

Council

You are hereby summoned to attend a Meeting of the **Council of the City and County of Swansea** to be held in the Multi-Location Meeting - Council Chamber, Guildhall / MS Teams on Thursday, 5 October 2023 at 5.00 pm.

Watch Online: <https://bit.ly/3PsV0mo>

The following business is proposed to be transacted:

1. **Apologies for Absence.**
2. **Disclosures of Personal and Prejudicial Interests.**
www.swansea.gov.uk/disclosuresofinterests
3. **Minutes.** 1 - 7
To approve & sign the Minutes of the previous meeting(s) as a correct record.
4. **Written Responses to Questions asked at the Last Ordinary Meeting of Council.** 8 - 9
5. **Announcements of the Presiding Member.**
6. **Announcements of the Leader of the Council.**
7. **Public Questions.**
Questions can be submitted in writing to Democratic Services democracy@swansea.gov.uk up until noon on the working day prior to the meeting. Written questions take precedence. Public may attend and ask questions in person if time allows. Questions must relate to items on the open part of the agenda and will be dealt within a 10 minute period.
8. **Annual Report 2022/23 - Director of Social Services.** 10 - 98
9. **Scrutiny Annual Report 2022-23.** 99 - 153
10. **Policy Commitments Progress.** 154 - 186
11. **Councillors' Questions.** 187 - 193
12. **Notice of Motion - Commemorative Woodland.** 194

Webcasting: This meeting may be filmed for live or subsequent broadcast via the Council's Internet Site. By participating you are consenting to be filmed and the possible use of those images and sound recordings for webcasting and / or training purposes.

You are welcome to speak Welsh in the meeting.

Please inform us by noon, two working days before the meeting.

Next Meeting: Thursday, 9 November 2023 at 5.00 pm



Huw Evans
Head of Democratic Services
Guildhall,
Swansea.

Tuesday, 26 September 2023

To: All Members of the Council

Agenda Item 3.



City and County of Swansea

Minutes of the Council

Multi-Location Meeting - Council Chamber, Guildhall / MS

Teams

Thursday, 7 September 2023 at 5.00 pm

Present: Councillor J P Curtice (Chair) Presided

Councillor(s)

C Anderson
M Bailey
M Baker
S Bennett
P N Bentu
P M Black
A Davis
P Downing
C R Doyle
M Durke
C R Evans
C M J Evans
V M Evans
E W Fitzgerald
R Fogarty
R Francis-Davies
N Furlong
L S Gibbard
F M Gordon
K M Griffiths
H J Gwilliam
J A Hale
T J Hennegan

Councillor(s)

V A Holland
C A Holley
D H Hopkins
L James
Y V Jardine
A J Jeffery
D H Jenkins
J W Jones
L R Jones
M H Jones
M Jones
S M Jones
S Joy
S E Keeton
E J King
E T Kirchner
H Lawson
A S Lewis
M B Lewis
R D Lewis
P Lloyd
M W Locke
N L Matthews

Councillor(s)

P M Matthews
P N May
F D O'Brien
D Phillips
C L Philpott
J E Pritchard
S Pritchard
A Pugh
S J Rice
K M Roberts
B J Rowlands
R V Smith
A H Stevens
R C Stewart
L G Thomas
W G Thomas
M S Tribe
G D Walker
L V Walton
T M White
R A Williams

Officer(s)

Gareth Borsden
Huw Evans
Martin Nicholls
Ben Smith
Mark Wade
Lucy Moore
Debbie Smith

Democratic Services Officer
Head of Democratic Services
Chief Executive
Director of Finance / Section 151 Officer
Director of Plac
Directorate Lawyer
Deputy Chief Legal Officer

Apologies for Absence

Councillor(s): A M Day, P R Hood-Williams, W G Lewis, J D McGettrick and A J O'Connor

31. Disclosures of Personal and Prejudicial Interests.

The Deputy Chief Legal Officer gave advice regarding the potential personal and prejudicial interests that Councillors and / Officers may have on the agenda.

The Head of Democratic Services reminded Councillors and Officers that the "Disclosures of Personal and Prejudicial Interests" sheet should only be completed if the Councillor / Officer had an interest to declare. Nil returns were not required. Councillors and Officers were also informed that any declarable interest must be made orally and in writing on the sheet.

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

- 1) Councillors J P Curtice, A Davies, P Downing, R A Fogarty, L James, D H Jenkins, S M Jones, S E Keeton, N L Matthews, F D O'Brien, K M Roberts, R V Smith, A H Stevens, W G Thomas & R A Williams declared a Personal Interest in Minute 41 "Review of Communities - Community / Town Council Size Policy."
- 2) Councillor S M Jones declared a Personal Interest in Minute 36 "Public Questions." relating to "Amendments to Council Constitution - Review of Petitions Scheme".

Officers:

- 3) Huw Evans declared a Personal Interest in Minute 41 "Review of Communities - Community / Town Council Size Policy."

32. Minutes.

Resolved that the following Minutes be approved and signed as a correct record:

- 1) Ordinary Meeting of Council held on 6 July 2023.

33. Written Responses to Questions asked at the Last Ordinary Meeting of Council.

The Chief Legal Officer submitted an information report setting out the written responses to questions asked at the last Ordinary Meeting of Council.

34. Announcements of the Presiding Member.

a) Green Flag Community Awards

The Presiding Member stated that the Friends of Mayhill Washing Lake and Community Food Garden had yet again received the Green Flag Community Award. The fifth year in a row that they had won it.

She also paid tribute to the volunteers involved with the other Parks / Green smaller community-based gardens and green spaces in Swansea. Their work is invaluable to Swansea and its citizens.

b) Amendments / Corrections to the Council Summons

i) Item 13 “Amendments to the Council Constitution - Review of Petitions Scheme”

Delete Paragraph 8.3 of the Petitions Scheme. Replace with:

“8.3 If the Council rejects your Petition or you feel that the Council has not dealt with your Petition properly, please contact the Democratic Services (DS) Team democracy@swansea.gov.uk Please provide a short explanation of your concern and the resolution you are seeking within 10 clear working days of the decision. The DS Team shall forward your concern to the Presiding Member who will consider it in consultation with the Monitoring Officer and Section 151 Officer. Their decision will be final.

ii) Item 14 “Councillors’ Questions - Question 7”

Delete Paragraph 2 of the Leader of the Council’s response. Replace with:

“Funding opportunities are being explored in conjunction with the Friends of the Slip Bridge in attempt to restore this important piece of Swansea's heritage.”

iii) Item “14 Councillors’ Questions - Question 9”

Delete the sentence that states:

“The attached schedule shows the PWLB rates and loans.”

35. Announcements of the Leader of the Council.

a) RAAC (Reinforced Autoclaved Aerated Concrete)

The Leader of the Council stated that no RAAC had been found in any of Swansea Council’s Public Buildings. This has been confirmed in writing to the Welsh Government.

Every year the Council’s Building Services Team carry out Condition surveys of our education establishments, this consists of a site visit by our project surveyors and mechanical and electrical engineers. The survey consists of an inspection into the condition of the fabric of the building where the walls, roofs, windows, and floors are checked along with the mechanical and electrical installations.

The surveyors are looking for signs of deterioration, water ingress, stress fractures, movement, damp / mould, and any signs of wet or dry rot. The Council has never come across the installation of Reinforced Autoclaved Aerated Concrete (RAAC) in any of our education buildings.

For other Public Buildings, condition surveys have been carried out over the years, and this is what informs the Capital Maintenance Budget as we look to be proactive and identify structural defects before they become an issue.

b) Holiday Hunger

The Leader of the Council paid tribute to the Council Teams and Councillors that had supported children and families throughout the summer by running free events and free food to many in need. Over 66,000 free meals were provided to children in Swansea over the summer. The free bus scheme saw approximately, 230,000 journeys using the scheme.

These are just two of the initiatives run by Swansea Council to assist with Holiday Hunger during the Cost-of-Living crisis. The Council hopes to run both initiatives again during the Christmas period should finances allow.

c) Buckingham Group - Construction Company

The Leader of the Council stated that Buckingham Group entered administration on 4 September 2023. The Council has taken over the site and secured it. Council will be in contact with the administrator this week. Discussions with potential main contractors are ongoing aimed at ensuring a new contractor is in place as soon as is possible so works can recommence.

d) Cabinet Portfolio Amendments

The Leader of the Council stated that he had made several minor amendments to Cabinet Portfolios:

- i) Service Transformation Cabinet Portfolio (Councillor Andrea Lewis)
Add "Asylum Seekers & Refugees Lead".
- ii) Well-being Cabinet Portfolio (Councillor Alyson Pugh)
Amend "Safer Swansea Partnership Leaders Representative" to read "Safer Swansea Partnership Lead."
Remove "Refugees & Asylum."

e) Welsh School of Architecture Funding

The Joint Deputy Leader of Council stated that Swansea Council is the sole Welsh Local Authority that had been successful in receiving funding for a research project into co-designing energy efficient, low carbon, retrofitted housing. Four houses in Townhill have been chosen to take part in the project.

f) Visit to Sketty Mosque Lunch Club

The Joint Deputy Leader of Council stated that she along with Councillor Alyson Pugh had recently visited the Sketty Mosque Lunch Club.

g) Congolese & Liberian Rally at Castle Square

The Joint Deputy Leader of Council stated that she recently spoke at the Congolese & Liberian Rally held at Castle Square. She stated that it was great to see so many Councillors supporting the rally.

h) Merchant Navy Day - 3 September 2023

The Joint Deputy Leader of Council stated that she along with the Lord Mayor and the Veterans Member Champion attended the Merchant Navy Day on 3 September 2023.

36. Public Questions.

- 1) Jules Wagstaff asked a question in relation to Minute 42 "Amendments to the Council Constitution - Review of Petitions Scheme".

The Cabinet Member for Corporate Services & Performance responded.

- 2) Ben Houghton asked questions in relation to Minute 43 "Councillors' Questions" - Question 6.

The Cabinet Member for Investment, Regeneration, Events & Tourism responded.

- 3) John Childs asked a question in relation to Minute 42 "Amendments to the Council Constitution - Review of Petitions Scheme".

The Cabinet Member for Corporate Services & Performance stated that a written response would be provided.

37. Swansea Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2023-2026.

The Cabinet Member for Well-being submitted a report that outlined the Swansea Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) Strategy 2023-2026. The Strategy ensures that the Council meets its statutory duty as specified in the VAWDASV (Wales) Act 2015 and the priorities to be taken forward, driving change.

It is a strategic partnership document for delivering priorities for ending Violence against Women, Domestic Abuse & Sexual Violence (VAWDASV) in Swansea.

Resolved that the Swansea Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) Strategy 2023-2026 be approved.

38. Democratic Services Committee Annual Report 2022-2023.

The Head of Democratic Services submitted the Democratic Services Committee Annual Report 2022-2023. The for information set out the work of the Committee over the period.

39. Membership of the Governance & Audit Committee.

The Head of Democratic Services submitted a report that sought consideration of reducing the membership of the Governance & Audit Committee from 15 to 12 members (8 Councillors & 4 Statutory Co-opted Lay Members).

Resolved that:

- 1) The reduction in the membership of the Governance & Audit Committee from 15 to 12 Members (8 Councillors & 4 Statutory Co-opted Lay Members) be approved.
- 2) The Labour Group & the Uplands Group identify one Councillor each who will be removed from the Committee. Those Councillors being removed are A J Jeffery & K M Roberts.

40. Extension of Term of Office for Independent (Co-opted) Member(s) of the Standards Committee.

The Head of Democratic Services submitted a report that sought to re-appoint Michela Jones and Mike Lewis for a further 4-year term of office as Statutory Co-opted Lay Members of the Standards Committee.

Resolved that:

- 1) Michaela Jones be re-appointed as a Statutory Independent (Co-opted) Member of the Standards Committee for one further consecutive Term of Office ending on 30 September 2027.
- 2) Mike Lewis be re-appointed as a Statutory Independent (Co-opted) Member of the Standards Committee for one further consecutive Term of Office ending on 30 September 2027.

41. Review of Communities - Community / Town Council Size Policy.

The Returning Officer submitted a report that sought consideration of a Community / Town Council Size Policy to assist with the review of Communities process being carried out by the Local Democracy & Boundary Commission for Wales (LD&BCW).

Resolved that the Community / Town Council Size Policy be adopted.

42. Amendments to Council Constitution - Review of Petitions Scheme.

The Presiding Member, Monitoring Officer and Head of Democratic Services jointly submitted a report which informed Council of the amendments to simplify, improve and / or add to the Council Constitution.

The Head of Democratic Services stated that the Local Government and Elections (Wales) Act 2021 placed a duty on Councils to make and publish a Petitions Scheme. The Petitions Scheme was adopted by Council on 24 May 2022. He stated that a review of the Petitions Scheme had been carried out and the report sought to amend the Scheme.

The Head of Democratic Services asked that the Petitions Scheme be adopted further by Deleting Paragraph 8.3 of the Petitions Scheme and replacing with:

“8.3 If the Council rejects your Petition or you feel that the Council has not dealt with your Petition properly, please contact the Democratic Services (DS) Team democracy@swansea.gov.uk

Please provide a short explanation of your concern and the resolution you are seeking within 10 clear working days of the decision. The DS Team shall forward your concern to the Presiding Member who will consider it in consultation with the Monitoring Officer and Section 151 Officer. Their decision will be final.”

Resolved that:

- 1) The Petitions Scheme as outlined in Appendix A of the report be adopted subject to:
 - i) The amendment to Paragraph 8.3 of the report as set out above being added.
 - ii) A further amendment be made adding discretion to the Chair of the Petitions Scheme to waive the requirements to hit the threshold targets should a smaller number be affected.
- 2) A report be submitted to a future Council meeting setting out the size and terms of reference of the Petitions Committee.

43. Councillors' Questions.

1) Part A 'Supplementary Questions'

Four (4) Part A 'Supplementary Questions' were submitted. The relevant Cabinet Member(s) responded by way of written answers contained in the Council Summons.

Question 3

Councillor F D O'Brien asked if the Cleansing Team could drop waste off at Clyne Civic Amenity Site thereby saving wasted journeys to Llansamlet Bailing Plant.

The Cabinet Member for Community stated that a written response would be provided.

