considering commissioned or statutory services.

This means that instead of assessing or signposting people into services, they can:

Invest enough time in understanding what a good life looks like to the person or family, and how they could get there;

Help people to build their own capacity and connections, so that they can stay strong and independent;

Build new community connections or capacity where they don't exist.

Walking alongside individuals in this way enables them to stay stronger, confident and interdependent for longer, delaying - or even removing - their need for formal service support.

It is a connected, integrated, preventative and strength-based role - whole person, whole family, whole community, whole system - which is embedded in and connected with community, whilst also being connected with formal services providing a valuable bridge between community and Local Authority.

What Is Local Area Coordination?

In Swansea, Local Area Co-ordination started with 3 Coordinators in 2015. Swansea is one of 12 areas across England and Wales that has been developing and implementing this approach as part of the national Local Area Co-ordination Network www.lacnetwork.org

Over time, the approach in Swansea has grown to the point where we now have full coverage of all areas across the county. There is a dedicated Coordinator covering each of the twenty-three areas based on population size (as opposed to ward areas).

A list of all the Local Area Coordination areas in Swansea is included in Annex A for information and all their contact details can be found on the Council website www.swansea.gov.uk.



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(Duffy, Broad, Bartnik, 2019)

Part of the Community

Coordinators are **place-based**, working in their community rather than from an office and focussing on people and possibilities rather than issues and needs. As part of their role they identify what we call **'bumping spaces'** where they can get to know and can become known by the community. This could be the community centre or library, if there is one, but can equally be a café, shop or social venue. They will learn about the groups that meet in their area and will attend occasionally, especially if they are attending with someone they are walking alongside. They are not community development workers; their Coordination is **in the area** rather than **of the area**.

Building relationships is key to the role and is the way the Coordinator gets to find out about the resources and the many great things that are happening in the community.

Often, Coordinators are asked to provide lists of groups or assets in a community. While having the local knowledge is vital and can help other colleagues, a published list is not ideal as it easily gets out of date and is not a suitable location for the many informal sources of support to be advertised. Because the Coordinator builds relationships with local people they become a **knowledgeable and known community member**. Nothing is better for local knowledge than these **reciprocal and valuable connections**.

They make connection with **key community members**, such as elected Members, faith leaders, local businesses and other community professionals but will also get to know the many individuals who are active in the community, often in **informal** and low profile ways.



Part of the Community

Local Area Coordinators are **alongsiders**, in that they take time to get to know people and walk alongside them whilst they identify, explore and work towards their version of a good life. Working with individuals in this way is the main part of the role.

Coordinators are primarily focussed on making themselves available to individuals in their area in two ways;

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1 For anyone in the community for information, connections, or **short-term** support.

2 For **longer term** support alongside people in the community who may be facing more complex and enduring life issues.

Working together they will look at any challenges the person is facing and how best they can overcome them or learn to live with them. They will take real action to work towards the goals the person has set for themselves and help them access the **information** they may need. The Local Area Coordinator will never take the lead and will never dictate what should happen. The person has **natural authority** and, as the expert in their own life, has **choice and control**.

The Local Area Coordination principles underpin everything a Coordinator does. By following these principles, which are highlighted here, the Coordinator will have a strengths-based conversation with the person, focusing on what they can do, what they are good at, what they are interested in and what their good life looks like. They will focus on **relationships, community and contribution**. They will work together and talk about citizenship, with all its opportunities and responsibilities, as well as **lifelong learning**, for which everyone has capacity.

Local Area Coordination recognises the **complimentary nature of services**, and a Coordinator will be help someone if they are at the point that they need to access a service, helping them access the right service, at the right time.

How Someone Can be Introduced to Their Local Area Coordinator

Meet in Their Community

Coordinators are present and visible, and anyone can find them at a variety of places in their community.

From Family or Friends

With consent, a Coordinator can be introduced to someone by family, friends or neighbours.

From a Professional

With consent, a Coordinator can be introduced to someone by a professional they know (GP, Social Worker, Housing Officer, Librarian, Councillor, etc.)

How a Local Area Coordinator Can be Contacted

Social Media

Each Coordinator has a Facebook page for their area and can be messaged there.

Email

You can email directly or a central email inbox can be used:
Local.AreaCoordination@swansea.gov.uk

Phone

They can be contacted by phone call, text message or WhatsApp message.

In Person

Local Area Coordinators are based in your community and will regularly visit community venues so you can speak with them when they are in the area.

What to be Aware of When Introducing Someone to a Local Area Coordinator

Good Life

Has the person previously explored their version of a good life?

Consent

Page 16
Has the person given consent to be introduced to their Local Area Coordinator?

Understanding

Do they understand what Local Area Coordination is?

Safety Concerns

Is there anything the Local Area Coordinator needs to know to keep people safe?

What to Expect When Meeting Your Local Area Coordinator

Taking Time

Your Coordinator will take time to get to know you; and build a trusting relationship.

Good Life

They will talk to you about what's important to you and what you'd like to achieve.

What's Strong

They will be positive and help you look at what your strengths are, rather than on deficits and what you can't do.

Challenges

Are there challenges that you need to overcome? Your Coordinator will help you look for ways to do this.

Shared Agreement

You will both complete a shared agreement which sets out what you are both responsible for, what your aims are and what you have both agreed.

The Nature of the Local Area Coordination Relationship

Instead of asking...

“*What services and money do people need?*”

Local Area Coordination is asking:

“*What makes a good life for each person and what are the different ways we can get there?*”

The Coordinator **takes time to get to know the person**, exploring their strengths, formal and informal network, helping them to access information when required and helping them advocate for themselves. Taking action and connecting them with others in their community and finding local solutions to challenges all comes before considering their need for formal services.

It all starts with building a trusting relationship, taking time to listen, getting to know, and finding out what is important: good, purposeful conversations: **purposely unprescribed.**



The Nature of the Local Area Coordination Relationship

1 We start with exploring and discovering someone's dreams and aspirations now and in the future.

2 Understand, respect, and acknowledge their journey, gifts, skills, experiences and needs.

3 Help them to access accurate, relevant, and timely information.

4 Support people to build and maintain a valued, mutually supportive relationships – family, friends, shared interests, shared experience.

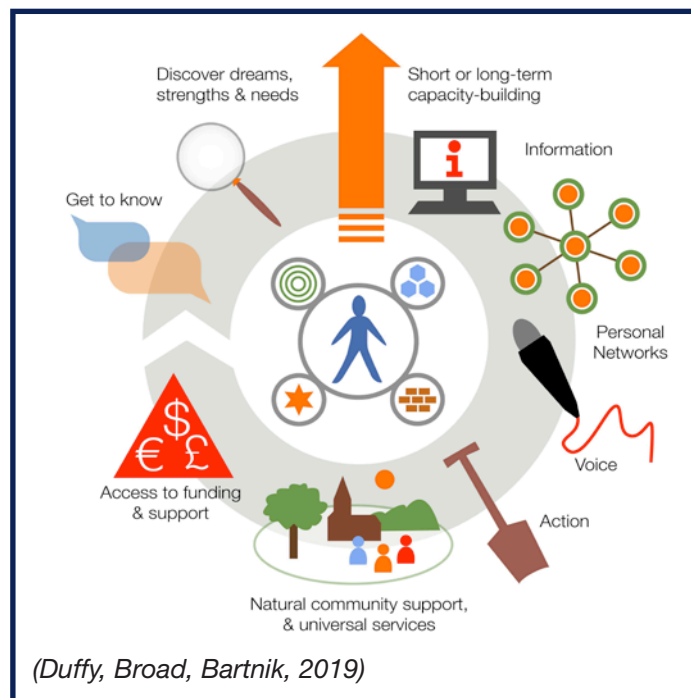
5 Help people to have a voice and be heard.

6 Assist and encourage people to take practical action to do what they want or need to do in life.

7 Nurture more welcoming, inclusive supportive and better resourced communities. Be part of - and actively contribute to - community life.

8 Help people to access, navigate, choose, and control services and resources they need.

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Strategic partnerships are also vital to the development and effectiveness of LAC.

“All the Swansea based housing associations invest both money and time, along with other statutory and voluntary groups and have both championed Local Area Coordination and facilitated good working relationships with Coordinators. Academic input too from Swansea University is invaluable.”