2) Part B 'Questions not requiring Supplementary Questions'

Six (6) Part B 'Questions not requiring Supplementary Questions' were submitted.

The meeting ended at 6.54 pm

Chair

Agenda Item 4.



Report of the Chief Legal Officer

Council – 5 October 2023

Written Responses to Questions asked at the Last Ordinary Meeting of Council

The report provides an update on the responses to Questions asked during the Meeting of Council held on 7 September 2023.

For Information

1. Introduction

- 1.1 It was agreed at Council on 8 April 2010 that a standing item be added to the Council Summons entitled “Written Responses to Questions Asked at the Last Ordinary Meeting of Council”.
- 1.2 A “For Information” report will be compiled by the Democratic Services Team collating all written responses from the last Ordinary Meeting of Council and placed in the Agenda Pack;
- 1.3 Any consequential amendments be made to the Council Constitution.

2. Responses

- 2.1 Responses to questions asked during the last ordinary meeting of Council are included as Appendix A.

Background Papers: None

Appendices: Appendix A (Questions & Responses)

**Providing Council with Written Responses to Questions asked at Council on
7 September 2023**

<p align="center">1</p>	<p>John Childs</p> <p>In relation to Minute 36 – Public Questions</p> <p>Asked a question in relation to Minute 42 “Amendments to the Council Constitution - Review of Petitions Scheme.</p> <p>Response of the Cabinet Member for Corporate Services & Performance</p> <p>The Council is keen to improve its Petitions Scheme by making the process better for everyone. The Council has considered Petition Scheme operated elsewhere and notes that the Senedd and UK Parliament use Petition Committees to consider Petitions. A Petitions Committee of approximately 7 cross-party Councillors will ensure a consistent approach and experience. The current system of Petition being presented to 75 Councillors can be daunting for those not used to formal speaking. The Petitions Committee will be a more focussed body tasked with considering the Petition and making relevant and appropriate decisions. The proposed changes to the Council’s Petitions Scheme aim to make the process less daunting and to allow greater dialogue between the Lead Petitioner, Councillors and Officers.”</p> <p>Swansea Council has previously had a Petitions Committee and it worked well. We are keen to return to that to ensure adequate opportunity for dialogue and debate. Petitions Committees work well with the Senedd and UK Parliament.</p>
<p align="center">2</p>	<p>Councillor F D O’Brien</p> <p>In relation to Minute 43 – Councillors Questions (Q3)</p> <p>Asked if the Cleansing Team could drop waste off at Clyne Civic Amenity Site thereby saving wasted journeys to Llansamlet Bailing Plant.</p> <p>Response of the Cabinet Member for Community (Services)</p> <p>Clyne and all other civic amenity sites are classed as Household Waste Recycling Centers (HWRCs) and are solely for the use of residents disposing of their own domestic household waste. Any other waste is controlled by robust legislation which requires it to be reported differently, and therefore must go over the weighbridge at the Baling Plant which we are charged for. What we do have however are skips and disposal opportunities in various depots and satellite sites such as Home Farm (which are collected periodically and still go over the weighbridge) that negate the need for travelling back to Llansamlet during the working day so the assumed time lost is not entirely accurate. Some vehicles will finish there for tip off at the end of the day although it is all dependent on what they are carrying and the waste stream it needs to go into. Cleansing Management will however review current arrangements to ensure they are operating as efficiently as possible within the legal requirements of waste transfer.</p>

Agenda Item 8.



Report of the Director of Social Services

Council – 7 October 2023

Annual Report 2022/23 – Director of Social Services

Purpose:	<p>This report is the Director of Social Services' account of the Council's improvement journey to 2022/23, and how well the Council is meeting statutory requirements under the Social Services and Wellbeing (Wales) Act 2014.</p> <p>The report looks back at last year's areas for improvement, the challenges we face and sets new priorities for 2023/24. It highlights changes that have taken place within social services to achieve progress towards national well-being outcomes.</p>
Policy Framework:	<p>The Annual Report of the Director of Social Services is a requirement under Part 8 of the Social Services and Wellbeing (Wales) Act 2014, and the report is required to give the Director's own account of how well Swansea Council are responding to the main challenges. In particular, in meeting the new Act's statutory requirements and progress towards achieving outcomes set by the Well-being of Future Generations (Wales) Act 2015.</p>
Consultation:	Access to Services, Finance, Legal
Recommendation(s):	It is recommended that:
1)	Council receive and approve the Annual Report of the Director of Social Services, 2022/23
Report Authors:	David Howes, Simon Jones
Finance Officer:	Chris Davies
Legal Officer:	Carolyn Isaac
Access to Services Officer:	Catherine Window

1. Introduction

- 1.1 The purpose of the Annual Report of the Director of Social Services is to evaluate the local authority's improvement journey to 2022/23, improving services to people in Swansea, those who access information, advice and assistance, and to those individuals and carers in receipt of care and support. This report also sets out to demonstrate how well Swansea's Social Services has implemented new requirements under the Social Services and Well-being (Wales) Act 2014 (SSWB Act) and how well we have promoted and accounted for the delivery of well-being standards to the citizens of Swansea.
- 1.2 This Annual Report is a statutory requirement under the Part 8 Code of Practice on the Role of Director of Social Services (Social Services functions) under the SSWB Act, which prescribes a format and template for the report to follow. Part 8 of the SSWB Act also states that the annual report should be published "as soon as reasonably practicable" after the year to which it relates. The report is required to be presented to Council by the Director, then copied to the Welsh Minister, as well as Care Inspectorate Wales (CIW), and finally published on the Council's public website.
[Part-8-code-of-practice-on-the-role-of-the-director-of-social-services-social-services-functions.pdf \(gov.wales\)](#)
- 1.3 The main background paper to this report is the Director of Social Service's Annual report 2022/23.

2. Annual Report

- 2.1 The main report, as appended, has been written with a close eye on Reg. 3 of the *Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017*, which came into force in September 2017.
- 2.2 This statutory regulation sets out in detail the information which is required to be included in the Director of Social Services' annual report, although this is likely to change in the next year or two alongside the introduction of a new national performance framework. As things stand, the Director of Social Services' Annual report is still set out using the following headings:
- Part One:**
- Introduction
 - Director's summary of performance
 - How are people shaping our services?
- Part Two:**
- Promoting and improving the well-being of those we help,
- Part Three:**
- How we do what we do
 - Accessing further information and key documents
- 2.3 The information in Section 4, National Quality Standards has to be set out in six parts, highlighting progress in meeting the national Local Authority quality standards under the following headings. The six national quality standards are:

- NQS 1: Working with people to define & co-produce personal well-being outcomes that people wish to achieve.
- NQS 2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being.
- NQS 3: Taking steps to protect and safeguard people from abuse, neglect or harm.
- NQS 4: Encouraging and supporting people to learn, develop and participate in society.
- NQS 5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships.
- NQS 6: Working with and supporting people to achieve greater economic well-being, have a social life It covers the outcomes expected, what we are doing how well we are doing and the priorities for the year ahead.

- 2.4 Director of Social Services' Annual Report 2022/23 is an opportunity to show how Swansea is meeting the new statutory requirements under the Social Services and Well-being (Wales) Act 2014, and how we are applying the five ways of working within the Well-being of Future Generations (Wales) Act 2015.
- 2.5 Current guidance suggests that the annual report is produced and presented to Council, and that this report together with last year's is made available to Care Inspectorate Wales (CIW) and Welsh Government by October 2023.
- 2.6 The Welsh Government has commissioned Practice Solutions Wales to lead on proposals to amend the Annual Reporting template and guidance. The new reporting is likely to align more closely to the needs of each target audience, with closer attention to services delivered regionally and in partnership. An important consideration as always is how well available performance and activity data is used within self-assessment, and how this analysis integrates with service plans and improvement programmes.
- 2.7 In the meantime, the annual report must conform to the performance framework and outcomes as laid out in the Code of Practice for measuring social services performance, including a new set of quality standards, and the national Performance and Improvement framework for Social Services, has recently been published:
[Code-Of-Practice MeasuringPerformance \(gov.wales\)](https://gov.wales/code-of-practice-measuring-performance)
- 2.8 Data in this report reflects the Welsh Government reporting requirements (our statutory data returns) under the National Social Services Performance and Improvement framework, and corporate performance reporting (KPIs).

3. Other Issues

- 3.1 Care Inspectorate Wales (CIW) facilitates an annual performance review meeting with each local authority social services. Senior management, and cabinet members are generally invited to the meeting to share in feedback from recent inspection activity and to discuss progress against the statutory requirements, improvement priorities and against performance

measures. Minutes summarising this year's meeting, held on 31/01/2023, are sent to the Director of Social Services.

3.2 The meeting covered four areas: People, Wellbeing, Prevention and Partnerships. Generally positive examples shared in all areas, and some observations for follow up:

- **Key challenges** are captured in service improvement plans and on-going work is being done to align this with the new corporate plan. Swansea Social Services challenges are captured in service improvement plans and on-going work is being done to align this with the new corporate plan.
- **People** - workforce – Swansea has a targeted recruitment strategy for addressing gaps and looking longer term.
- **Wellbeing**- amount of legal resource required has been a particular area of challenge (DoLS).
- **Prevention and early help** the Director noted that services are significantly dependent on grant funding and if they were removed it would pose a significant risk to the provision of preventative work.
- **Partnership & Integration** – how the regional agenda is focused on 'big system change', which can make the work harder to measure progress. Directors report this year will reflect more on general issues and not so much on impact of the pandemic.

3.3 In May this year the Deputy Minister for Social Services, on behalf of the Welsh Government, launched a public consultation on the Rebalancing Care and Support Programme. Part of the proposed changes are to the Part 8 Code of Practice on the role of the local authority Director of Social Services and the related Local Authority Social Services Annual Report Regulation. [Rebalancing care and support programme | GOV.WALES](#)

3.4 Current proposal is to keep the statutory requirement to report annually. Main drivers are to ensure that the guidance reflects more closely corporate self-assessment, citizen engagement and improvement requirements set out within the Local Government & Elections (Wales) Act 2021, as well as the National Social Services Performance and Improvement framework. As a result, there are likely to be some changes to the timetable and structure of the Director's report next year.

4. Integrated Impact Assessments

4.1 Integrated Assessment Implications

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.

4.1.1 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'.

4.1.2 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.

4.2 An Integrated Impact Assessment Screening Form has been completed, with the agreed outcomes as follows:

- **Summary of Impacts (Q2)** Impacts are positive and low on specific groups due to the nature and purpose of the report as explained above.

- **Summary of involvement (Q3) Social Services work closely with other** Swansea Council services, Swansea Bay University Health Board, Third Sector organisations, Social Care providers, West Glamorgan Regional Partnership Boards and works co-productively on services development and commissioning plans. This development work and the involvement of others has been involved in his report.

- **WFG considerations (Q4)** Well-being of Future Generation forms part of the overall plan and as part of the transformation and improvement programmes within social services, which are working towards a sustainable model of social care. Health, social care and wellbeing is a significant part of the local and regional economy of Swansea, and the report focused on the range of services and other organisations which form part of this economy. A skilled, qualified social care workforce is vital to improving wellbeing outcomes for Swansea citizens. The report shows how we are looking to the future by ensuring that we are well placed to recruit, retain and better support social care workers in their professional development, and how we can help them be the best that they can be in their work with vulnerable people, and their carers.

- **Any risks identified (Q5)** The improvements and transformation programmes set out within this plan are risk managed closely. Any risks identified, and agreed, are mitigated as routine within social services at service, directorate and corporate levels through monthly Social Services Performance and Financial Monitoring meeting sand escalated accordingly through to appropriate corporate and political structures.

Some of the wider impacts for example those emerging during the Covid pandemic, and their associated risks have been, and will continue to be, managed through the regional partnership structures.

• **Cumulative impact (Q7)** There is a positive impact on the wellbeing of Swansea citizens through the continuous improvement of social services, and the benefits this brings to the social care economy and wider social care workforce.

The screening exercise concluded it is not necessary to complete a full Integrated Impact Assessment on this report.

4.3 The Director of Social Services' annual report also sets out progress towards the Council's objective on Well-being and corporate priority of Safeguarding people from harm, as described in the Corporate Plan 2023-28, and as required by the Well-being of Future Generations (Wales) Act 2015 and associated statutory guidance.

4.4 The Director's Annual Report takes into account the United Nations Convention on the Rights of the Child (UNCRC) by outlining (p36) how Swansea Council is committed to taking forward these rights through the Children and Young People Strategic Partnership Board, and action plan.

4.5 The Annual Report also summarises Swansea Council's progress on mainstreaming Welsh language standards, and "Mwy Na Geriau / More than Just Words" framework for Health and Social Care. In particular, whether there has been progress on delivering the 'active offer' in social services whereby staff initiate a response to the public by offering to provide services in Welsh language. Also, progress is expected by the Council on implementing the Welsh Language standards in other business as usual areas; by mainstreaming the Welsh language into service delivery, commissioning and workforce planning.

4.6 The Director's Annual Report must comply with Welsh Language Standards. The full report will be translated in a Welsh Language version, then published on the Council's public website, following its presentation at the Full Council meeting in October 2023.

5. **Financial Implications**

5.1 There are no financial implications associated with this report.

6. **Legal Implications**

6.1 There are no legal implications associated with this report other than those set out in the body of the report.

Background Papers: None

Appendices:

Appendix A Director of Social Services Annual Report 2022/23

Appendix B Integrated Impact Assessment



Appendix A
Annual Report of Statutory
Director of Social Services
2022-23



Draft v2 (July 2023)

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1. Introduction by David Howes, Director of Social Services

Welcome to my seventh annual report as Swansea Council's Director of Social Services, which covers our improvement journey during 2022-23. This report is a statutory requirement, as set out in Part 8 of the Social Services and Well-being (Wales) Act 2014. In this report, I am proud to reflect in a small part on the exceptional work that is undertaken by my social services colleagues.

The starting point for this review is to again acknowledge the excellence of the social care workforce in Swansea. Over the past year, our dedicated teams have demonstrated incredible skill, professionalism and resilience in the face of unprecedented circumstances. Firstly, the pandemic, the war in Ukraine, and the Cost-of-Living crisis have presented us all with extraordinary challenges, necessitating innovative approaches to deliver vital social services to those families in need.