[LAC blog](#)

Working In Partnership

Partnership working is critical to the success of Local Area Coordination, as each Coordinator develops relationships with service providers and stakeholders that work in their communities. This includes relationships with organisations and groups such as:

This partnership working also extends to include informal groups and individuals many of whom operate with low profiles. This could include the local shopkeeper who has lived in the area for many years and has vital local knowledge. It could also include individuals who are active in supporting neighbours in informal ways. By building relationships with these, the Coordinator gains local knowledge and connection which are important tools in their toolbox when they are walking alongside a person.

- Ward Councillors, Town & Community Councils
- Colleagues - inc. Social Services, Education, Housing & Regeneration;
- Swansea Council for Voluntary Services
- Registered Social Landlords - including Coastal, Pobl and Caredig
- Swansea Bay University Health Board - including local GP Cluster Groups and Community Mental Health Team
- Social Prescribers
- South Wales Police - including local Police Community Support Officers
- Mid and West Wales Fire Service Community Safety
- Citizens Advice
- Many Third Sector groups - inc charities, food banks and community groups
- Community-based enterprises
- Education and learning partners
- National and Welsh Government forums



Examples of Positive Outcomes Achieved Through Following the Principles of Local Area Coordination

Georgia misses the sea air. She also misses walking and chatting with other people. She has been increasingly isolated due to Covid, her failing eye sight and other health concerns. But, together with Seren, her Local Area Coordinator, she **builds her confidence** to the point of joining a walking group in her community. And once again, she is **active, connected and enjoying her life**. “Seren is lovely - it’s made such a difference to my life, I used to go months without going out at all and now I go out weekly and it’s really improved my life.”

Eric is 83 years old and struggles with multi health conditions on a daily basis. When introduced to Dom, the Local Area Coordinator, his health was limiting his ability to stay independent and this was causing Eric some distress. Dom was able to **connect him up with a number of individuals in his community** who were able to offer practical support in the short term, until Eric felt stronger again. As things started to get better for Eric, Dom ensured he had access to the right aide so that he could start to regain his independence again. Eric now enjoys a much fuller life, is enjoying his hobbies, and is able to look after himself again.

Marvin is a young man who has experienced lots of difficult times in his life. After moving to a new town he started to feel lonely, not knowing anyone and spent much of his time on his own. Following the death of his foster mother Marvin’s situation quickly got worse. He felt the only support and person he could trust had now gone. Marvin was introduced to Anne, the Local Area Coordinator at a time when he was experiencing frequent low moods and felt totally isolated. While Anne walked alongside him, Marvin was able to start to make some changes. Anne introduced him to the Roots Foundation who support care leavers and Marvin was able to start thinking about the future again. Roots offered him support with his finances and a safe place he could start to **connect with others**.

Dan, the Local Area Coordinator, was initially introduced to **Mervyn’s** wife Carys, who was living with dementia. It became evident that Carys had a great team of professionals around her offering her support. However, Mervyn was increasingly struggling as Carys’ full time carer. With so many people involved in Carys’ care, and the focus being on his wife, Mervyn had felt forgotten and a ‘ghost in his own home’. Dan was able to walk alongside Mervyn, helped him **access information that was important for him to better understand the things that were happening, and gave him choice and control again**. Dan was also able to help coordinate the many professionals entering his home and supported **Mervyn to have his own voice heard**.



“It’s made such a difference to my life, I used to go months without going out at all and now I go out weekly and it’s really improved my life.”

Stories

Why do we produce stories?

Reflection for the person we are walking alongside:

How far have you come? What have you achieved? Where are the gaps and challenges for you?

Data capture: qualitative as well as quantitative.

For Self-reflection and for Peer-Peer sessions.

To ensure adherence to Local Area Coordination principles and lessen practice drift.

For sharing and learning across the team.

To promote the work we do.

These stories are powerful testimonials to the impact of the walking alongside relationship with the Coordinator. This qualitative evidence is powerful and shows the many positive outcomes, not only for the person themselves but also for those connected to them and often their community. Stories are shared regularly and all the stories that have been shared are filed on the Staff Intranet here:

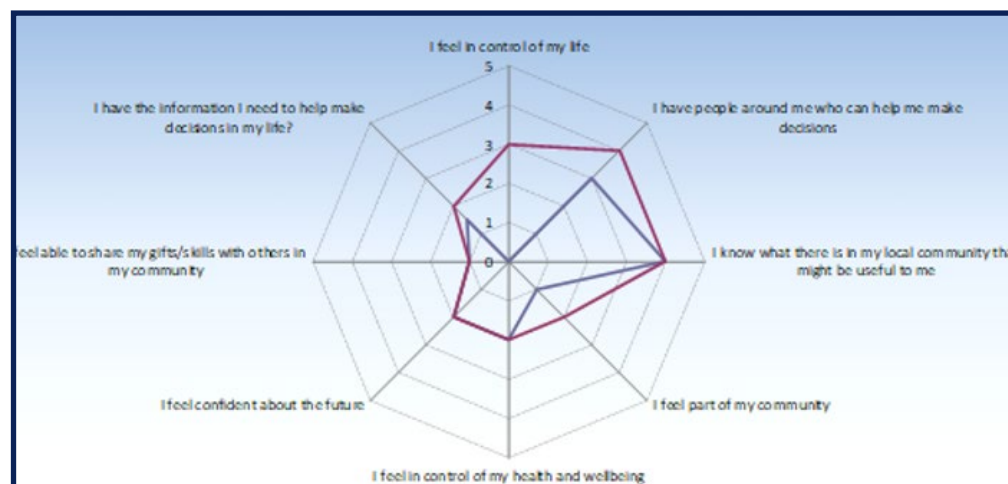
[Local Area Coordination Stories - Staff Portal \(swansea.gov.uk\)](http://swansea.gov.uk)

Each Local Area Coordinator, together with the person, will write an account of their involvement in the life of someone and the changes the person has been able to make as a result. The story includes a distance-travelled tool as below, which illustrates the two sets of scores each person has assigned themselves and notes the 'journey' between each score. The larger the number the more significant the change for that person in that area of their lives.

Check out...

[Hugh & Janet's story](#)

[Gary's Art For veterans story](#)



Best Practice Illustration 1

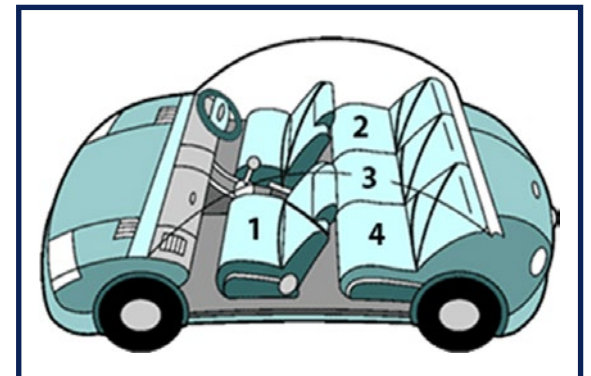
The Car Analogy - The Local Area Coordinator is Never in the Driving Seat

1 Imagine you are going on a car journey, taking a route that is totally unfamiliar. You are the driver and are nervous about this. You have an idea of where you need to be but feel unsure about how you will get there alone.

2 I (The Local Area Coordinator) am joining you on this journey, on hand in the passenger seat to talk through any challenges you experience along the way and to encourage you. This journey is not straightforward – you may come across diversions, traffic jams, one way streets, all of which may affect the route you take. It may be stressful but I am sat alongside you offering suggestions on different routes you may want to consider, pointing out the good things and celebrating with you how far you have come, and chatting through concerns you may have, but you are always in control of the speed and direction of your journey.

3 After weeks of repeating that journey, you begin to get more confident at handling any challenges you come across along the way. You may not be quite ready to take the journey alone, but are happy for me to move into the back seat while someone else you met on the journey takes my place. I am still on hand to chat through route options with you, but not needing to be sat beside you as your confidence is growing.

4 Eventually, you will have become confident with the route. You may still have to take diversions occasionally, but you are confident that you will reach your destination and feel able to tackle any challenges you meet along the way. At this point, you will probably feel you no longer need me to come along for the ride - me singing away in the back seat is something you can now do without. This is where I get out, as your focus on where you want to be and how you are going to get there is now very clear and there are others around you. I am always available to get back in the car in the future if you need me to, but never in the driving seat!