Special tribute should also be given to unpaid carers, volunteers and other members of the community who throughout all that has happened have continued to support the most vulnerable people in our communities.

Throughout this challenging period, we have remained resolute in our mission to safeguard our most vulnerable children and adults through excellence in social work and social care practice; by working in partnerships to de-escalate need for statutory help and to promote well-being, protect the vulnerable, and foster inclusive communities.

We are now in a period in which families and communities face greater and greater challenges and uncertainties. Inflation and everyday expenses such as housing, food, travel and energy costs, are continuing to rise.

Swansea Council has rightly made a commitment to implement the real living wage. These cost pressures are real challenges within our social services. We have had to meet public demand and expectations within the resources we have. The Council has been very supportive to social services, yet there are likely to be even greater pressures on public funding in the next few years.

Our new Corporate Plan maintains that 'safeguarding our most vulnerable people' remains a top corporate priority; at the heart of how Council services are prioritised. Our values are reflected in the declaration of Swansea as a Human Rights City last year, and how communities and organisations are working together for the common good.

Swansea Council has a proud track record of respecting the rights of adults and children, by listening closely to and working with them in making decisions that affect them. As a Director, I am pleased that we take time to hear and work with the experiences of the people we serve, and that these experiences are reflected in many of the stories and developments presented in this report.

Transformation is becoming our business as usual. We had to learn to adapt and change more quickly, with more flexible service offers during the pandemic. Swansea has a strong economy environment and workforce to support better health and wellbeing outcomes. Through regional partnerships like West Glamorgan Regional Partnership Board, Regional Safeguarding Board and locally with partners such as Swansea Council for Voluntary Services and Swansea Bay University Health Board, we come together in transformation programmes to extend service offers, improve care pathways, enhance lived experiences and achieve better outcomes for citizens.

In this report, you will find some accounts of our efforts in safeguarding people, promoting wellbeing, working in partnership and focusing on prevention. We are supporting children, adults, and families in significant numbers, with more and more complex needs, while always striving to make a positive impact and to achieve their own outcomes and solutions. We prioritise early help intervention, to ensure that our most vulnerable children, young people and adults can receive the care and support they require to flourish. Our commitment to collaborative working with partners in health, education, police, voluntary services and across the Council have been instrumental in delivering improvements. As both Director of Social Services and 'Responsible Individual' for care provision, my role allows me the opportunity to visit many teams and services, and I know that I could report on many more stories of service improvements and personal achievements.

I would like to thank my colleagues Head of Child and Family Services, Head of Adult Services and Head of Integrated Services and their respective senior management teams for their unwavering support during the year.

Without the support of the Chief Executive and Corporate Management Team and Council colleagues this improvement journey and our striving to achieve excellence - to be the best versions of ourselves, would not be possible.

One of Swansea's great strengths is the Council's political commitment to the delivery of excellent social care and other community services.

I have really appreciated working with our Cabinet Members Cllr Louise Gibbard, Cabinet Member – Care Services, Cllr Alyson Pugh, Cabinet Member – Well-being and Cllr Hayley Gwilliam, Cabinet Member - Community.

I would also like to thank the Chairs of Scrutiny Performance Panels and the Chair of the new Safeguarding People and Tackling Poverty Service Transformation Committee.

2. Analysis of Current Performance

2a. Overall Summary

In this section, I give my view, as Director of Social Services, on how effective we have been in supporting Swansea's most vulnerable citizens to achieve their wellbeing outcomes. On how we are delivering on the full range of statutory requirements set for us; progress towards our improvement priorities and in achieving our performance targets.

As always, I am immensely proud to represent a small part of the exceptional work undertaken by my social services colleagues within this report.

2b. How we are performing – Child and Family Services

i) Vision /strategy

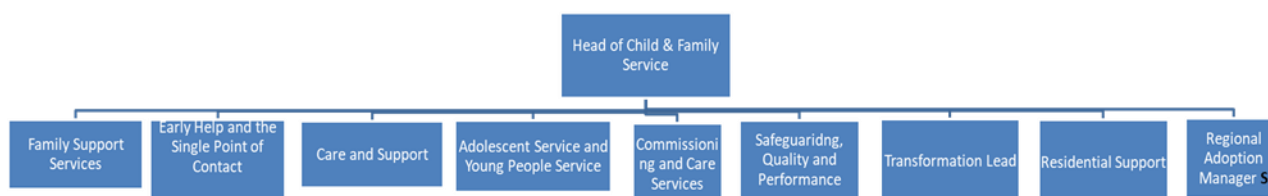
Child & Family Services are responsible for the provision of statutory and preventative social services to safeguard and promote the welfare of children and young people and families.

Our vision statement:

"Doing what matters to make things better for children, young people and families."

Our leadership team remains focused on delivering our vision and developing a culture committed to continual learning and development of our staff. We are redesigning our systems, so that the focus is on what matters to children, young people and families, and creating plans that they are fully involved in that are reviewed regularly with their natural support network and any professionals that may help them.

Child and Family Services Leadership structure



In order to achieve our vision, we are working with teams across the service to make it easier for us to undertake meaningful work with children, young people and families in Swansea. We have made changes to the whole system with the help of children, young people and families, staff and stakeholders, which can enable us to spend more time with those that need our help and less time on paperwork and processes, so that their needs can be met at the earliest opportunity and there is a seamless transition between services as their needs escalate and de-escalate.

Throughout this process we have listened to staff, what is important to them and to enable the development of a workforce who feel empowered and trusted in their roles, so that they can be the best that they can. As we continue this work, we are creating a shared purpose and identity for Child and Family Services and developing meaningful measures that will tell us if we are making a difference to the children and young people we support, which will help us to shape practice and improve outcomes now and in the future.

We are hopeful that this work supports us in the long term to spend more time with families, help them achieve what matters more quickly to support their needs to de-escalate or prevent them from getting worse. Over time this will help us work with families earlier on and enable us to invest more in our early help and prevention work and hopefully reduce our overall statutory work.

Our Shared Principles are:

- We will never make decisions without involving others.
- We will learn and reflect, and not blame when things don't go as planned.
- We will actively listen and value the views of others.
- We will follow through and complete actions.
- We believe in our staff and trust them to do the right thing.
- We will own our decisions.
- We will share problems and find solutions together.
- We will be honest, open, and transparent with each other.
- We will encourage creative thinking in others.
- We recognise it is good to be curious.

Regional Transformation Plan for Health and Social Care

The key priorities to provide better services for children, young people and families in the West Glamorgan Regional Partnership Board (RPB) transformation plan are transforming mental health services and transforming complex care.

Mapping of safer accommodation support is currently underway within the region, under the Transforming Complex Care programme.

This whole system planning work takes into account multi-agency approaches to filling gaps across services including working with Health and Education colleagues to ensure the right support is made available to children and young people.

Child and Family Improvement programme

The [Strategy to support children and young people to live safely at home with their family \(PDF\)](#) describes the way Child and Family Services work and demonstrates our commitment to this strategic priority. It outlines how we have and will continue to develop our services to support children, young people and their family network - ensuring that individual needs can be addressed as quickly and as well as possible in order to attempt to prevent children and young people from entering, or remaining within, the care system wherever safe alternatives can be identified.

This guiding strategy is about taking action to reduce the number of children and young people who need to be looked after by Swansea Council.

The Social Services and Well-being (Wales) Act 2014 emphasises supporting families to stay together, where this is safe and in the best interests of the child. It further focuses on working with people in partnership and the prevention of escalating needs, something which the Wales Safeguarding Procedures 2019 further reinforce.

For children and young people, this means:

- identifying and assessing as early as possible those children who need care and support (including help to achieve emotional well-being and resilience).
- helping them to use the strengths in their families and resources in their communities for support ensuring intervention at a stage which prevents needs becoming critical.

For this reason, and over many years, Swansea Council has developed an approach that focusses on providing children, young people and families with the right support at the right time.

ii) What we do (Activity in 2022/23)

Table 1. Child and Family Services activity in 2022-23 (Front Door/ Assessment)

Child and Young People Population. (census-2021): there are approximately **45,746** (46,840) children and young people aged 0-17, who are living in Swansea.

NB Data shown as reported to Welsh Government as part of new Social Services Performance and Improvement framework- first year of reporting to new metrics /definitions).

CH/001 No. of contacts for children received by statutory Social Services during the year = **7,072** (8,119)

CH/002 No. of contacts for children received by statutory social services during the year where advice or assistance was provided = **2,387** (N/a)

CH/003 No. of contacts received by statutory children's social services during the year where a decision was made by the end of the next working day = **1,745** (N/a)

CH/006 Total number of new assessments completed for children during the year = **2,576** (602).

CH/007 Of total number of new assessments completed for children during the year = **2,576** (602) (as CH/006):

CH/007a needs were only able to be met with a care and support plan = **493** (458)

CH/07b needs were able to be met by other means = **1,577** (93)

CH/07c there were no eligible needs to meet = **506** (51)

NB- Last year's figures only included more comprehensive assessments carried out in year.

CH/008a Total number of assessments for children completed during the year for children who were born at the time the assessment concluded = **607** (547)

CH/008b of those above, where there is evidence that the child has been seen = **578** (New)

Of the number of assessments for children completed (CH/006) during the year where:

CH/009aNew There was evidence of the active offer of Welsh = **677** (602)

CH/009bNew The Active Offer of Welsh was accepted = **2** (0)

CH/009cNew The assessment was undertaken using the language of choice = **663** (25)

CH/10 New The number of new assessments completed for children during the year undertaken in secure estate = **0** (N/a)

Of the number of new assessments completed for children during the year = **2,576**

CH/11a Physical punishment by a parent or carer was one of several factors = **290**

CH/11b Physical punishment by a parent or carer was the only factor = **98**

CH/13 The number of new assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months = N/a (N/a)

Overall, the front door to Child and Family Services has been getting busier and busier as the year progressed, and yet there are also signs that the early help offer is managing to impact on cases needing to be referred to safeguarding and supported care planning for assessment.

Overall, the numbers of children in need of care and support is higher, as are the number of cases subject to initial strategy meetings, and strategy discussions. However, the number of children placed on the child protection register has remained consistent and the number of children subject of public proceeding has fallen during the year.

This may indicate that Swansea's investment in a range of early help approaches and services continues to ensure targeted and effective support across the continuum of need. We are making better use of direct payments to support parents-carers of children with disabilities and complex needs.

Table 2. Child and Family Services activity in 2022-23 (Child Protection)

CH/015a	Total number of children with a care and support plan, at 31st March = 983 (886)
CH/016	Total number of children with a care and support plan where needs a met through a Direct Payment, at 31st March = 119 (107)
CH/020	Total number of Initial Strategy Meetings held during the year = 1,000 (803)
CH/021	Total number of Strategy Discussions held during the year that progressed to Section 47 Enquiries = 643 (572)
CH/022	Total number of Section 47 Enquiries completed during the year that progressed to Initial Child Protection Conference = 274 (270)
CH/023	Number of children placed on the child protection register = 256 (255)
CH/024	Of those children who were placed on the child protection register during the year, the number that has been previously registered under any category, at any time during the previous 12 months = 25 (18)
CH/026a	Number of children on the child protection register, at 31st March = 203 (200)
CH/026bNew	Total number of children on the Child Protection Register during the collection year= 463 (-)
CH/027	Total number of initial core group meetings held during the year = 256 (255)
CH/028	Number of initial core group meetings held during the year that were held within statutory timescales = 238 (214)
CH/029	Total number of visits to children placed on the child protection register that were due during the year = 4,699 (5,050)
CH/030a	Total number of visits to children on the child protection register that were completed = 3,415 (4,231)
CH/030b	The total number of visits to children on the child protection register that were completed within statutory timescales = 2,840 (4,231)

CH/031a	Total number of reports of children who go missing during the year = 450 (-)
CH/32	Total number of children who go missing during the year= 159 (-)
CH/033	The total number of children reported during the year where child exploitation was a factor = 88 (125)
Of the total number of reports of child exploitation received during the year where the <i>primary</i> factor was:	
- CH/034a	Child sexual exploitation = 163 (62)
- CH/034b	Child criminal exploitation = 104 (294)
- CH/034c	Child trafficking = 0 (1)
NB Since the previous return we have broadened the categories of concern (to include Peer on Peer Abuse, Youth Violence etc)	
CH/034	Total number of children reported during the year where child exploitation was a factor = 267 (357)
CH/035	The total number of days on the child protection register for children who were removed from the register during the year = 82,727 days (86,825 days)
CH/036	The total number of children removed (de-registered) from the child protection register during the year = 260 (314)
CA3/002	Number of pre-birth child protection conferences convened during the year = 43 (50)

There is evidence through demand at the front door and early help hubs of increased complexity in children and families' presenting needs, which may well be a repercussion of the societal impact of covid, and then the cost-of-living crisis layered on top.

Child and Family Services are managing the risks to young people associated with exploitation outside of the family home through our proactive approach to contextual safeguarding and by the development of our CMET (children missing, exploited or trafficked) team helping to mitigate those risks.

Safeguarding performance in relation to children services continues to hold up well despite systemic challenges associated with less than optimal workforce capacity and resilience (particularly the acute national shortage of children services social workers).

Table 3a. Child and Family Services activity in 2022-23 (Looked After Children)

NB Data shown as reported to Welsh Government as part of new Social Services Performance and Improvement framework- first year of reporting to new metrics /definitions)

CH/037a	Number of children becoming looked after during the year = 109 (108)
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CH/037b*	Number of new episodes of children becoming looked after during the year = N/a (112)
CH/037c*	Number of new instances of children becoming looked after during the year where the initial episode in care lasted 10 working days or more = N/a (104)
CH/038	Number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after = 67 (13)
CH/039	Number of children looked after on 31 March = 481 (488)
CH/042a	No. of statutory visits to children looked after during the year that were completed = 6,127 (-)
CH/043*	Number of looked after children on 31st March who have had three or more placements during the year = N/a (31)
CH/044	Total number of children looked after on the 31 March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home) = 32 (22)
CH/052	Total number of care leavers who experience homelessness during the year (As defined by the Housing (Wales) Act 2014 = 48 (42)
CH/053	Total number of care-experienced young people in all categories at the 31 st March = 270 (344)
CH/056	Total number of "Active Offers" of advocacy for children, aged five and over at the start of the collection year, during the year = 37 (-)
CH/057	Total number "Active Offers" of advocacy for children during the year where an Independent Professional Advocate was provided = 35 (-)
* Some additional Swansea data is post populated by Welsh Government from the LAC Census return.	