Best Practice Illustration 2

Safe Waiting

This concept was produced by the LAC team in Derby, and is a useful video presentation of some of the elements of the relationship that a Local Area Coordinator builds when they are alongside someone.

“ that we can take when supporting someone. It’s a commitment that we make with that person to stick with them while life unfolds, whatever pace it wants to go at. And... that’s waiting. The safe element of it is that we, as professionals, safeguard people. Although you’re allowing life to unfold for this person, you are taking into consideration their safety and dignity and assessing that risk as well”

”

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[Watch the Safe waiting video on YouTube](#)



Working with Communities

“The pandemic showed communities can play a more active role and become less dependent on public services”

Adrian Crompton
Auditor General for Wales

[Together We Can](#)
[Report 2023](#)

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Whilst their priority is to work with individuals, Local Area Coordinators also work with communities where they adopt an asset-based approach. This approach strengthens communities by identifying and encouraging the skills, resources, experience, knowledge, connections, and passions that already exist within them. It acknowledges ‘what’s strong’ instead of ‘what’s wrong.’

Coordinators notice and celebrate the assets that already exist in communities and looks for opportunity to mobilise them, **(making the invisible, visible)**. They support individuals to make connections to others with the same skills and passions and focus on community capacity building.

Using this asset-based approach to community development results in community members becoming active citizens as they participate in the process of change. They are not a recipient of a service or an outcome from a development programme, but are individuals and families living in communities making a difference for themselves.

While this approach to community development can often take longer, it also promises a strategy for longer term, sustainable changes that last, increasing community power and self-reliance.

We encourage local community activists and leaders to improve community resilience and self-reliance and help facilitate the bringing together of interested parties for a common goal.



Working with Communities

Local Area Coordinators don't organise or run community groups or take a lead in community development but play and focus on enabling communities to drive their own developments.

As the Coordinator connects people together, local groups benefit from the contribution of skills, gifts and abilities of the people the Coordinator walks alongside, building community, as well as individual, capacity.

BE Learning from community successes throughout Swansea **#2**

INSPIRED

WALKER, RYLAND DOYLE, TALKS WALKING GROUPS.



WHAT DID YOU DO?

Some people talked to the Local Area Coordinator, Anne, about going walking. She then got everyone together for a meeting. Anne also invited John, Walking Development Officer with Swansea Council. 13 people turned up at that first planning meeting and we all chatted about what we wanted from the group.



HOW DID YOU DO IT?

The library was our start point, and they give us a cuppa at the end. It's a free group, open to everyone: 'NO SPECIAL STUFF REQUIRED.' It's a gentle walk around our beautiful area. 15 people came to the first walk. John talked to us about walk leader training.



WHAT IMPACT HAS IT HAD?

We are well known now. GPs even recommend the group. We have set up a second walk, for people that want to walk further. We've had dog walkers, and mum's with babies join us. The social aspect of the group is as important as the exercise.



HAVE YOU BENEFITED?

Definitely! I have benefited through meeting new people and enjoying visiting parts of the area where I live, which I hadn't visited.



WHAT CAN OTHER COMMUNITIES TAKE FROM THIS?

If there is an interest for something to be done in the community, our group is proof that it can easily be set up.

WOULD YOU LIKE TO CONTRIBUTE IN YOUR COMMUNITY?

Get in touch with your Local Area Coordinator if you have any ideas you'd like to discuss in your area.
<https://www.swansea.gov.uk/localareacoordination>

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10 distinguishing features of LAC



LAC's are rooted in **communities**, not office based. They are **accessible, approachable and flexible**.



The **relationship with the LAC lasts for as long as necessary**.



Introductions come from anyone or anywhere – **no referral, no eligibility criteria, just a conversation**.



There is **limited or no paperwork** directly with people.



LACs **take time to get to know people, investing in trusting relationships**.



LACs work by having **one foot in communities and one in the service system**.



LACs see **people as experts in their own life**. They won't try and prescribe solutions or "fix" people.



The work of LAC **reduces demand on statutory health and social care services**.



LACs look to **support people through natural community connections**.



LACs **help people avoid getting lost in the gaps between different services and help services work together better**.



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Comments and Feedback

“I am proud of myself for starting to make changes and ringing people myself, thank you for listening to me and helping me to focus on what I needed to do.”

“I am in position where I now have the freedom of choice on my life for the first time since I was 15 years old.”

“Having a Local Area Coordinator by my side has really made a difference to me.”

“My confidence has grown and I feel that my life is changing for the better.”

“What comes across most from the stories of Local Area Coordination is the value of spending time building relationships, walking alongside and encouraging people to find solutions to what matters to them.”

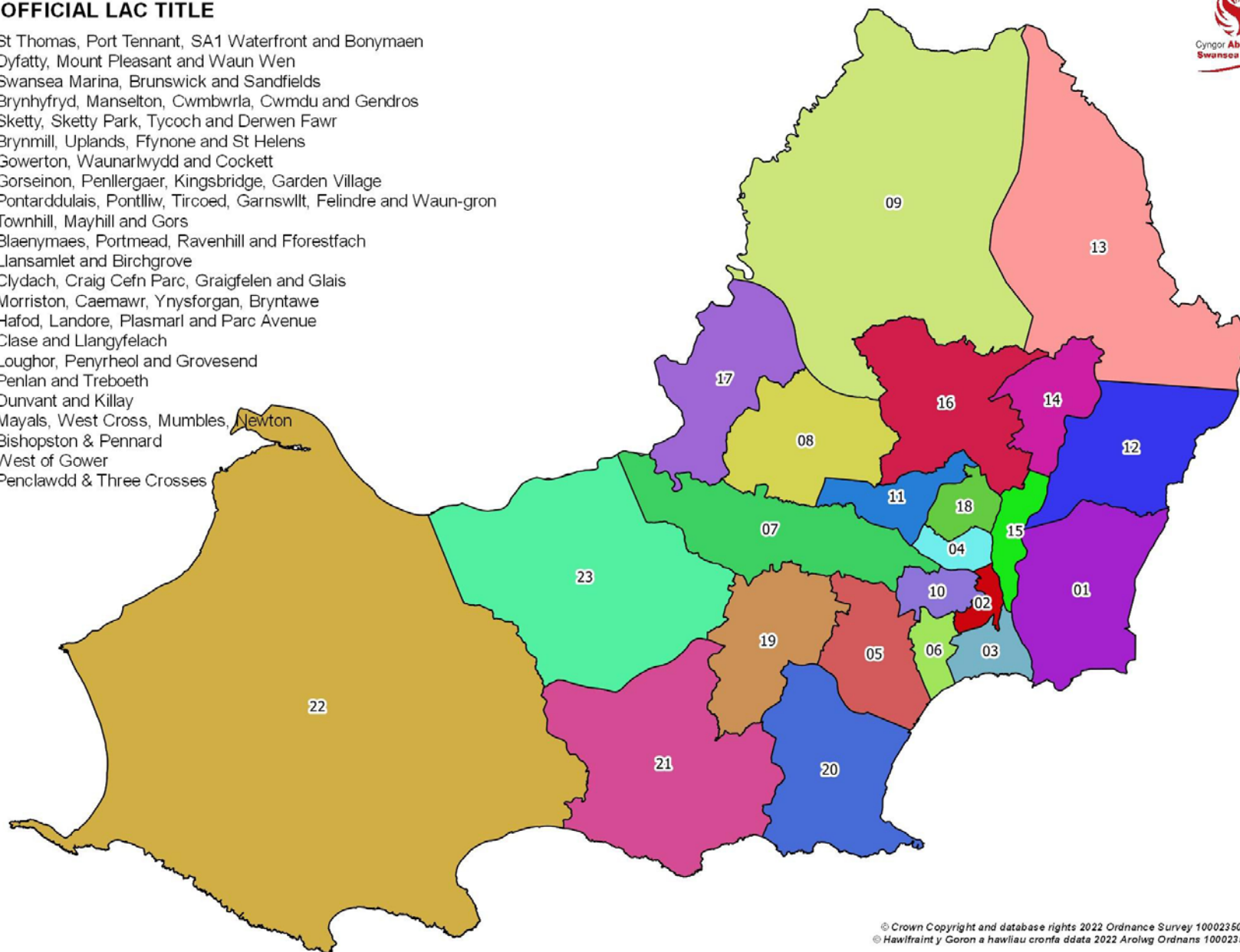
Dave Howes, Director of Social Services
Swansea Council

local area
coordination®

Annex A: List of Swansea Local Area Co-ordination Areas

MAP REF. OFFICIAL LAC TITLE

- Area 1 - St Thomas, Port Tennant, SA1 Waterfront and Bonymaen
- Area 2 - Dyfatty, Mount Pleasant and Waun Wen
- Area 3 - Swansea Marina, Brunswick and Sandfields
- Area 4 - Brynhyfryd, Manselton, Cwmbwrla, Cwmdu and Gendros
- Area 5 - Sketty, Sketty Park, Tycoch and Derwen Fawr
- Area 6 - Brynmill, Uplands, Ffynone and St Helens
- Area 7 - Gowerton, Waunarwydd and Cockett
- Area 8 - Gorseinon, Penllergaer, Kingsbridge, Garden Village
- Area 9 - Pontarddulais, Pontlliw, Tircoed, Garnswllt, Felindre and Waun-gron
- Area 10 - Townhill, Mayhill and Gors
- Area 11 - Blaenymaes, Portmead, Ravenhill and Fforestfach
- Area 12 - Llansamlet and Birchgrove
- Area 13 - Clydach, Craig Cefn Parc, Graigfelen and Glais
- Area 14 - Morriston, Caemawr, Ynysforgan, Bryntawe
- Area 15 - Hafod, Landore, Plasmarl and Parc Avenue
- Area 16 - Clase and Llangyfelach
- Area 17 - Loughor, Penyrheol and Grovesend
- Area 18 - Penlan and Treboeth
- Area 19 - Dunvant and Killay
- Area 20 - Mayals, West Cross, Mumbles, Newton
- Area 21 - Bishopston & Pennard
- Area 22 - West of Gower
- Area 23 - Penclawdd & Three Crosses



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Annex B: Swansea LAC leaflet

Who is my Local Area Coordinator?



My **Local Area Coordinator** is

Contact number

Email address

You can often find them at

Leaflet adapted from content by the Local Area Coordination Network with kind permission of Community Catalysts CIC. The Local Area Coordination Network supports Local Area Coordination programmes across England and Wales.



www.swansea.gov.uk/localareacoordination



local area
coordination[®]
in Swansea

Find out more about
Local Area Coordination
and how it could benefit you

Page 29

“ *Local Area Coordinators take time to get to know us - me, my family, my community* ”

communitycatalysts[®]
unlocking potential effecting change

Caredig

COASTAL
Housing Group

pobll



Annex B: Swansea LAC leaflet

What is a Local Area Coordinator?

A **Local Area Coordinator** walks alongside you and your community while you:

- Make new connections and friends
- Get involved in groups and activities
- Overcome personal challenges
- Get your voice heard by people in power and being involved in improving public services
- Make your contribution to your community
- Think about what your good life looks like

How does it work?

Anyone can meet with a **Local Area Coordinator**.

You could meet them in your local area or through an introduction from someone else.

You and your Local Area Coordinator will get to know each other on your terms, exploring your idea of a good life and plans to achieve it.

The amount of times you meet really depends on what you want to achieve.

They can help you to find out about your community and introduce you to friendly, helpful people within it.

They can help you explore and build on your strengths and can support you to share your skills and gifts with others.

They can help you connect with formal services if that is what you feel you need.

Do they help groups too?

Local Area Coordinators are there for the whole community.

They can help local community groups to keep going and grow by introducing more people and supporting them with things like finding opportunities for funding.

Local Area Coordinators can also support people set up groups when someone has an idea to start something new.



“ Our vision: ‘All people live in welcoming communities that provide friendship, mutual support, equity and opportunities for everyone’. ”



www.swansea.gov.uk/localareacoordination

Find us on   @Swansea_LACs

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Swansea





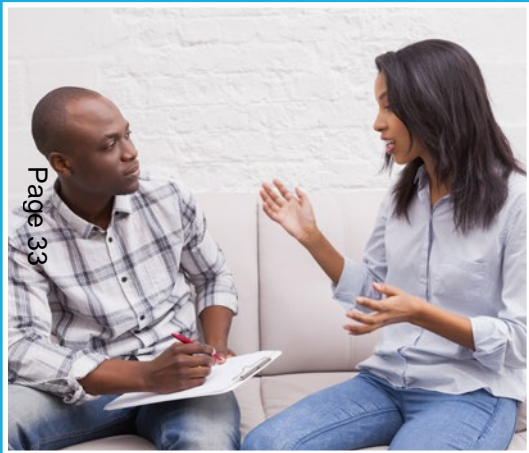
Local Area Coordination in Swansea

Impact Report 2022

**Supporting people to stay
strong through friends,
family and community**

local area
coordination[®]
Swansea





Introduction

Local Area Coordination is about people and the communities in which they live. It's about understanding, celebrating and nurturing the strengths, aspirations, valued contribution, choices and rights of all people in our communities and the power, connections and possibilities of the communities in which they live.

In 2022 we celebrated the first complete year of a full team and of full county coverage, meaning that for the first time every community in Swansea had access to a Local Area Coordinator.

Our coproduced recruitment process, in which local people take part in choosing their Local Area Coordinator has been very successful, resulting in a team of 23 highly experienced, creative and motivated colleagues.

This report goes some way to illustrating the huge impact this team has had during 2022 in the lives of the 1830 people in Swansea to whom they were introduced, many of whom were facing significant challenges. The team made more informal contact with nearly 5000 more residents*. The alongside role of the local Area Coordinator has enabled increases in confidence, resilience, connection and contribution and has delayed - and in some cases removed - the need for formal services in these people's lives.

Through this strength based role the team have contributed to the corporate well-being objective of "Tackling poverty so that every person in Swansea can achieve their potential".

The following pages set out some of the highlights of the year:

**Contact through face to face, phone conversations and attendance at groups or community meetings.*

What Is Local Area Coordination?

Local Area Coordination (LAC) recognises the power of taking time to get to know people, families and the wonderful connections, resources and opportunities within local communities and is a key component in the successful delivery of the Social Services and Well-Being Act, and the Ageing Well Plan.

The Local Area Coordination Vision is that:

“All people live in welcoming communities that provide friendship, mutual support, equity and opportunities for everyone”.

This powerful vision is the ambition for an international movement to develop a long term, evidence-based, capacity-building approach for working alongside people of all ages and backgrounds in our communities.

We work towards this vision through the Local Area Coordination Charter:

“Develop partnerships with individuals and families as they build and pursue their goals and dreams for a good life and with local communities to strengthen their capacity to include all people including those at risk of exclusion, as valued citizens”.

The Purpose of LAC:

“Local Area Coordinators work to increase the capacity and resilience of individuals, families, communities and service systems and to decrease the demand for and reliance on formal services and funding, wherever possible.”



Alongside People

Examples of Positive Outcomes Achieved Through Following the Principles of Local Area Coordination.

Local Area Coordinators walk alongside people, whilst they identify and work towards their own version of a good life.



1830 people introduced to a Local Area Coordinator in 2022.

Georgia misses the sea air. She also misses walking and chatting with other people. She has been increasingly isolated due to Covid, her failing eye sight and other health concerns. But, together with Seren, her Local Area Coordinator, she **builds her confidence** to the point of joining a walking group in her community. And once again, she is **active, connected and enjoying** her life. [Click here](#) for the full story.

Eric is 83 years old and struggles with multi health conditions on a daily basis. When introduced to Dom, the Local Area Coordinator, his health was limiting his ability to stay independent and this was causing Eric some distress. Dom was able to **connect him up with a number of individuals in his community** who were able to offer practical support in the short term, until Eric felt stronger again. As things started to get better for Eric, Dom ensured he had access to the right aide so that he could start to regain his independence again. Eric now enjoys a much fuller life, is enjoying his hobbies, and is able to look after himself again. [Click here](#) for the full story.