Swansea has worked hard to reduce the overall number of children looked after, and we better understand the profile of this population group, and their needs through their care journey to help inform better practice. Our strategic aim to support children and young people to live safely at home with their family is to reduce the amount of time that children need to be looked after by.

We regularly review and monitor plans for children/young people to ensure there is every effort made in achieving permanence at the earliest and safest opportunity. Support is provided to address barriers and obstacles where any delay is apparent.

Overall, Workforce resilience remains a particular challenge but investment in alternatively staff, along with the development of our social work 'Academy' and increased sponsorship of staff to undertake the Open University social work degree. These approaches form part of an overall workforce well-being strategy, and they are helping to maintain short term capacity and allows for some optimism that we will be able to build greater resilience over the next couple of years.

Child and Family Services anticipated that there would likely be an increase in the numbers of children needing to become looked after with the increased pressure on families that have played out over the past couple of years. That increase is evident across Wales (particularly in urban areas), but at this stage it is less pronounced in Swansea.

Ensuring placement sufficiency (having sufficient numbers of looked after children placements) remains a significant risk as the pace with which independent providers are exiting Wales (following Welsh Government's policy commitment to eliminate profit) exceeds the pace with which we can create additional in house, local, regional and national capacity particularly when that capacity requires a specialist health and educational component.

At the same time, we aim to improve outcomes for looked after children and offering the right placement, at the right time. Over recent years, Swansea has been successful in avoiding residential or secure placements unless absolutely necessary. Also, we have maintained the proportion of children placed with families, preferably with in-house foster carers, and closer to home. We work hard to maintain children with their own families, where this is in their best interests.

iii) Performance against targets

Table 4 Child and Family Services Key Performance Indicators in 2022-23

As reported in Corporate Annual Performance Monitoring Report 22-23 v3.0

(Last Year 2021-22 in Brackets)

CFS14a Percentage of contacts received by statutory children's social services during the period where a decision was made by the end of the next working day= **94.12%** (100%)

CFS18a**NEW** Rate of looked after children (LAC) per 10,000 of the 0-17 Swansea population at end of the period (excluding asylum seekers) = **104.27**

CFS19a Percentage of visits to children on the Child Protection Register (CPR) which were not overdue = **82.16%** (91.75%)

CFS24 The number of Children / Young People Supported by Child and Family Services at the end of the period= **1204** (1254)

CFS25 Number of Children / Young People supported by the Early Help Hubs at the end of the period = **1209** (1034)

CH026 The number of children on the Local Authority's Child Protection Register (CPR) at end of the period = **203** (200)

Child and Family Service is maintaining a high level of performance against key measures and indicators, despite the staffing challenges and changes in demand that continue to be seen.

Performance standards and levels of activity in relation to Child and Family Services are consistent, despite the national challenges already mentioned.

- iv) Key Service Improvement Priority in 2023/24**
as set out in Child & Family Services Improvement Plan 2023-24.

“Doing what matters to make things better for children, young people, and families”

Child and Family Service Objectives 2023/24 see Diagram in Appendix c.

2c. How we are performing - Adult Services

i) Vision /strategy

Adults Services are responsible for the provision of statutory and preventative social services to the most vulnerable adults in Swansea.

Our Vision for Adult Services:

- **‘Working alongside you to live well and safely in our community’.**

Our Shared Principles:

- We will work co-productively within communities and alongside families and individuals to keep people safe from harm, supporting people to exercise voice, choice and control in their lives.
- We will creatively collaborate with you to support you to live as well and as independently as you can.
- Building on existing individual strengths, relationships and support networks within communities to enhance resilience.
- We will promote and respect the rights of individuals.
- We will strive to protect and prevent harm.
- We will understand what matters to you and ensure your voice is heard
- When it’s needed, we will provide the right response at the right time.
- We will promote our communities and their well-being.
- We’ll maintain the development of a competent, motivated, supported and compassionate workforce.
- We will continue to build upon positive working relationships with partners.
- We will embrace innovation and a culture of continuous improvement.

Adult Services Transformation

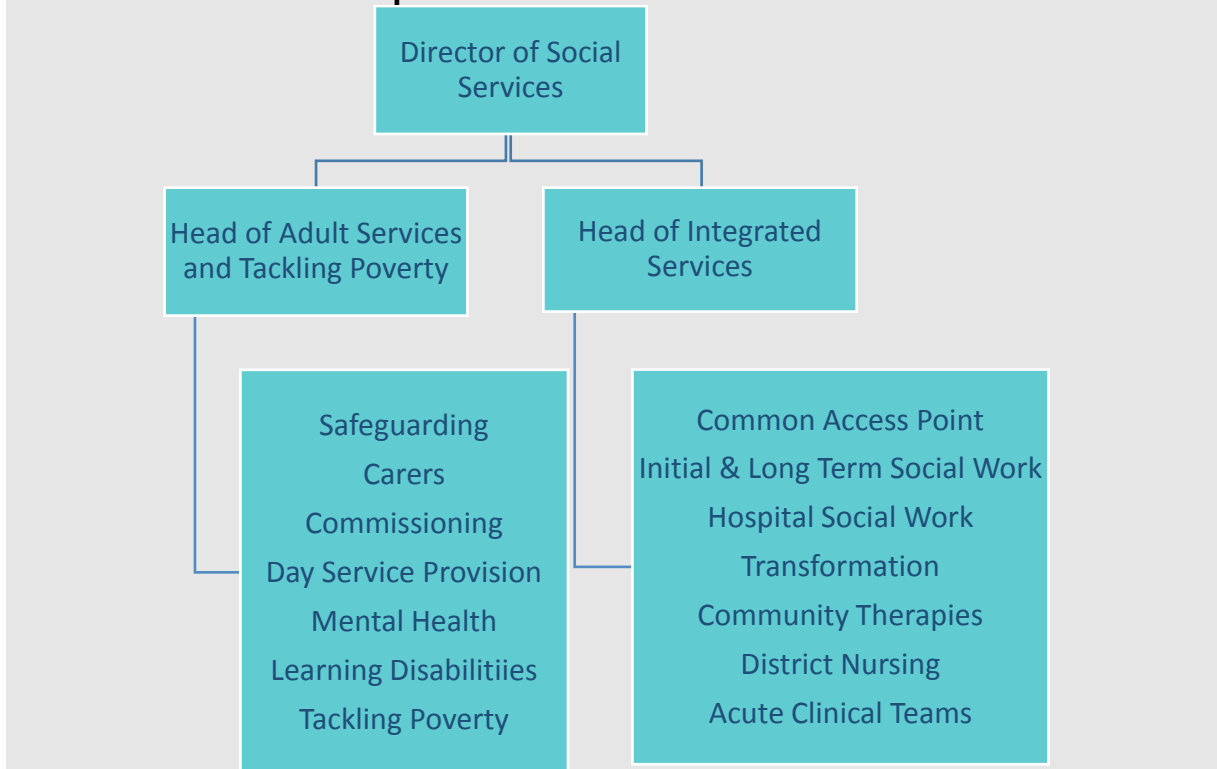
The development of the Adult Services Transformation programme and our delivery against our agreed priorities is co-ordinated by the Adult Services Transformation team alongside colleagues and teams across the Service and wider partnerships. The work of the Transformation programme is in addition to our business-as-usual improvement activity. However, in 2022/23, the programme has again needed to focus largely on recovery and stabilisation of Adult Services rather than the wider Transformation agenda.

Our longer-term strategic priorities have continued to run through the core of everything we do. We are working towards a whole-system, integrated approach with Health and regional and local commissioning plans to support better outcomes for citizens:

Examples of recent work include:

- Younger Adult Day Services and other Day Opportunities review options and implementation.
- Temporary Supported Accommodation for single homeless people (over 18's) re-procurement.
- Younger Adult Support Living framework development and refresh.
- Sensory Impairment re-procurement.
- Older Adults Day Opportunities review and implementation.
- Extra Care Services for older people re-procurement.
- Carers Services re-procurement.

Adult Services Leadership structure



Updated management structure: [Adult Services SMT Structure](#)

Adult Services Transformation Programme 2023-24 are:

- A review and re-model of our internal and external domiciliary care capacity. As part of this work, we will review and refresh the existing commissioning framework alongside investigation of alternative models for commissioned domiciliary care building upon pilot working arrangements explored over the last 2 years which offer more flexibility and stability to providers as well as delivery of a more outcome focused approach to the provision of direct care.

- The implementation of our Internal Residential Care model of delivery will continue to be progressed and outcomes monitored.
- The provision of step-up and step-down beds associated processes and investment requirements will also be further developed.
- Commissioning opportunities supporting the growth of our assistive technology offer for Adults in Swansea, as part of our preventative and early help priorities will also be explored. This work builds upon our recent commissioning review of the service and market analysis.

ii) What we do (Activity in 2022/23)

Table 5. Adult Services activity in 2022-23 (Front Door & Assessment)

Adult Population (Census-2021) -number of Adults aged 18 and over living in Swansea = **192,008** (199,723)

NB Data shown as reported to Welsh Government as part of new Social Services Performance and Improvement framework- first year of reporting to new metrics /definitions)

AD1/001a Number of contacts received by statutory social services during the year = **11,522** (4,830)

AD1/001bNEW Number of new contacts received by statutory social services during the year = **3,635** (-)

AD/002 New Number of contacts received by statutory social services during the year, where advice or help was provided = **3,579** (-)

AD/004 Number of new assessments completed for Adults during the year = **3,551** (3,859)

AD/005aNEW Needs were only able to be met with a care and support plan = **2,044** (1,049)

AD/005bNEW Needs were able to be met by any other means = **1,347** (2,659)

AD/005cNEW There were no eligible needs to meet = **160** (151)

AD/006aNEW Number of new assessments where evidence of active offer of Welsh = **1,832** (1,756)

AD/007 Number of new assessments completed for adults in secure estate = **2** (2)

AD/008 The number of new assessments that were completed, where the assessment was requested by the adult or family during the year and a previous assessment had been completed in the previous 12 months = **61** (-)

AD/010 Total number of packages of reablement in year = **608** (625),

of which Community Reablement = **454** (-)

of which RCAS = **154** (-)

AD/011aNEW Reduced the need for support = **0** (45)

AD/011bNEW Maintained the need for the same level of support = **162** (189)

AD/011cNEW Mitigated the need for support = **349** (305)

AD/011dNEW Neither reduced, maintained nor mitigated the need for support = **97** (86)

AD/012 Number of Adults with a care and support plan at 31 March = **5,652** (5,323)

Health and Social care regionally and local are dealing with higher numbers of contacts, referrals, assessments and reviews being carried out. Adult Services continues to be very busy with high levels of, and increasing demand for information, advice and assistance through our front door. During the year activity in the

Common Access Point (CAP) shows a generally increased number of contacts during 2022-23. The number of referrals received in March 2023 is the highest since May 2022. More recently we can profile higher demand in numbers, and level of response required to address complexity of presenting issues.

Therapies and Social Work teams are actively considering their recruitment priorities in continue to manage the volume and intensity of cases. As part of the Directorate's Workforce Well-being strategy, we are promoting and developing the role of alternatively qualified workforce to facilitate the efficient and safe provision of intervention to people. We are also taking an innovative and flexible approach to deployment of colleagues and are trailing some different ways of working to facilitate the right response at the right time.

Table 6. Adult Services activity in 2022-23 (Support to Carers)

CA/001 Total number of contacts to statutory social services by adult carers or professionals on their behalf received during the year = **382** (333)

CA/002 Of this number (CA/001), where advice or assistance was provided = **375** (311)

CA/004 Total number of carers assessments for adults undertaken in year = **518** (348)

CA/006 Number of carers assessments refusing during the year = **880** (888)

Other:

CA/005a Needs could be met with a carer's support plan or care and support plan = **341** (225)

CA/005b Needs were able to be met by any other means = **144** (111)

CA/005c There were no eligible needs to meet = **28** (12)

CA/007a There was evidence of the active offer of Welsh = **378** (310)

CA/007b The Active Offer of Welsh was accepted = **2** (0)

CA/007c The assessment was undertaken using the language of choice = **378** (310)

We recognised that our approach to carers assessment had to improve. Our work this year has continued to extend the offer of a what matters conversation to carers in their 'own right'. We aimed to increase the number of carers assessment, and to support carers on their own wellbeing journey.

This table above shows that there has been improvement in how the offer to carers is made, using our 'Collaborative Communication' approach. Working in partnership with carers to support their wellbeing & caring role.

Table 7. Adult Services activity in 2022-23 (Safeguarding)

AD/020	Total number of reports of an adult suspected of being at risk received during the year = 709 (959)
AS/001 NEW	The total number of adults suspected of being at risk of abuse or neglect reported during the year = 588 (959)
AS/002 NEW	The total number of adults reported more than once for the same category of abuse or neglect during the year= 58 (78)
AS/003 NEW	The total number of adults reported for different categories of abuse or neglect during the year = 87 (140)
AS/006aNEW	Number of criminal investigations that concluded during the year = 58 (63)
AS/006bNEW	Number of non-criminal investigations that concluded during the year = 49 (22)
AS/006 NEW	Total investigations during year= 107 (85)

There are signs that the new dedicated Adult Safeguarding team And Deprivation of Liberty Safeguards Team are working effectively, although direct comparison to last year is not possible.