Marvin is a young man who has experienced lots of difficult times in his life. After moving to a new town he started to feel lonely, not knowing anyone and spent much of his time on his own. Following the death of his foster mother Marvin's situation quickly got worse. He felt the only support and person he could trust had now gone. Marvin was introduced to Anne, the Local Area Coordinator at a time when he was experiencing frequent low moods and felt totally isolated. While Anne walked alongside him, Marvin was able to start to make some changes. Anne introduced him to the Roots Foundation who support care leavers and Marvin was able to start thinking about the future again. Roots offered him support with his finances and a safe place he could start to **connect with others**. [Click here](#) for the full story.

Dan, the Local Area Coordinator, was initially introduced to **Mervyn's** wife Carys, who was living with dementia. It became evident that Carys had a great team of professionals around her offering her support. However, Mervyn was increasingly struggling as Carys' full time carer. With so many people involved in Carys' care, and the focus being on his wife, Mervyn had felt forgotten and a 'ghost in his own home'. Dan was able to walk alongside Mervyn, helped him **access information that was important for him to better understand** the things that were happening, and **gave him choice and control again**. Dan was also able to help coordinate the many professionals entering his home and supported **Mervyn to have his own voice heard**. [Click here](#) for the full story.

Alongside People

Quotes from people who have had a Local Area Coordinator alongside them

Each Local Area Coordinator is walking alongside around 50 people at any one time

“I feel a whole lot better with someone on my side... I’m side-lined and **sometimes feel like a ghost in my own home. You have come in and changed that, Dan, and I will be forever grateful.**”

“If you had not been around Bri (to help me through my crisis) **I would have done something stupid!!**”

“I couldn’t have even made it to court today without you giving me the strength and confidence to attend. **You believed in me and now I need to believe in myself.**”

“I’ve been thinking how long I’ve struggled for, it’s been years and thanks to your help **I can actually feel things changing for the better.** I was scared of not being able to change the things I could not deal with on my own. But having you to talk to has been so helpful to me and you have never judged me. I’m still scared of quite a few things but I have hope now I’ll get there.”

“I’ve never met anyone who’s so easy to talk to and understand **completely what I’m saying.**”

“Thanks for all your support Cerri. You’ve really helped mum to **integrate back into the community** to improve her quality of life.”

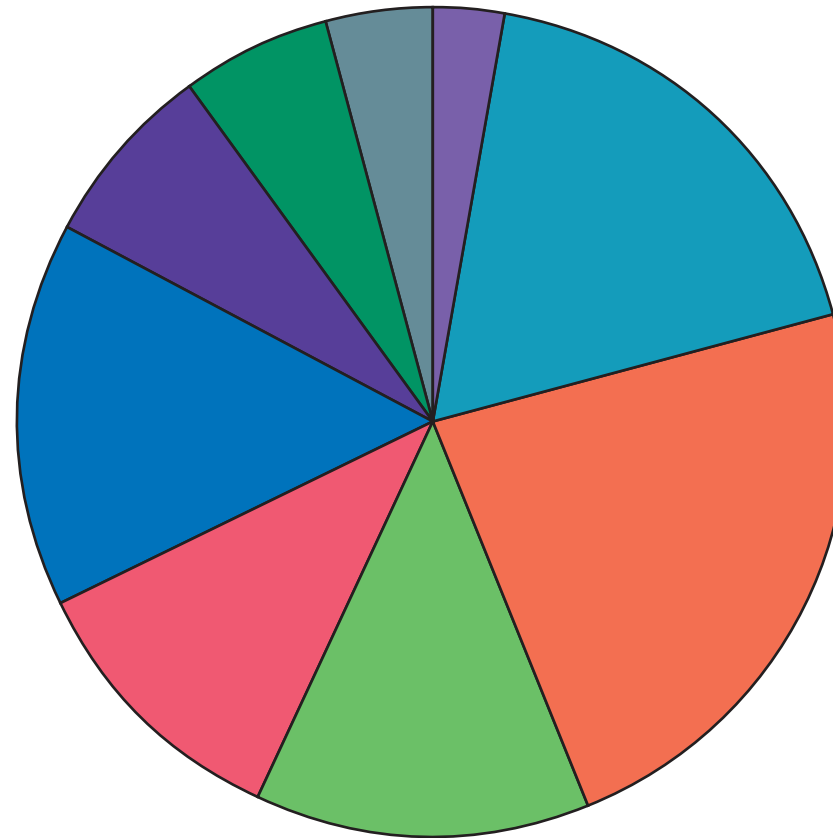
“Seren is lovely - it’s made such a difference to my life, I used to go months without going out at all and **now I go out weekly and it’s really improved my life.**”

“Joe has helped me **find positives in my daily life** and helped me realise I am able to socialise.”

“You have restored my **faith in humanity** and given me a life line.”

Statistics

Where introductions to Local Area Coordinators came from



Social Services 18%

Health Services 15%

Community** 13%

From Person Themselves 11%

Housing 7%

Third Sector Orgs 6%

DWP & Employability 4%

Other Local Area Coordinators 3%

Other* 23%

* Other includes: Police, Fire Service, Schools, Faith communities, other council teams, etc.

** Community includes family, friends and neighbours

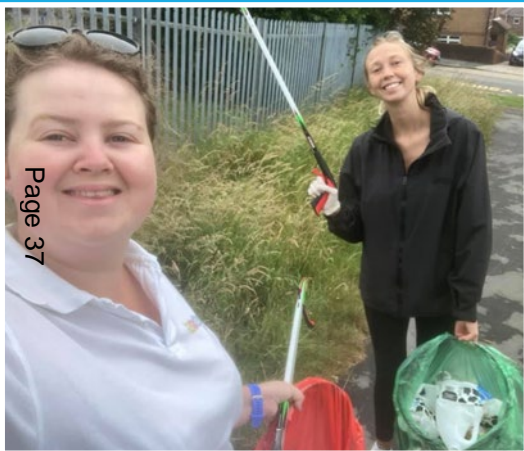
FACEBOOK
Page Likes



23,515

FACEBOOK
Page Followers

21,533



With some of the walking alongside relationships the person is able to self report the positive changes that they've been able to make through the Local Area Coordinators involvement. These are based on the Social Services and Wellbeing Act outcomes.

Statistics

843 - have more local knowledge.

988 - feel better informed & able to make decisions.

444 - improved relationships & social networks.

248 - more able to share their gifts and skills with their community.

4,472 positive changes reported by people in 2022

419 - more in control of their health and wellbeing

126 - stories written with people who have been walking alongside a Coordinator outlining the positive impact and the changes that the person has been able to make.

514 - an increase confidence in their future.

532 - are more connected & engaged in local community.

484 - more in control of their lives.



Alongside Swansea's Communities

Local Area Coordinators are accessible points of contacts in Swansea's communities, providing information and links between groups, activities and people.

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“As a Partnership we feel privileged to have the expertise and support of our Local Area Coordinator to guide us in our work to support the local community. We have worked alongside the Local Area Coordination team since they were first introduced to Pontarddulais and there is a very clear need for this very important role and we look forward to continuing our collaborative work long into the future.”

Catherine Evans, on behalf of the Pontarddulais Partnership

“[Rachael and Anne,] with both your support for the Gorseinon Visually Impaired group at the Institute this year we have bounced back in numbers and activities.”

Mike Davies

“People facing inequality, isolation, exclusion, at risk of crisis and seeking support and services, community initiatives wanting local support, ideas needing discussion and projects needing direction were given a unifying, trusted, accessible figure who acted with clear purpose, always serving the interests of those around her.”

An article about Local Area Coordination in a local newsletter

“ [Emma has been] connecting like-minded leaders and organisations with each other... when I started a discussion in Cwmbwrla about providing a warm spaces network this winter... Emma was, predictably, the first person to support me... Her good relationships with local community centres and organisations opened doors for me that moved this project forward swiftly... good things happen in this part of Swansea because Emma works tirelessly to understand, support and connect like-minded people in ways that improve as many lives as possible.”

David Jones, Director, The People’s Library

“ We are currently starting a ‘One Bont’ ethos... With the assistance of Joseph, I know we will continue to attract people who simply want to make a difference in the community. We have started to realise that we can no longer wait to be spoon fed in our communities, but [we] must sit up and make a difference.”