Table 8. Adult Services activity in 2022-23 (Care & Support)

AD/012a NEW Number of adults with a care and support plan on 31 March = **5,662** (5323)

AD/012b NEW Number of adults with a care and support plan on 31 March and also a carer's support plan, where the adult has both their own care and support needs and responsibilities as a carer = **78** (-)

AD/013 Number of Adults with a care and support plan whose needs are met through a direct payment = **450** (399)

For services started during the year Total number of days wait between the scheduled start date and the actual start date of a service identified within their care and support plan, where that service is:

AD/014aNEW Adult Care Home = **12,891 days** (-)

AD/014bNEW Domiciliary Care = **26,769 days** (-)

AD/014 NEW the total number of days adults = **39,660 days** (-)

AD/015 Total Number of services for Adults started during the year = **1,418** (1,309), of which

AD/015a Residential Care = **578** (-)

AD/015b Domiciliary Care = **641** (751)

AD/015c Respite Care = **199** (-)

AD/016 Number of Care and Support plans due to be reviewed during the year = **4,588** (4,874)

AD/017 Number of Care and Support plans due to be reviewed that were completed within statutory timescales = **3,324** (2,345)

AD/018NEW The number care and support plans for adults supported with direct payments that were due for review during the year = **337** (364)

AD/019NEW The number care and support plans for adults supported with direct payments that were due for review during the year that were completed within statutory timescales = **112** (158)

Number of Adults receiving day care, at 31st March - reported as = **478** (-)

AD/029 Number of adults who paid the maximum weekly charge towards the cost of care or support during the year = **962** (839)

AD/032 NEW The total number of adults during the year where the need for an independent professional advocate was identified = **127** (117)

AD/033 NEW "The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided = **82** (94)

After three long years, this last quarter has seen some significant improvement in social care capacity across adult services. Waiting lists for domiciliary care are now below pre covid levels having touched 300% higher than anything we have ever experienced in Swansea. This appears to be as a result of concerted efforts on a number of fronts. Investment in in house domiciliary care capacity both reablement and long-term care; extensive work with commissioned providers to try new models; work with third sector colleagues on establishing more micro enterprises; an enhanced bedded reablement offer and investment in different approaches to direct payments both for carers and the cared for.

Despite that improvement, fragility in health services remains significant and consequently individuals are presenting to social services with increasing fragility and a much higher level of need than we would historically have been able to support. It will be increasingly difficult for the Council to support more and more individuals with ever greater levels of need (particularly specialist health need) without a significant shift of focus by health boards and investment in integrated models of community service.

iii) Performance in year

Table 7. Key Performance Results In Adult Services in 2022-23

As reported in Corporate Annual Performance Report v3.0 (Last Year 2021-22 in Brackets)

Targets not set this year.

AD011e	Percentage of residential reablement stays completed during the year where the need for support was mitigated or reduced = 70.9% (NEW)
AD011f	Percentage of community reablement packages of care completed during the year where the need for support was mitigated or reduced = 53.99% (NEW)
AS13b	Percentage of identified carers who have been offered an assessment at the point of assessment of the 'cared for' = 87.1%
AD017i	Percentage of Care and Support plans that were due to be reviewed during the period which were completed within statutory timescales = N/a (-)
AD024i	The percentage of enquiries completed within 7 working days from the receipt of the reported alleged abuse = 82.5% (provisional)

Our latest performance results are encouraging, the position remains vulnerable to change, particularly with workforce capacity and further disruptions possible.

Looking forward, we can expect increasing demand linked to demographic changes, such as those associated with an aging population, and more people living with greater complexity of need. We have a good understanding of our day-to-day performance and activities with a strong culture of using data and management information to improve decisions.

Adult Services is delivering on a more sustainable, integrated model of health and social care. The service offer is impacted by additional demand at the front door, workforce capacity and rising costs associated with the pandemic and the cost-of-living crisis.

Our multi-disciplinary approach to wellbeing and prevention and the 'what matters most' conversation by staff in the Common Access Point and teams are showing positive signs. Whilst the positive outcomes achieved with people in Bonymaen House continue, we are working closely as a health and social care multi-disciplinary service to put in place mitigation for those few individuals who need to return to hospital during their stay.

iv Key Service Improvement Priorities in 2023/24

- Promoting people's voice
- Ensuring a valued & skilled workforce
- Better Prevention & Early Help
- Keeping People Safe
- Enabling & Promoting Independence
- Financial Efficacy
- Resources which meet the needs of our community
- Focus on quality & continuous improvement.

Service Objectives (as set out in Adult Services Service Plan 2023-24):

See Diagram in Appendix b.

2d. How we are performing –Tackling Poverty

i) Vision /strategy

The Tackling Poverty Service works in partnership with local people, Council services and other agencies to reduce the effects of poverty and support people to reach their full potential.

The Tackling Poverty Service is also responsible for co-ordination of the Corporate Priority 'Tackling Poverty' strategy and 'Enabling Communities' within the Council's Corporate Plan 2023-2027, working with other departments, teams and with external partners to deliver the steps required to achieve this Corporate Priority.

Oversight of this coordination is provided by two internal cross-departmental groups; the Swansea Council Poverty Forum (focused on the 'Tacking Poverty' strategy) and the Enabling Communities Network Group (focused on the 'Enabling Communities').

Our vision is that people and communities are as strong, resilient, connected and prosperous as they can be.

To achieve this vision, our mission is to build relationships with individuals, families, communities and partners to:

- reduce poverty and improve personal prosperity.
- act preventatively through early interventions.
- deliver better outcomes for our population.
- walk alongside people to enable them to achieve their 'good life'.
- work with communities to be more welcoming, self-reliant, connected and cohesive.
- deliver a service that is inclusive, equitable, effective and valued.

Underpinning our vision and mission is a person-centred, strengths-based approach that focuses on the wellbeing and future prospects of the people and communities we work with to deliver our service.

Our enhanced service offer covers everything from Welfare Rights to employability, from Lifelong Learning to Tackling Poverty and Prevention services.



Tackling Poverty Services Leadership structure

The Tackling Poverty Service directly delivers a range of services, programmes and initiatives that achieve or contribute to the following objectives:

- To provide employability support for people seeking jobs and career opportunities.
- To provide adult learning support for people who wish to improve their skills and qualifications.
- To provide financial inclusion support for people who need help to access financial products and services in a responsible and sustainable way.
- To provide welfare rights support for people who need help to access welfare benefits entitlements.
- To provide a Local Area Coordination approach to support people who need help to improve their lives, build their independence and learn new skills.
- To provide a poverty development approach to support people in or at risk of poverty.
- To take a partnership approach to tackling poverty, working with others to alleviate poverty by addressing the causes and long term challenges.
- To take a partnership approach to community enablement, working with others to help local communities become more welcoming, self-reliant, connected and cohesive.

We will be adopting the following principles to this work:

- A whole Public Services Board and whole Council approach.
- Building resilience, social capital and social networks.
- Involvement and participation of service users.
- Implementing 'what works' in future delivery.

We work with residents through a strengths-based approach to increase their well-being, skills and qualifications and to gain sustainable and fulfilling employment and maximise household income.

Also, by working collaboratively through the Swansea Poverty Partnership forum.

We also contribute to the reduction of urgent and emergency requests, and the growing demands placed on statutory services, by contributing positively to Swansea citizen's resilience, health and well-being.

ii) What we do (Activity in 2022/23)

Table 8. Tackling Poverty Services activity in 2022-23

Total Population -citizens (census 2021) - the population of the City and County of Swansea = **237,834** (246.563)

Examples of strategic service developments in the last year:

- **3,295** people accessed employability support through Swansea Working (1,892)
- **391** people secured employment through Communities for Work and Communities for Work Plus (348)
- **1,720** people enrolled on Adult Community Learning courses, including essential skills, digital literacy, and family learning (1,250)
- **£1,549,693** welfare benefits were secured
- **£219,963** worth of debt was addressed
- **Over £500,000 in support for groups and individuals tackling poverty.**
- Received **1,830** introductions to people through Local Area Coordination

Partnership working was supported through the Swansea Council Poverty Forum, Swansea Poverty Partnership Forum, Financial Inclusion Steering Group and Swansea Food Poverty Network.

The economic impacts of the COVID-19 pandemic and the cost-of-living crisis continue to have a significant impact on citizens and families already experiencing poverty and this is driving those at risk of poverty, into poverty.

The Bevan Foundation "'Snapshot of Poverty in Winter 2023"' report highlights that more in one in eight Welsh households (14%) either sometimes, often or always do not have enough for all the basics: [Snapshot-of-poverty-in-winter-2023.pdf](https://bevanfoundation.org/Snapshot-of-poverty-in-winter-2023.pdf) (bevanfoundation.org)

Large numbers of people are going without essentials including four intend going without heating in their home and one in four eating smaller meals or skipping meals in their entirety.

The report also highlights that debt is a significant problem with 28% of people borrowing money between October 2022 and January 2023 and 13% being in arrears on at least one bill.

The report finds that the cost-of-living crisis is not affecting everyone in Wales equally.

Among the groups that are being most significantly affected are:

- People in receipt of benefits - people on Universal Credit are five times more likely to report that they sometimes, often or always struggle to afford the basics as the general population.
- Disabled people whose condition limits them a lot - over half (52%) have gone without heating in their home over the past three months.
- Social renters - nearly half (46%) report that they have had to cut back on food for themselves or skip meals in the three months to January 2023.

- Households with children - around twice as likely to be in debt as a result of the cost-of-living crisis as households with no children.
- Adults under the age of 65 - twice as likely to report that their household sometimes, often or always struggled to afford the basics as households over 65 years old.
- Unpaid carers - significantly more likely to have borrowed money between October and January than people who are not carers.

This stark analysis makes it all the more vital that, as a Council, we target our help and those who are most vulnerable and their carers.

iii) Performance in year

Table 9. Key Performance results In Tackling Poverty Services In 2022-23

As reported in Corporate Annual Performance Report v3.0(Last Year 2021-22 in Brackets)

POV05	Value of welfare benefits raised in 2022/23, securing rights and addressing debt through Welfare Rights = £1,549,693 (£1,139,249)
POV06	Average number of days all homeless families with children spent in Bed and Breakfast accommodation = 13.13 (10.38)
POV10	Number of people gaining employment through Employability Support = 875 (481)
POV11	Number of accredited qualifications achieved by adults with local Authority support = 1193 (620)
Local	Level of debt addressed during year= £219,963 (£77,670)

iv) Service Improvement priorities in 2023/24

Our overall priority is taking forward the Council's Tackling Poverty strategy, as reflected in the Tackling Poverty Service 2023/24 Service Improvement Plan and Transformation programme.

- Deliver key steps and actions to achieve the Corporate Priority of 'Tackling Poverty and Enabling Communities.
- Establish an outcome-based model of tackling poverty and enabling communities.
- Ensure people in crisis are prioritised while maintaining focus on prevention and early intervention.
- Raise the profile of the service across our partnerships and communities.
- Align priorities, service delivery and operational functions with Adult Services and Child & Family teams.

Tackling Poverty Services Objectives 2023/24 see Diagram in Appendix d.

2e. What did we plan to do last year? Progress made (Directorate)

Following the pandemic, we set out to progress into business as usual by implementing the Council's recovery programme – "Achieving Better Together", and to pick up on our existing transformation improvement programmes.

Our overall priorities were in the following areas:

- Care Services
- Future Workforce and Equalities
- Community Support

Also achieving the agreed budget for 2022-23, the budget priorities set within the refreshed Medium-Term Financial Plan (see section 5b), and in supporting the Council to deliver its new corporate priorities.

Progress has been made against all our improvement priorities above, and yet there was a huge amount of additional work we still have to do to keep people safe and protected with the additional challenges presented.

Updates on progress are set out in the relevant sections of this report.

This organisational flexibility and staff commitment demonstrates to me the strength in our service corporate and political leadership, the solidity of our partnerships and most of all the professionalism of our brilliant workforce.

2f. Overall Improvement Priorities for next year 2023/24

In support of the corporate objective safeguarding our most vulnerable people, and the Council's policy commitments our efforts are continually focused on three key areas:

- Placement Sufficiency,
- Prevention/Early Intervention
- Workforce.

Also achieving the agreed budget for 2023-24, the budget priorities set within the refreshed Medium-Term Financial Plan (see section 5b), and in supporting the Council to deliver its new corporate priorities.

3. How People Are Shaping Services

Everyone, adult or child, should be given a voice, an opportunity, their right to be heard as an individual and a citizen, to shape the decisions that affect them, to have control over their day to day lives and to be firmly at the centre of their own wellbeing journey.

In this section, I will give some examples of how we are working differently with Swansea’s citizens, how as a Council we are listening and working in new ways, and how we are using this to promote change in how we work.

The diagram below shows Swansea Council’s new Corporate Transformation Programme. These areas for improvement have been drawn from the council’s revised corporate plan, strategic priorities and next steps.



Swansea Council’s coproduction framework

Swansea as a Human Rights City

Swansea Council has been committed to the 1945 Declaration of Human Rights, and the UN Convention on the Rights of a Child. In December 2022, Swansea become Wales's first Human Rights City, following a year of action to recognise their importance to the lives of all residents and organisations.

Together with Swansea University the council had produced a guide to help organisations embed human rights into their day-to-day activities and there would be a series of training events with the British Institute of Human Rights which will be on offer to organisation across Swansea.

Llais Neath Port Talbot & Swansea

Llais aims to make sure views and experiences are used by decision-makers to plan and deliver better health and social care services in your local area

Llais hear from the public in many different ways. They visit NHS and social care services to talk to patients, residents and carers. We talk to people at public events, and through community groups.

Llais also has an Advocacy Service to help people who want to raise a concern about care or treatment.

<https://www.haveyoursayllaiscymru.com/hub-page/neath-port-talbot-and-swansea-area>

Swansea Young Carers Service & Young Carers Forum

YMCA Swansea provides tailored support to Young Carers aged 8-18 who may provide care for a family member with a long-term illness, disability, mental health condition and/or dependency on substance use. YMCA Swansea also aims to identify and provide appropriate support to all Young Carers.

Young Carers Forum

An elected group of Young Carers who represent the views of YMCA Swansea Young Carers Service and work collaboratively with other organisations, on local and national level, to raise awareness on challenges faced by Young Carers. The group meets once a month and works on tasks to ensure Young Carers are recognised, supported and that YMCA Swansea is delivering a service for Young Carers that is shaped according to their needs.

Coproduction and Commissioning

Several commissioning reviews were implemented in Adult Services over the past five years. These included reviews on the Social Services Catering Service, Domiciliary Care, Residential Care, Younger Adult Services including Day Services and Temporary Accommodation. There have been good examples of coproduction and involvement in all our commissioning work.

We continually seek out people with lived experience of our services to be involved in our commissioning and improvement work – informing what we do directly and also via ongoing improved approaches to collating feedback and expanding our engagement opportunities. We want to build upon our 'pockets' of good practice in Adult Services of co-production and apply across a wider range of change programmes. As part of ongoing engagement, we are exploring how best to capture

and utilise people's reported outcomes, and use people's experience to improve our understanding of challenges and opportunities across the service.

Local Area Coordination

Our team of Local Area Coordinators across the whole of Swansea 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
- Make contributions to their communities;
- Think about what their good life looks like

A Local Area Coordination Guide has been produced at the request of the Corporate Delivery Committee to inform elected members, colleagues and partners, as well as other who work with us, and to explain the role of the Team and how best to work effectively together.

For LAC coverage across Swansea:

<https://www.swansea.gov.uk/localareacoordination>

To access the Guide, for more information and LAC stories:

<https://staffnet.swansea.gov.uk/tacklingpovertylacnewsupdates>

Involving young people in politics:

A tender was awarded to Swansea MAD who worked with the Partnership & Involvement Team & 30 Secondary school pupils from YGG Bryn Tawe and YGG Gwyr to develop a social media video promoting votes at 16, changes in law enabling young people to vote, voting as a democratic right and information about how to register to vote. 'Your Vote, Your Future' was being used as a promotional tool in the lead up to local elections and is available to view at. <https://www.swanseamad.com/vote/>.

Votes at 16 Ambassador recruitment took place with 19 ambassadors successfully recruited from 10 secondary schools. The ambassadors' role was to promote and encourage their peers to register to vote for the forthcoming elections. Ambassadors were supported in schools and youth settings to promote votes at 16 and registration to vote. The Votes at 16 Ambassadors project is a collaborative project between Democratic Services, the Partnership and Involvement Team and secondary schools. This work is evolving with resource packs and on-going recruitment of new ambassadors. It is hoped that we will have news of a new partnership democracy grant application within the next month, and this will allow us to build upon this work and explore support for "Voter ID Cards" going forward.

Children and Young People’s Rights Scheme

Adopted in 2014, the Children’s Rights Scheme has been redeveloped and refreshed, ensuring that it complements the ‘Right Way’, a principled approach that is being embedded nationally. This plan incorporates National Principles for a Rights Based approach to Children, taking account of extensive work with several hundred children, young people and practitioners on what a new Scheme should look like.

World Children’s Day Event: 21st November 2022

World Children’s Day was first established in 1954 as Universal Children’s Day and is celebrated on 20 November each year to promote international togetherness, awareness among children worldwide, and improving children’s welfare. Since 1990, World Children’s Day also marks the anniversary of the date that the UN General Assembly adopted both the Declaration and the Convention on children’s rights.

Over the last year, primary and secondary school children and young people have provided feedback via the “Human Rights City Consultation”, “Children’s Rights Scheme Consultation” and the Secondary School Pupil Voice PLC Manifesto. To mark World Children’s Rights Day on 20 November, we held an event in the Waterfront Museum on 21 November and used the opportunity to update children and young people on how we have listened to them.

Listening to the voices of disabled children and young people

A pilot project has taken place in Ysgol Pen Y Bryn where all staff have undertaken INSET training on what it means to embed a principled approach to children’s rights into their new curriculum. Work is on-going with pupils and staff to map existing good rights practice, and areas for development, from which a 5 point-plan for embedding rights will be co-produced by teachers, governors, parents and pupils.

Partnership work continues with pupils and staff at Ysgol Pen Y Bryn to build relationships and ensure an inclusive approach to hearing the voice of children and young people with a disability and this includes joint grant applications with partner projects to deliver inclusive leisure provision and activities over the school holidays which was a priority raised by young people within the school.

Ensuring LGBTQ+ Equality:

26 young people from Swansea have been working in partnership with young people from Neath Port Talbot as members of the Western Bay Junior Safeguarding Board to develop an LGBTQ+ resource pack for schools. ‘Equali-tea’ is a pack raising awareness of LGBTQ+ issues faced by young people locally, based on the issues raised by young people themselves, and consists of LGBTQ+ history quizzes, teapot conversation starters, and scribble pads which allow young people to discuss LGBTQ+ issues faced in school, in the family and in the community.

‘Equali-tea’ packs have been distributed to all secondary schools in NPT and Swansea. The Junior Safeguarding Board made up of 23 young people have also facilitated 3 sessions on the pack with senior decision makers –

- 1) with CMET in Swansea
- 2) NPT Corporate Parenting Board
- 3) with Western Bay Children’s Safeguarding Board.

Mapping a Whole Council Approach to Hearing the Voice of CYP in Swansea

A cross directorate working group has been established to collate an accurate picture of the current engagement mechanisms and structures in operation across the Council to hear the voice of Children & Young People (CYP). A mapping exercise has been undertaken in order for us to identify any gaps and explore the opportunities going forward.

It is acknowledged that lots of great work is going on across Council directorates to make sure we hear the voice of CYP on issues that impact their lives in line with our statutory responsibility and that children and young people have a say on shaping services going forward. The mapping exercise will help to identify gaps and opportunities going forward.

Engagement Hub:

The Engagement Hub is a one-year pilot project focused on providing a visible engagement drop in hub to increase accessibility of Council engagement officers and provide a physical space for community members to attend and find out about engagement opportunities and receive support to reconnect with services etc....

The “Engagement Hub” will be launched in July 2023 and is located at the heart of the National Waterfront Museum within the Harries room located on the ground floor of the museum in a location with high footfall and which is easily accessible to all.

Childcare and Play Sufficiency and Celebration Event

The 2006 Childcare Act places a duty on Welsh local authorities to assess childcare sufficiency, specifically in terms of whether it meets the needs of parents accessing work or training. A Childcare Sufficiency Assessment (CSA) is undertaken every 5 years, with 2022 seeing the most recent submission. The CSA is the culmination of extensive engagement, research and data collection that considers demand, supply, workforce and accessibility across all aspects of childcare provision.

The Childcare Sufficiency Assessment reported that settings were struggling to find staff, with many vacancies remaining open for some time and the sector feeling undervalued as well as believing the profession warrants higher pay to justify the responsibility involved. It has been a difficult time for all, yet the sector has provided a key role in supporting children whilst earning comparatively low pay in return. (Childcare Sufficiency Assessment 2022).

One spring like evening during March 2023 we celebrated the great work of our Early Years, Childcare and Play sector. We celebrated and showcased the incredible work achieved every day, in delivering amazing quality childcare and play opportunities, ensuring that children are given the best start in life in Swansea.⁶³ Awards were presented on the evening to many well-deserving people and organisations. After handing the last of the Special Recognition Awards, Director of Social Services Dave Howes said: "Thank you to all parents and carers who took the time to vote, and a huge thank you to JR events which have supported the inaugural event.

Most of the examples presented here reflect Swansea's commitment to coproduction and participation, as integral to how we plan, commission and provide social care, and in collaborate to achieve a sustainable model that meet the needs of future generations.

In 2023/24, our priority remains to ensure co-production is central to how we plan, design, commission and deliver our services. We can learn many positives lessons from our response to recent challenges; how innovative solutions can be found to the most complex problems when we think together and work together.

Examples of Feedback received this year

The team at Bonymaen House received some fantastic comments from a doctor corresponding with a local MP regarding a visit to see their work first-hand. The doctor said: "I wanted to see if you would be willing to visit Bonymaen house and see the absolutely fantastic work it is doing. My Mum is currently in week three of the reablement programme and the transformation is absolutely incredible. My brothers and I have been overwhelmed with the progress and the absolute professionalism of the staff. We really do feel this is an exemplar for post-acute care of the elderly where there are very high success rates in achieving the goal of returning residents to independent."

Our Independent Domestic Violence Advisor delivered a presentation at the Domestic Abuse Commissioner's Festival of Practice highlighting the successes of Swansea's Specialist Domestic Abuse Court. Michelle received excellent praise for her work: "The professionalism and commitment in the way all organisations worked together to deal with DA cases in Swansea were recognised as best practice in England and Wales." Head of Child and Family Services said: "Fantastic feedback and well-deserved recognition of the excellent work, she and the team are delivering in Swansea. Michelle is leading the way for victims of abuse; putting Swansea on the map as a centre of excellence"

A young girl's father has shared praise and appreciation to Early Help Lead Workers for their support. The father said: "I would like to express my thanks and appreciation for how effective the system has been for our family. Our daughter encountered challenges at school, so I reached out to inquire about any additional support, and within two weeks, we received an offer for assistance from the Early Help hub. Our daughter is now much happier in school and receiving fantastic support! We were blown away by the amount of knowledge and expertise demonstrated by Carol and Jen! I want to express my gratitude for their outstanding support. The assistance we have received has been invaluable and has made a significant difference in our family.

4. Reports on the Six Quality Standards

This next section of my annual report provides an overview of social services quality and performance, using the National Standards Framework: Code of Practice: measuring performance addressing the **six national quality standards** (under review).

It also reflects the Well-being of Future Generations Act, which aims to improve the social, economic, environmental and cultural wellbeing of Wales by helping to create a place where we all want to live, now, and in the future.

The six national quality standards are:

1. **Prevention** -working with people to define and co-produce personal wellbeing outcomes that people wish to achieve **NQS 1**
2. **Well-being - What Matters conversations- help received via Early Help & Front Door** - working with people and partners to protect and promote people's physical and mental health and emotional wellbeing **NQS 2**
3. **Safeguarding** - taking steps to protect and safeguard people from abuse, neglect or harm **NQS 3:**
4. **Wellbeing outcomes achieved by managed Care and Support and good Social Work Practice**-By encouraging and supporting people to learn, develop and participate in society **NQS 4**
5. **Quality Of Services** -supporting people to safely develop and maintain healthy domestic, family and personal relationships **NQS 5**
6. **Working in Partnership and Integration** - working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs **NQS 6**

Each of the 6 parts in Section 4 covers the expected outcomes, what we are doing, how well we are doing and the priorities for the year ahead

4a. Prevention

Working with people to define and co-produce personal well-being outcomes that people.

Our expectation is that Swansea citizens are well informed, understand what care, support and opportunities are available and they can access support themselves to help achieve their own wellbeing outcomes.

The strategic aims of Swansea Council's Transformation Plan – Achieving Better Together is to focus on:

- The core purpose of the Council
- Transforming services to be effective and efficient
- Greater collaboration with other Councils, organisations, community groups and residents, with a focus on regionalisation
- Greater and more meaningful engagements with our residents and community
- Balancing the budget for current and future years
- To meet the aspirations and targets within the Medium-Term Financial Plan

A key aspect of Swansea's Adult Services Transformation and Child & Family Services Improvement programmes is to support these aims will be to target the range of preventative approaches, as set out in Swansea's Wellbeing plan, due to be updated this year.

What we planned to do

How well we responded during the pandemic was based on working with and in communities, alongside third sector and other partners and by providing clear and easily and accessible information for the public.

We set out to achieve this by:

- Continue to work with partners and communities in promoting prevention and early help
- Improving prevention and early help within our social services transformation programmes, as part of Council's Transformation plan, and the West Glamorgan Regional Partnership work programme.

How far did we succeed and what difference did we make?

Work around development of prevention and early help is progressing well., building on the excellent response to the Covid pandemic. Such innovative work has presented further opportunities for change and improvement particularly in respect of citizen and carer's direct access to information, and support to improve their wellbeing.

Swansea citizens can access information on the Council's public website to help them better understand and choose from the wide range of care, support and opportunities which are available, and use these to help achieve their wellbeing outcomes. Swansea continues to develop our range of public web resources available to help people make informed choices.

There is help available on a daily basis to ensure people access the full range of Council services to achieve their own wellbeing outcomes.

Early Help Hubs (C&FS)

Swansea's Early Help Hubs work within a joined-up approach using the signs of wellbeing framework to work with individuals and families supporting wellbeing using a locality-based hub structure and a single point of contact for professionals.

The Early Help Hub model builds on and increases the previous family support provision, formally known as Team Around the Family (TAF), Family Partnership Team and Evolve. By co-locating and bringing these services into one structure we can ensure that support is available regardless of age or location, that it is integrated with partners and utilises community assets to provide:

- Child or early years work;
- Youth work;
- Whole family work.

There are five Early Help Hubs across Swansea in a locality-based model covering East, Penderry, Townhill, Valley and West.

East - Llangyfelach Road, Brynhyfryd, Swansea SA5 9EA

Penderry - Portmead Avenue, Blaenymaes, Swansea SA5 5QH

Townhill - Powys Avenue, Townhill, Swansea SA1 6PH

Valley - Bethel Road, Llansamlet, Swansea SA7 9QP

West - Pontarddulais Road, Gorseinon, Swansea SA4 4FE

Local Area Coordination

By extending local area coordination, offering support to families in need and promoting well-being opportunities to enhance our quality of life in supportive communities and within Swansea as a Healthier City.

Swansea has a Local Area Coordination team covering the whole city to help people find the right help and support, now working in all areas, helping people to 'Get a life not a service'.

A Local Area Coordinator can help anyone build relationships within their community in support of their own wellbeing outcomes.

Public Information

A wide range of public information is available to all Swansea citizens, via Swansea's updated public website: <https://www.swansea.gov.uk/socialcare>

There are links to SCVS website with even more resources:

<https://www.swansea.gov.uk/article/3849/Swansea-Council-for-Voluntary-Service>

Also, the Family Information system (FIS). [FamilyInformationService](#)

Swansea Family Information Service works in partnership with the private, voluntary, independent, community and maintained sector –to shape and secure a range of

high quality children's and childcare services. There is help on FIS to find childcare and early support available to parents and families, including the Best Start Squad: [BestStartSquad](#)

Dewis Cymru is a national wellbeing directory providing an online library of community assets with contact information and organisational information, maintained by organisations themselves, as and when changes to provision occur. Swansea has increased the number of local resources available to **924** (833). <https://www.dewis.wales/>

Flying Start

Flying Start is the Welsh Government's flagship Early Years programme for families with children aged under 4 years and is targeted in some of our most deprived areas. The programme's 4 key components; enhanced health visiting, speech and language, parenting and high quality part time funded childcare aims to support families to give children the best start in life. Swansea has a 'cap' number of beneficiaries to be reached which totals 3103 with the programme currently being delivered in areas of Birchgrove, Blaenymaes, Clase, Clwyd, Craigfelen, Gors, Hafod, Plasmarl, Portmead, Sea View, St Helen's, St Thomas, Sketty, Townhill, Waun Wen, Morrison, Clydach and Mynyddbach. 18 childcare settings are currently offering 481 children high quality part time childcare. In addition a further 209 children have benefitted from phase one of the Programme for Government phased expansion, details of which are highlighted below.