Rev N Jason Beynon, Pastor, Bont Elim Community Church

“ I simply couldn’t operate without you, Sally-Anne! You are my first port of call whenever anything happens. You have helped the community come together and have linked up a fantastic network within Clydach. We all now come together and draw on each others resources which is great.”

Belinda, Clydach Men’s Shed

Alongside Elected Members

The relationship with our County, Town and Community Councillors is a vital one and working together in complimentary roles enables us to maximise support for local people.

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“ [Local Area Coordinators] work tirelessly within our communities... they are always available... Their knowledge and understanding of issues within the community is second to none.”

Cllr Kevin Griffiths

”

“ I would like... to thank Seren for all the work she does in my Bishopston Ward... she is approachable and is always prepared to help people, a view shared by local people... It is a pleasure to work with Seren and be assured, she is making a difference.”

Cllr Lyndon Jones

”

“ 2022 was quite the year as a newly elected Councillor in the new ward of Pontlliw & Tircoed. It was lovely to meet Joe on several occasions... It was fantastic to have Joe’s support and as we both get to know the groups and community exciting times!”

Cllr Victoria Holland

”

“The Local Area Coordinator service has been major asset to the Cwmbwrla ward. Emma has acted as an important facilitator, coordinator and a go-to for advice and support... She has worked with local councillors in supporting local community groups including Circus Eruption, Men’s Shed, the St John’s Day Service and local churches and was also involved in helping to plan the warm centres we have in the area. She has added real value to our community.”

Cllr Peter Black

“As Lord Mayor I have been visiting many community based organisations throughout the City and County and had the pleasure of meeting other LACs, who, from what I have witnessed and heard, have made themselves really indispensable to the community responses to the pressures many people are facing.”

Lord Mayor - Cllr Mike Day

“Hi Dom I just wanted to let you know that you’re doing a fantastic job in the area and making a big difference in our community – keep up the good work.”

Cllr Hazel Morris

“Donna the Local Area Coordinator has contributed greatly to our community in Gowerton by her communication skills, her ability to match people with situations and her friendly approachable manner. She is an asset to my work as a Councillor and our regular conversations are both informative and sharing.”

Cllr Sue Jones

Alongside Council Teams

Partnership Working

Local Area Coordinators work alongside their council colleagues to best support the citizens of Swansea.

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“I have been working closely with Beth, LAC for Clase, Caermawr and Llangyfelach. [Alongside BH] we set out an action plan of how we would guide BH into becoming more self-confident, and ultimately tackle things on his own. Over time BH’s confidence grew massively... to the point as he is now delivering art classes to different groups, from ‘Men Sheds’, Dementia Support groups, and hopefully in the early part of 2023 we’ll be able to offer support and help BH open a stall in Swansea Market, selling his artwork and offering art lessons on a 1:1 basis. Beth, BH and myself have regular contact, meeting at least once a month to progressively move forward and achieve BH’s ultimate goal and becoming self-employed.”

Martin Smith, Communities 4 Work

“The Direct Payment Support Team and the Local Area Coordination Team work closely together for the benefit of the people we support. The positive dynamic between the Team members over the past year has led to the delivery of some really powerful and innovative work. By working in partnership we have supported the ‘Recruit Local’ campaign – promoting the recruitment of local people to help local people.

“Working together we capitalise on all available possible avenues to explore with citizens to support them to achieve true voice, choice and control over their lives.

Inter – team work and communication has proven to be life changing.”

Richard Davies, Direct Payment Support Team Strategic Manager

“The Local Area Coordinator has been instrumental in referring local residents to Cultural Services and promoting opportunities for community engagement. This partnership approach has provided individuals with the chance to join the committee at Dyfatty Community Centre and re-develop the community garden.”

Gemma Bevan, Community Initiative Coordinator

“I have had clear and consistent communication with [the Local Area Coordinator] throughout the time that we have been working together on this case and others, and he always makes himself available for our network meetings... It has reassured me knowing that we are working holistically to support the family and that Dominic is able to continue support, following EHH closure.”

Louise Ridsdale, Early Help Hub

Alongside Council Teams

Welfare Rights

“Since September 2020, [Welfare Rights Advisors attached to the Local Area Coordination team’s] work has raised over £150,000 in back payments and overpayments written off. In addition, Local Area Coordination clients are receiving over £4,000 per week in ongoing benefit payments as a result of our interventions. Research has shown that increasing Benefit income sustains local communities as claimants spend more money locally.

“There is no doubt that the intervention of LAC and Welfare Rights is a key preventative measure that eases pressures on other services and reduces crisis intervention.”

Sheila Curran, Welfare Rights Advisor

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Lola’s Story tells us of Beth, the Local Area Coordinator, being introduced to Lola who was living in deep anxiety that was affecting all areas of her and her children’s lives. She was in serious financial hardship and didn’t know which way to turn for help. Beth was able to introduce her to Sheila at the Welfare Rights Team in Swansea Council. This is where Lola’s story starts to change for the better. With extensive support from both Beth and Sheila, Lola is now able to start planning for her future. [Click here](#) for the full story.

“I was walking alongside a retired couple who had been declared bankrupt several years ago. Both individuals are registered disabled and were experiencing mental ill health as a result of their financial situation. They also had an energy supplier debt they were unable to afford to repay, and were receiving weekly letters threatening further action. After walking alongside the couple for several weeks and getting to know them, the gentleman felt comfortable in discussing his financial situation with me and disclosing his debt in detail. This was very upsetting and challenging for him, but with emotional support and reassurance he spoke openly and it was obvious how much stress and worry their finances were causing.

There were a few indicators that the couple were not in receipt of the full benefit allowance they would be entitled to, so I took the relevant details and referred to the Welfare Rights Team. They made almost immediate contact with the gentleman and within a month they had their monthly income increased with Pension Credit and Attendance Allowance, and they have created and have been able to pay off their energy debt in full. The couple are much happier and are now and are able to pay to have help around the home.”

Sarah, Local Area Coordinator

Dan tells us the story of Vienna, and her battle with the Welfare System that could have easily ended in a grave situation. With ongoing support from Sheila Curran, our Team’s Welfare Benefits Advisor, a significant and life changing result was. [Click here](#) for the full story.

Alongside Organisations & Their Staff

Local Area Coordinators work with organisations that support the residents of Swansea.

Page 4



“The Local Area Coordinator has had a real positive impact on the Penlan community and our school. The relationship between him and the school will continue to be a vital tool in supporting the vulnerable in our community. Particularly as social challenges are likely to increase in the near future.”

Steve Brown, Headteacher, Clwyd Community Primary School

“[Dan and I] have worked with a few local vulnerable people in the area and Dan has never failed to impress. Local residents have also thanked me for putting them into contact with Dan as he does fab work.”

Nicholas @ South Wales Police

“The Local Area Coordinator helped my client to get back out into the community and was very helpful to give advice about what services are available for them in the local area.”

Becca @ Hafan Cymru

“ Cerri has been an incredible referral to the well-being centre, supporting the centre and encouraging exceptionally vulnerable individuals to access the services available to them. Without Cerri these individuals may never get the support from our service.

The changes I've observed with the people Cerri supports have been amazing, they are unrecognisable in some cases. She is an invaluable lifeline to the most vulnerable in our society.”

Emma - Swansea Wellbeing Centre / Yoga

”

“ “Since working with the local area coordinators on behalf of my tenants, I have found the coordinators to be very approachable, friendly, supportive, and knowledgeable. They have a good knowledge of activities in their area and within Swansea.”

Marian @ Caredig

”

“ “Local Area Coordination...has proven to be invaluable in introducing me to local counsellors and community organisations that seek to promote inclusion and community cohesion. We have since worked together on several projects ranging from providing practical support throughout the pandemic, organising community events post pandemic, and promoting community engagement.”

Rev. Ian Drew-Jones, St. Michael's Church

”

Alongside Organisations & Their Staff

Jac Lewis Foundation case study



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“The Local area coordinators are a fantastic asset and a great addition to the wellbeing hub, they are a great network of information and access to resources that is delivered with a smile. So many of the people who attend the hub have had their lives touched in a positive way. I think it’s a fantastic service and they can always be relied upon to help, or they know someone who can. It’s quite clear that a lot of the clients have only had the confidence to attend because one of them meets them at the door and walks them in or because they have heard positive things from a LAC who has already earned their trust.”