Families First/ Family Support

Families First has been running in Swansea since 2010. Since 2018 it has been incorporated into the Children and Communities Grant. The funding enables a variety of services to be delivered including:

In 2022/23 family support interventions delivered through Families First include:

- Early Help Hubs
- Homestart
- Play Leisure Opportunities Library
- Local Aid Buddies,
- Stepping Stones
- CMET
- EYST – Family Link
- Family Centres both Local Authority and Faith in Families
- TCS counselling services

Performance is reported the Families First Performance Framework:

Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV)

Swansea Council has an established programme of e-learning and face-to-face Violence against women, domestic abuse and sexual violence (VAWDASV) training as one of the key mechanisms for delivering the VAWDASV (Wales) Act 2015. Anyone who experiences domestic abuse – can get help right away

Swansea has a 'You are not alone' chatbot, which helps to guide you to the right advice, 24 hours a day.

#YouAreNotAlone

Our VAWDASV partnership group oversees our response and coordinates a joined up, multi-agency response in this vital area.

Tackling Poverty strategy

Swansea is a city with significant inequalities between our most and least deprived communities. The Tackling Poverty Service works in partnership with local people, Local Authority services and other agencies to reduce the effects of poverty and support people to reach their full potential. The Tackling Poverty Service champions the Corporate Plan priority of Tackling Poverty including a 'tackling poverty is everybody's business' approach, through the development of a Tackling Poverty strategy. The coordination of cross departmental / service working (Tackling Poverty Forum), as well as multi-agency Tackling Poverty Partnership forum ensures that next steps are coproduced; development work is joined up duplication is minimised, and impact is maximised. Vital areas of work include: Welfare Rights, Financial Inclusion, Employability, Life-long Learning, Local Area Coordination.

Recent developments include:

Launch of Swansea Poverty Truth Commission, Employment Hub in the Quadrant, Swansea Spaces (Warm Hubs) and Cost of Living help web page.

This work is now supported by the Council's Social Care and Tackling Poverty Service Transformation Committee.

Stories of Achievement

Early Years

Mum left school at 16 with no qualifications as she was pregnant with her first child and LJB was born 2 years later.

LJB started in childcare on her 2nd birthday. – She had significant speech and language delay, and her play skills were not developed. Following her Wellcomm screen a referral was made to Speech and Language Therapy (SALT) for an assessment and targets were set in childcare and home. Mum met with the Key worker regularly for support and guidance with these targets and soon we noticed an improvement with LJB receptive and expressive language. Following the summer 2022 holidays LJB had her first seizure at home. Mum became extremely anxious and was frightened to leave LJB. Shortly after LJB had another seizure a referral was made to the paediatrician. LJB had her diagnoses of epilepsy, and she was put on medication to control her seizures. Childcare staff met with the epilepsy nurse, all staff did the epileptic training and the rescue medication training. A health care plan was devised from the health profession which was later shared with childcare and school. Mum had a referral to EYEH for home intervention. Mum's confidence has grown, she has recently passed her driving test and is now working for the local authority. LJB is happy and is thriving in school.

Story 2. Evolve

Swansea's Evolve Youth Service has undertaken a full review of their offer, with a public consultation now closed on the delivery of what is an innovative and constantly evolving service. They provide a full range of flexible, creative and responsive, interventions for children and young people, across the whole of Swansea, identified as having vulnerabilities and complexities across the City.

Evolve Swansea Youth Workers organised an inspiring walk to promote awareness about mental health among young people. Evolve's Christmas Giving event, providing a warm and welcoming place for young people over Christmas in Swansea at local Youth Clubs. A panel from Evolve Swansea's Youth Clubs have taken part in a discussion about the language used to them and their peers in talking about young people.

During 2023/24, our priorities are to:

- To deliver on the Tackling Poverty strategy and enabling communities priority to improve outcomes for Swansea citizens and families.

4b. Wellbeing – What Matters

Working with people and partners to protect and promote people’s physical and mental health and emotional well-being.

Our expectation is that each citizens’ voice is heard by our service and listened to; people can speak for themselves and that they have control over any decisions that are made. That our most vulnerable people who need help to do the things that matter most to them, to promote their independence, and those carers can access support they need for their wellbeing.

Children have the right to reliable information under the United Nation’s Convention on the Rights of the Child (UNCRC). It is important, as early as possible in our processes to provide as much up to date information about services and resource as we can to adults, children and young people. This can help people decide what to access, have an improved understanding of how services have changed, as a result of Covid-19, and to see details of how to access services, if they are needed either directly or via Information, autonomy and access to services.

Additional information included public health information, resources to support being at home, e.g. learning, play, and a specific section on access to services that specifically supported children and young people to have their voices heard in Swansea.

Our multi agency approach to Information, Advice and Assistance whether accessed directly, via Early Help or at the social services front door is set out for citizen’s on the Council’s public website: <https://www.swansea.gov.uk/contactsocialservices>

What we planned to do

During 2022/23, our priorities were to continue to meet the needs of the most vulnerable adults, children and their carers by:

- Working together to achieve what matters, building on their strengths and by supporting service users to achieve safety and their own well-being outcomes, and carers in their own wellbeing.
- Further embedding new approaches to ensure we are providing the right service to the right people at the right time.

Across the whole services we are working together to achieve what matters and supporting our service users to be safe and well. By providing the right services, at the right level of care and support, at the right time.

By our targeted approach, fewer children, young people and families require a statutory intervention from Social Services by receiving the right help when they most need it. Helping children to remain living safely at home with their families and be the best that they can be.

Within Adult Services, there is a collaborative communications approach, building on an integrated services model to support outcomes for individuals

How far did we succeed and what difference did we make?

We now have the multi-agency response available at the Social Services front door. By this we mean that there is a wider range of professionals who are available on a daily basis to support our information, advice and assistance (IAA) offer.

Across all services, we are offering 'What matter to you' assessments, which help us to focus our assessment on what is important to people, and their own view of wellbeing outcomes they wish to achieve.

Our front door Information Advice and Assistance services are using the practice models such as 'Signs of Safety' and 'Collaborative Communication' (refer to section 4d) to strengthen links to our frontline social work teams, which focuses on strengths, outcomes, voice, choice and control.

Advocacy is in Adult Services,

Advocacy supports and enables people who have difficulty representing their interests to exercise their rights, express their views, explore and make informed choices. An advocate is offered to help an individual to take decisions in their best interests. There are different forms of advocacy, depending on the help needed and decisions to be taken, but

- Independent Professional Advocate,
- Independent Mental Health Advocate,
- Independent Mental Capacity Advocate,
- Paid Relevant Person's Representative,
- Independent Mental Capacity Advocate

Adult Services has worked hard to develop this offer and use of advocacy through the citizen's journey.

C&FS Single Point of Contact

Our 'Single Point of Contact' is an enhanced advice and advocacy offer to help understand what is happening to a child, and within their family and to have a what matters most conversation; to help decide if support is needed and to find the best help quickly.

Swansea's SPOC explore the unique strengths and risks in families, in order to stabilise and strengthen a child and family's situation. Families living in the city and county of Swansea can contact us themselves to ask for help or advice. Sometimes people such as teachers or health visitors also contact us to see whether we can offer a family extra support. We aim to inform, support and empower people to make choices to stay safe, happy and well. Support might be from within their natural network of family or friends, and could also be from places in their communities like charities, and well as social services.

This year has seen the launch of Single Point of Contact and Continuum of Need Indicators to help measure performance and outcomes.

Adult Services Common Access Point (CAP)

Adult Services Common Access Point (CAP) remains at the forefront of our transformation, in applying a strengths-based, outcomes focused framework, by using Collaborative Communication practice and the 'what matters to you' conversation. Our front door team has a highly skilled, multi-disciplinary team that promotes positive discussions with citizens and carers at often difficult times. We are working more and more closely with third sector to find the best support available to meet the person's own outcomes.

Child and Adolescence Mental Health Services CAMHS

Since the pandemic more children and young people are experiencing emotional, behavioural or mental health difficulties.

Locally and regionally we have been working towards a bridging service for children and young people in need of support from Child and Adolescence Mental Health Services (CAMHS). CAMHS supports young people with difficulties, such as depression, self-harm, violence or anger, schizophrenia, bipolar disorder, problems with food and anxiety, among many others.

Swansea Bay has open access 'front door' to Swansea Bay CAMHS via a Telephone Single Point of Contact / Referral Line for all children / young people & their families, and for all professionals. Our CAMHS Crisis Team operates 9am – 9:30pm seven days per week. Early Intervention in Psychosis Service, for young people aged 14 – 25, who may be experiencing early symptoms of psychosis.

Support to Carers – improving access to support for carers wellbeing

Building upon the regional carer's strategy Swansea locality have worked with carers to redesign our carers assessment process. We have also worked with the Carers Centre in Swansea to pilot a specific resource used to complete carers assessments. Successful completion of a stand alone carers assessment at the right time for the carer can help prevent crisis and ensure carers wellbeing and support needs are met. As a result of this work carer's assessments and reviews are increasing with the last 6 months showing completion of **420** in comparison with 207 for the same period in 2021.

Improving access to respite care Swansea Social Services was successful in obtaining a Carers Trust grant for £26k proposal which has enabled carers to access placements at short notice or planned in advance. These services are used to prioritise breaks for people who need it most or as a response to emergency or crisis situations. By allocating 2 beds at dual registered care home for a set period during the year. The pilot scheme has been very successful with good take up, and **20** vulnerable adults benefiting from the service.

Stories of Outcomes

Ageing well & Age Friendly City Recognition:

Over the last 18 months following on from the pandemic, Swansea Council's Partnership & Involvement Team along with partners of the "Ageing Well Steering

Group” have given extensive consideration to how and where we engage older adults aged 50+, in order to tackle loneliness and isolation, positively impact on physical and mental well-being and reconnect community members with local services and support. Swansea Council’s Partnership & Involvement Team work with a wide range of partners to run a number of weekly community engagement sessions which support people to build confidence, make new social connections and engage with community activities and projects, which they may not have felt comfortable or able to do without support. The “Ageing Well” agenda is part of the PSB “Live Well, Age Well” Objective and the commitment for Swansea to work towards “Age Friendly City” recognition with the “World Health Organisation”.

Work continues to develop Swansea into an “Age Friendly City” utilising engagement events, increasing communication and developing forums and mechanisms to hear the voice of community members aged 50+ and encourage active participation in local, regional and national developments.

Ageing Well Engagement Walk:

Swansea’s “Ageing Well Engagement Walk” is facilitated in partnership with Swansea Council, Action For Elders, Chinese Association For Wales, Caredig Housing & Swansea’s Ageing Well Community Group.

The “Engagement Walk” was initiated to combat loneliness and isolation, impact on physical and mental well-being, connect community members with local services to access information & support needs, whilst also providing opportunities to be heard when services are changed/developed to ensure they are fit for purpose and meet the needs of the community.

Please see promotional video in link below:
<https://www.swansea.gov.uk/Ageingwellmarinawalk>

Voice of the Child - Personal Education Planning

A joint PEP review was undertaken in January between the Local Authority and Education. The final report identified a number of key learning points.

During the audit process there were very good examples of young people being involved in completing their ‘My PEP’ and we could hear the child’s voice shine through.

Some plans showed good examples of PEPs being co-produced, allowing the young person to bring to life their own goals. It is important that the young person remains central to the PEP and that their voice is reflected in the school PEP as well as the My PEP.

Working collaboratively with schools and having staff participate in the PEP review has proved to be very beneficial for all involved to gain further understanding in the importance and effectiveness of a high-quality PEP.

Collaborative working is essential and will extend the audit invite to more professionals to share good practice in PEP completion and returns.

During 2023/24, our priorities are to:

Working together, with partners to achieve what matters most, and supporting all citizens -children, young people and vulnerable adults and families -to be safe and well.

4c. Safeguarding

Taking steps to protect and safeguard people from abuse, neglect or harm.

Our expectation is that the most vulnerable people in Swansea are safe and protected from abuse and neglect. There are strong and effective arrangements in place to make any concerns known.

The pandemic and more recently the cost-of-living crisis have emphasised the importance of ensuring robust safeguarding arrangements and complicated arrangements to intervene with vulnerable individuals, children and families. Our workforce and partners have demonstrated considerable dedication, skill and innovation in making sure that we continue to support safety and safeguarding planning.

Our approach to Safeguarding and keeping people safe is reflected in 'Safeguarding our most vulnerable people' as the council's strategic priority. We have strong leadership in place to drive forward both a regional and corporate approach. Safe practice underpins the professional frameworks guiding our social work models in Child & Family and Adult Services.

A Corporate Safeguarding policy and work programme ensures the 'Everybody's business' approach is extending the expectation to partners and providers, as well as Council staff.

What we planned to do

- To evidence how well we are listening to / working with voice of child and vulnerable adult in all aspects of our safeguarding work.

How far did we succeed and what difference did we make?

Safe Voice (Adults)

Swansea is aiming to ensure individuals have a "safe voice" on safeguarding matters by providing stronger voice, meaningful control over the support they receive and remove any barriers to achieving their wellbeing outcomes and by making safeguarding personal.

In all our care and support work, service developments and social work practice, Swansea is aiming to ensure individuals have a "safe voice" on safeguarding matters by providing stronger voice, meaningful control over the support they receive and remove any barriers to achieving their wellbeing outcomes.

Adult Safeguarding

A full review of safeguarding arrangements has been undertaken in Adult Services with the establishment of a dedicated safeguarding team to be incorporated into the temporary management structure in Adult Services. Changes are receiving positive

feedback from key stakeholders and families. Adult Safeguarding team are demonstrating their skill and expertise by ensuring that all concerns are addressed at the earliest opportunity, that risks are managed effectively with partners using our practice approaches that place the person at the centre, with full involvement and engagement.

More cases are being closed and Safeguarding concern investigations are now more likely to be followed through to conclusion, and where necessary supporting police to achieve a conviction.