**Matt Evans, Business Services Manager,
Jac Lewis Foundation**

“

“The mental health hub at the Swansea.com stadium, which is run by the Jac Lewis Foundation, has become a regular feature of my Fridays in work as it is such a fantastic place for me to invite people that I am walking alongside to. I will regularly see upwards of 5 people from my “patch” in Morriston whom I have invited – and my record is 9 people in 1 day! Sian, who was one of the people I was introduced to started attending the hub in April and became such a welcoming regular face in the group that she wanted to set up a separate coffee afternoon for those who attended the hub as an extra way of people getting together. Sian had business cards printed ready and we were at the stage where we were about to launch the group when she sadly passed away. In the last months of her life, it quickly became the highlight of Sian’s week, and it gave her a fresh focus and a dream of starting something to “give back” what she had been enjoying.

The hub gets people out of their homes into a warm, welcoming environment where they can make friends and access a variety of helpful services (all in one place), should they want to. This is made easier by offering free tea and coffee, free lunch, and even a free taxi back and forth to their homes if needed.

I have managed to foster excellent working relationships with the counselling team and other service providers who regularly introduce me to people who attend the hub who are able to benefit from me explaining about Local Area Coordination, and then introducing them to their own Local Area Coordinator.

To this end, it truly has been a mutually beneficial and reciprocal relationship that continues to flourish.”

Byron, Local Area Coordinator

”

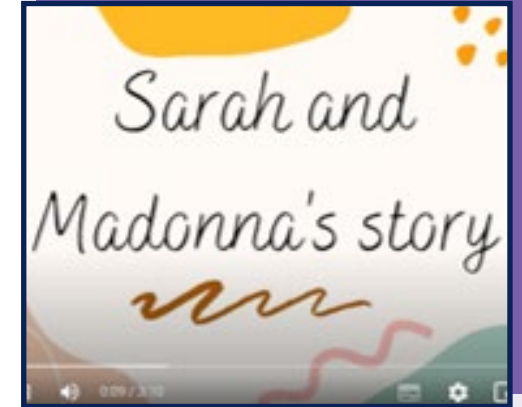
Video Stories



Debbie shares her journey of working alongside her Local Area Coordinator. She feels more in control of her life, feels more able to contribute to her community, feels hopeful about her future, and she feels a much bigger sense of belonging to her community. [Click here](#) for her story.



Leanne shares her journey of working alongside her Local Area Coordinator. She feels she has made positive changes for life, is more in control and is now living her vision of a good life. [Click here](#) for her story.

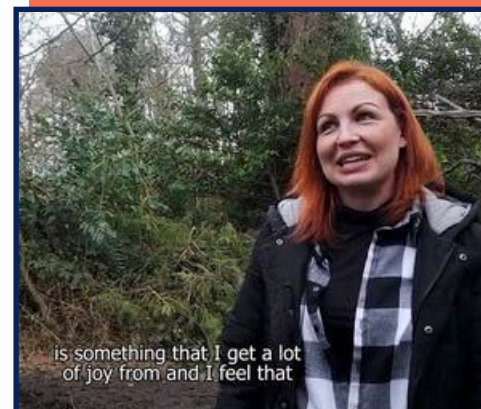


Sarah and Madonna's Story shows how people can reach out for help. [Click here](#) for their story.



Meet Cerri, our Local Area Coordinator for Hafod, Landore and Plasmarl. [Click here](#) for her story.

most people who come into contact with us are wanting to make change of some kind.



Meet Donna, our Local Area Coordinator for Cockett, Waunarlwydd & Gowerton. [Click here](#) for her story.

is something that I get a lot of joy from and I feel that

National Reach

Local Area Coordination, Swansea is connected to a national network and the team have participated in a number of university evaluations; sharing learning and experiences across the UK.

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“It has once again been a privilege and a pleasure to work closely with the fantastic Swansea Local Area Coordination team in 2022. Particular highlights for me this year included:

Having exciting conversations with other organisations across Wales about Local Area Coordination as a consequence of the positive promotion of the Local Area Coordination approach by the Swansea team.

The Swansea Local Area Coordination team are such a friendly, positive and talented team of practitioners who are so evidently committed to the Local Area Coordination principles and approach. They are deeply passionate about the people and communities of Swansea and it has been great to see the growing impact of their work this year. I look forward to another great year learning alongside them in 2023.”

Nick Sinclair, Director, Local Area Coordination Network

“The Swansea LAC team have been fantastic collaborators: The team have added huge value to the study, giving us great insights and access into Local Area Coordination in Swansea. We are still in the process of analysing our data, but Swansea’s contribution will undoubtedly play a significant role in the project’s overall findings and policy recommendations.”

Prof Joe Cook & Harriet Thiery, Principal Investigator and the Primary Researcher

“It has been a privilege and a pleasure to work with the LAC team in Swansea around gathering and using evidence in evaluation, learning and development and in planning an in-person event in Swansea University in early 2023 around community capacity building. They have also been helpful to others through sharing their knowledge and expertise with other ‘community connectors’ in other parts of Wales who are a part of the DEEP network. They are research-minded, wise and kind and a credit to the local authority.”

Nick Andrews, Research and Practice Development Officer, Developing Evidence Enriched Practice

The Wider Reach of Local Area Coordination

Wellbeing of Future Generations Involvement Subgroup

We have been taking part in the Involvement subgroup of the Well-being of Future Generations Stakeholder Forum to reflect on our current practices and consider how we can deepen and improve our understanding and application of involvement within the five ways of working in the [Wellbeing of Future Generations Act](#)

We were able to contribute to a document that has been produced to help improve anyone's involvement practice:

[Wellbeing of Future Generations Culture Change Manual](#)

[Quick tips - Academi Wales \(gov.wales\)](#)

Moving Forward Money

A small grant of £500 was offered to community groups via Local Area Coordinators with only one criteria: to maximise the creativity and freedom for citizens to invest in their neighbourhoods via their connection with their Local Area Coordinator. The coordinator's involvement was minimal with local people taking the lead and the responsibility and the hope was that some of the projects would continue and become self sustaining.

You will see from the reports on each project how connections and friendships among people were made and have continued. The community capacity building and social value that has been generated far outweighs the initial financial outlay and once again justifies the trust placed in the community members and the value of investing in citizen-led ideas.

[Insert Link to report](#)

The team were asked to present about Local Area Coordination to several different audiences including:

Welsh Govt Community Based Care Community of Practice

ExChange Wales

Wellbeing of Future Generations Involvement Subgroup.

Powys Social Services SMT



Evaluations

We are currently involved with two academic evaluations:

1 In 2022 Swansea University was contracted by the Local Authority to carry out a summative academic evaluation of Local Area Coordination, following on from the formative evaluation completed back in 2015. The evaluation team have taken part in many interviews and focus groups and data has been collected, ready for publishing the report in Spring 2023.

2 The LAC National Network and partners from Hull and Sheffield universities are in the last stages of a 2yr research project funded by the National Inst for Health & Care Research (NIHR). This research project is the first comparative investigation of Local Area Coordination in England and Wales.

Called “Examining Impact of Local Area Coordination as a Preventative Intervention in Adult Social Care” the project is broadly looking at the pathways through social care and how Local Area Coordination presents an alternative to the traditional models. Swansea is part of that, as is Leicestershire, Derby and York. In 2022 the LAC team and some of the people they walk alongside took part in interviews and group work and the report is due in 2023.

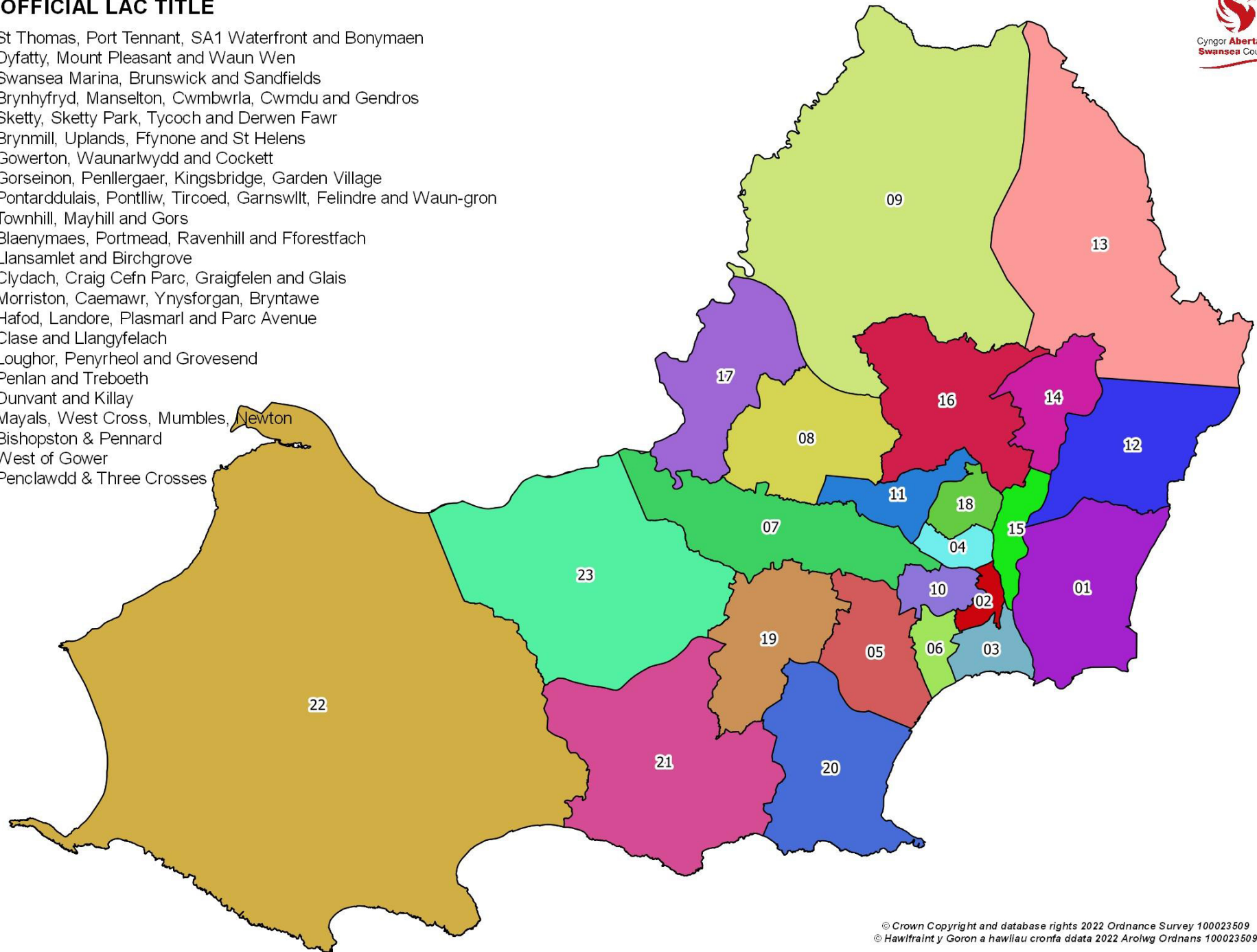
National Local Area Coordination Network

Swansea are members of the national network www.lacnetwork.com

Membership of the Network provides training and resources as well as a relational link with the Local Area Coordination teams in other areas of the UK.

MAP REF. OFFICIAL LAC TITLE

- Area 1 - St Thomas, Port Tennant, SA1 Waterfront and Bonymaen
- Area 2 - Dyfatty, Mount Pleasant and Waun Wen
- Area 3 - Swansea Marina, Brunswick and Sandfields
- Area 4 - Brynhyfryd, Manselton, Cwmbwrla, Cwmdu and Gendros
- Area 5 - Sketty, Sketty Park, Tycoch and Derwen Fawr
- Area 6 - Brynmill, Uplands, Ffynone and St Helens
- Area 7 - Gowerton, Waunarlwydd and Cockett
- Area 8 - Gorseinon, Penllergaer, Kingsbridge, Garden Village
- Area 9 - Pontarddulais, Pontlliw, Tircoed, Garnswllt, Felindre and Waun-gron
- Area 10 - Townhill, Mayhill and Gors
- Area 11 - Blaenymaes, Portmead, Ravenhill and Fforestfach
- Area 12 - Llansamlet and Birchgrove
- Area 13 - Clydach, Craig Cefn Parc, Graigfelen and Glais
- Area 14 - Morriston, Caemawr, Ynysforgan, Bryntawe
- Area 15 - Hafod, Landore, Plasmarl and Parc Avenue
- Area 16 - Clase and Llangyfelach
- Area 17 - Loughor, Penyrheol and Grovesend
- Area 18 - Penlan and Treboeth
- Area 19 - Dunvant and Killay
- Area 20 - Mayals, West Cross, Mumbles, Newton
- Area 21 - Bishopston & Pennard
- Area 22 - West of Gower
- Area 23 - Penclawdd & Three Crosses





www.swansea.gov.uk/localareacoordination

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 Cyngor **Abertawe**
Swansea Council

Integrated Impact Assessment Screening Form – Appendix C

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
- 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 describe initiative here:

This is an IIA Screening for the Report to Corporate Delivery Committee regarding the development of Swansea Council's guidance document relating to Local Area Coordination in Swansea.

The report is to share the draft of the Local Area Coordination Guide and seek recommendations from the Corporate Delivery Committee to proceed with its production and circulation.

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

	High Impact		Medium Impact		Low Impact		Needs further investigation
	+	-	+	-	+	-	
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form – Appendix C

Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**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**

The development of the Local Area Coordination Guide has been progressed with engagement and consultation with the key target audience (Elected Members) and others including the Local Area Coordination Leadership Group (a multi-agency strategic group overseeing the implementation of Local Area Coordination in Swansea). This group will provide additional direction on the development of best practice guidelines for Local Area Coordination in Swansea.

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?
Yes No
- 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 No
- 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 <input type="checkbox"/>	Medium risk <input type="checkbox"/>	Low risk <input checked="" type="checkbox"/>
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Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No If yes, please provide details below

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.)

Integrated Impact Assessment Screening Form – Appendix C

The use of the Local Area Coordination Guide will enable Elected Members and other partners to improve their understanding of the approach and apply this understanding to working with people and communities. Other outputs are in place to directly engage people who will work with Local Area Coordinators including information leaflets.

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 Report to Corporate Delivery Committee regarding the development of Swansea Council's guidance document relating to Local Area Coordination in Swansea.

The report is to share the draft of the Local Area Coordination Guide and seek recommendations from the Corporate Delivery Committee to proceed with its production and circulation.

The report identified no implications with the IIA.

(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: Lee Cambule
Job title: Tackling Poverty Service Manager
Date: 16/03/2023

Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Social Services and Tackling Poverty
Date: 17/03/2023

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

Agenda Item 5



Report of the Chair

Safeguarding People & Tackling Poverty Corporate Delivery Committee – 27 March 2023

Work Plan 2022-2023

Date of meeting	Agenda items and Format
27 June 2022	<ul style="list-style-type: none">Annual Review of People PDC Work Programme 21-22Annual Review of Tackling Poverty PDC Work Programme 21-22
25 July 2022	<ul style="list-style-type: none">Work Programme 2022-2023
26 September 2022	<ul style="list-style-type: none">Creating a Workforce to deliver more Care Service directlySwansea Council Volunteering Strategy DevelopmentCorporate Debt Policy Update
24 October 2022	<ul style="list-style-type: none">A new Local Area Coordination Best Practice Policy / Guide including Recruitment
28 November 2022	<ul style="list-style-type: none">Swansea Council Volunteering Strategy Development
19 December 2022	<ul style="list-style-type: none">CANCELLED
23 January 2023	<ul style="list-style-type: none">A new Local Area Coordination Best Practice Policy / Guide including Recruitment
27 February 2023	<ul style="list-style-type: none">Swansea Council Volunteering Strategy (Update)Corporate Debt Policy (Update)Creating a Workforce to Deliver More Care Services directly (Support and development of a workforce and well-being Strategy and plan for the Directorate)
27 March 2023	<ul style="list-style-type: none">Development of Local Area Co-ordination Best Practice Guide (Update)
24 April 2023	<ul style="list-style-type: none">

Future Items:

- 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 (27 February 2023);
 - 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.