Adult Services Court of Protection

Last year we established a dedicated safeguarding team with the restructure of Adult Services. From the feedback received these arrangements are working well, with the specialist capacity to provide advice and assistance, and to work closely with practitioners has been valued. We will continue to review and monitor how well this is working, and to further improve our processes.

Corporate Safeguarding

Swansea Council expects that vulnerable people in Swansea are kept safe and protected from abuse and neglect. Safeguarding vulnerable adults and children is both a corporate priority, and well-being strategic outcome within the Corporate Plan (2022-23). This is now widely understood as “everyone’s business”, by our leaders and elected members and our workforce, partner organisations and the individuals who are carrying out work on behalf of the Council.

A recent Estyn’s Inspection report on Education in Swansea (June 2022) endorses the Council’s approach to corporate safeguarding, noting strong leadership, a positive culture and collaboration between service areas (p16-17).

[Inspection report City and County of Swansea 2022 \(gov.wales\)](#)

An effective corporate safeguarding culture requires strong, visible, leadership presence, ensuring that senior officer and their workforce receives positive, professional and consistent backing in carrying out Council activities. This has been evident during this most difficult, challenging period, and though the vast range of actions taken in keeping people safe and well. All named safeguarding officers are working effectively together under the direction of a Corporate Safeguarding group, which meets quarterly, and is jointly chaired by the Director of Social Services David Howes and the Cabinet Member for Care Services –Cllr. Louise Gibbard

DoLS

The restructure of Adult Services teams also resulted in the creation of a standalone Deprivation of Liberty Safeguards (DoLS) team. Deprivation of Liberty Safeguards were introduced in 2009 to protect against arbitrary deprivations of liberty in hospitals and care homes. These safeguards provide a legal framework that helps to ensure that human rights are protected once notified by a Managing Authority the Local Authority has a duty to assess whether the restrictions are necessary in order to prevent harm to the person and proportionate to their needs. Swansea has significantly improved performance in relation to Deprivation of Liberty Safeguards (DoLS) through implementing these dedicated team arrangements. Feedback suggests this has not only improved professional knowledge but is driving up standards and response times.

Contextual Safeguarding/ CMET

Contextual safeguarding is an approach to understanding and responding to harm that adolescents face beyond their family homes, this type of harm is referred to as Extra familial harm and can include CSE, CCE, youth violence and peer on peer abuse.

In the first year since it was formed, our new Contextual, Missing, Exploited & Trafficked (CMET) panel considered 50 referrals and around 25 agencies have been in attendance.

Continuum of Need

Following consultation with a number of our partner organisations the Continuum of Need - Indicators for Support document is now completed and ready to be used as a guide to professional decision making within Child and Family Services, and in ensuring a proportionate response to need.

Getting the right response to need - Staff portal (swansea.gov.uk)

Stories of Outcomes

By working in new ways, the Council is in a stronger position to focus resources on more preventative and contextual approaches. Child and Family Services places practice excellence at the centre of our work with the most vulnerable children
<https://staffnet.swansea.gov.uk/cfssafeguarding>

Adult Services are using collaborative communication and narrative based approaches to help professionals and service users reflect together on their experiences, the outcomes achieved and what could be done better.

<https://staffnet.swansea.gov.uk/collabcommscaseexample>

During 2023/24, our priorities are to:

- To implement the work programme of the corporate safeguarding group, and to continue to drive up quality standards in practice.

4d. Managed care and support – outcomes achieved

Encouraging and supporting people to learn, develop and participate in Society.

Our expectation is that Swansea citizens can learn, develop to their full potential, and to do the things that matter most to them. People accessing managed care and carers can engage, contribute to communities and feel valued in society. People are supported by care and support plans, which promote their independence, choice and wellbeing

Our approach to social work practice development in helping people to achieve their own personal wellbeing outcomes is set out in practice handbooks and through our overarching practice models of Signs of Safety (Child and Family Services) and Collaborative Communication (Adult Services)

What we planned to do

Swansea citizens can learn, develop to their full potential, and to do the things that matter most to them.

We set out to:

- Continue to embed strengths based, outcomes focused practice within social work practice and processes, set within quality assurance framework reflecting right service at the right time.

How far did we succeed and what difference did we make?

We continue to demonstrate we are being the best we can be in all our work with adults, children, young people and families is no matter the challenges faced.

Swansea is a leading authority in implementing positive way of working through established practice based on Sign of Safety and Collaborative Communication. This report highlights many examples of how we are listening to the people we serve and to the people in their lives in shaping future services

Our excellent staff, managers and partners are all contributing to the best outcomes for children, young people, families, and adults.

Social Work Practice Frameworks

Swansea Council has a strong track record of applying evidence-based Practice Frameworks to drive social work improvements, such as Signs of Safety and Collaborative Communication: citizens can expect a 'What matters to you' conversation as this is now central to how we work, across the whole of social services. From our early help to our preventative work, to our 'warm' front door and within our social work teams, we aim to promote the person's own wellbeing outcomes and to prevent crisis and rapid escalation of needs.

Child and Family Practice Framework

Child and Family social workers are now experts in use of Signs of Safety/Wellbeing models, working in partnership and collaboration with families and other professionals, to understand what matters most, to explore strengths and risks, to stabilise and strengthen a child and family's situation by finding the best possible solutions.

- Working with children, young people and families to help them identify their needs and the right support for them.
- Wherever possible, ensuring children can live in permanent homes with their parents or wider family network, with the necessary support, but under an arrangement where those caring for them feel enabled and able to meet their children's needs, and exercise their parental responsibility.
- Improving outcomes for looked after children in our care and strive to achieve genuine permanence and security for those children, until at least they reach adulthood.
- Ensuring practitioners have access to a forum of experts who can support them to address barriers and obstacles when progressing children's cases towards achieving permanence.

[Swansea Staffnet - New - Strategy to support children and young people to live safely at home with their family](#)

Adult Services - Collaborative Communication

Adult Services are challenging historic ways of working by embedding a practice model, 'Collaborative Communication', which focuses on the rights of citizens, building on the voice, choice and control of individuals, their strengths, support networks and their own wellbeing outcomes.

The Academy

The Academy is a new team within Child & Family Services started with the goal of assess cases where there are child protection, or safeguarding worries about a child or young person or where there are identified eligible care and support needs and. Whilst working on safeguarding child disability cases, newly qualified social workers have access to high levels of practice support to develop their own skills and resilience so they have a well-rounded experience of social work. Earlier this year, several representatives from Social Care Wales visited Swansea Council at the Guildhall to discuss Social Work with Swansea's Academy team.

In the last 18 months of the Academy being launched it has enabled Child and Family Service to nurture and grow **5 Newly Qualified Social Workers** taking them through their first year in practice competencies, training, processes and learning of handing own case allocations in a safe space. Whilst also supported **3 students** throughout their placement.

Child & Family Peripatetic

This service offers flexible management and social work support across the whole services. The team can provide experience cover where there are absences and vacancies in senior positions. An experienced worker can then slot into that team to offer support and help the service ensuring that they have someone in place to ensure

there's no service deficit there to children and families, or lack of confidence within the team structure due to absence.

Adult Services Restructure Project

Adult Services Social Work Restructure Project Group is made up of Heads of Service and Principal officers along with Manager/Team Leader/staff volunteers from each Social Work Team. The project is working to establish a shared understanding of the objectives of this Social Work Restructure project which will help to inform what a fit-for-purpose structure means for all social work teams across Adult Services. Stage 1 of the work has been completed analysis of agreeing all 'As Is' reports with the relevant Social Work Team

Stage 2 approach is now proposing to look at future development of social work within Adult Services, evaluation of options and taking a whole system approach.

Quality Assurance- Adult Services and Child and Family Services

Social Services are implementing quality assurance frameworks within both service areas that articulates the high standards of service we expect in all work with vulnerable children and adults. The frameworks are both recognising that we need to focus on understanding the lived experience of those who receive a service. To achieve this, Child and Family Services are expanding how we get information both qualitative and quantitative to help identify improvements.

Adult Services now holds regular Quality and Assurance meetings to share development and examples of good practice.

The framework within Child and Family Services is well support by Learning and Innovation Team and a Services Quality Unit.

Child and Family Services Service Unit Quality (SQU)

One of the main roles of Child and Family's SQU is to make sure that the care and support plan meets the child/young person's needs and to ensure that the actions agreed in the care plan are completed in the timescales agreed.

The ensure each child/young person is at the heart of their planning or review meetings and promote their voice. The team act as guardian of the child's care plan.

They also ensure that Independent Reviewing Officer and Child Protection conference chair standards are adhered to for every child allocated to the service.

WCCIS Referral Process

Adult Services new process for making referrals to Internal Service Provision went live recently. The WCCIS Working Group have implemented a new process for making referrals to Internal Service Provision (Residential Services, Respite and Day Services) which is consistent with the referrals that are made to external provision. The change will mean all referrals into Internal Services will be undertaken via WCCIS.

Stories of Outcomes

Child & Family- Service Quality Unit

Within Swansea Council, we save weekly for every child/YP and who are care experienced children. In addition to this if they are 15- 25 we encourage our YP to use an online learning tool (stepladder of Achievement) set up by the share foundation. This helps them to develop financial know-how and making plans for the future. It has six steps to work through and you earn money at each step.

We are at the beginning of this journey and have 5 five YP signed up and one YP who has completed the six sessions earning £1500 of additional money, we asked him to share some learning:

- What motivated you to do it?

The thought of extra money

- What do you think was the easiest step and most helpful to support you with managing your money?

Step about budgeting was useful about prioritising bills in the future.

- What would you say is the hardest step and the one you least learnt on?

Step 5 about managing my money was the hardest.

- What are you most proud of?

Completing it all with little help

Thanks to all who is supporting our YP to become more financially secure, which includes, IRO, social workers, foster carers, young person advisors.

Foster Carer feedback

Feedback from Foster Carer said: "It's been fantastic. It's been the best 12 months of fostering over the 15 years we have fostered. We thoroughly enjoyed it. They are part of the family, and we plan things around them. The supervising social worker- A. has matched the children well. He knows the children and knows that it will work. He knows both sides and having that information has helped. He has put it together well."

Community Initial Assessment Team

Social Worker from the Community Initial Assessment Team received a message of appreciation from a family who struggled dearly to arrange care for their mother until she came along. The family's daughter said: "I am writing on behalf of my family to express our gratitude and appreciation for all the hard work and incredible positive results achieved by 'A'. As my mother's condition worsened, we tried to get as much help as possible but sadly encountered many hurdles until A. visited. Within one week, she had arranged for carers to come in twice a day, plus a District Nurse to call once a week. We cannot praise A. enough. I have been incredibly impressed by her. She has proved to be genuinely interested, compassionate, professional, and determined to help us, and she should be recognised for all her outstanding efforts." You should be very proud of this recognition.

During 2023/24, our priorities are to:

- Continue to implement quality assurance and practice frameworks within child and family and adult services to improve outcomes.

4e. Range of Services

Supporting people to safely develop and maintain healthy domestic, family and personal relationships.

Our expectation is that Swansea citizens are supported within and by their communities, in which they can contribute and enjoy safe and healthy relationships. People are also helped to recognise unsafe relationships and to protect themselves from abuse and neglect. The views of families, carers and other personal relationships are taken into account when assessing and planning care and support needs.

Swansea's approach to commissioning for better social care outcomes is set out in the commissioning work being undertaken regionally, and locally through Swansea's commissioning cross cutting reviews.

This can be found regionally within the Western Bay Health and Social Care Programme Area Plan for Care and Support Needs 2018-23, and locally through the Council's Transformation Plan, delivered via the transformation and improvement programmes and the Council's corporate procurement methodology.

What we planned to do

We are looking to continually improve our approach to commissioning through coproduction, robust commissioning framework and by working closely with partners:

- To rebalance care and support to meet the growing demand for care at home and within our capacity to deliver through our existing models of care
- Work within effective procurement frameworks locally and regionally

How far did we succeed and what difference did we make?

Health and Social Care is currently challenged with a growing demand. Both Adult Services Transformation and Child and Family Services Improvement programmes, together with cross cutting commissioning reviews set out to improve our service offer, moving away from traditional models of service delivery.

We aim to make continuous service improvements, avoid service costs increasing and to ensure services are both high quality, yet sustainable for the future.

In order to do this our change programmes must ensure coproduction and effective collaboration are featured, so that shared capacity and integrated approaches are used where possible, to be deployed in a more efficient and effective way, saving time, resources, sharing expertise and contributing to improved citizen wellbeing.

There are many examples of Swansea's approach to commissioning and service improvement within this report. It is vital we are getting the most value from the money we have available to provide or commission social care. We are always looking to become more efficient, promote better outcomes and realise savings where we can.

Assistive Technology

Adult Services carried out a service assessment of our current provision. A decision made by project board earlier this year, to progress with Option 2 - Retain Community Alarms and Assistive Technology in house and further develop Assistive Technology offer within a longer-term strategy. The potential impact of an enhanced assistive technology offer is undisputed. By committing to developing our Assistive Technology offer provides us with opportunities to identify, educate, signpost and provide new and innovative technology solutions.

Bonymaen House Reablement

Bonymaen are delivering a fully integrated model of reablement care, that is receiving recognition nationally. The services work with a range of professionals and has access to an enhanced GP service. A trusted assessor can support an individual on the pathway into Bonymaen from hospital and then the integrated reablement team can support their discharge home. This does not require a social work intervention at any stage. There are many success stories to celebrate of people who have left hospital with often high levels of frailty, complex conditions and individual needs who are, through highly skilled interventions, care and support, successfully allowed to return home.

Child & Family Services Residential, Day Care offer

In support of the Rebalancing Care and Support agenda, a strategic business case for upgrading and improving Swansea Council-run, Child and Family Services residential, day care settings. The council's cabinet was recently asked to approve additional spending on these front-line services. It would mean substantial investment during the next four years to improve the eight residential facilities run by adult social services.

Further investment would target the 17 locations providing day services that are a lifeline to so many people. Cabinet members are also being asked to approve investment in the council's early help hubs run by child and family services. These are designed to ensure that children and families in Swansea have access to the right support at the right time from the right person regardless of age and location.

Sensory Team

The sensory services team work closely with health colleagues in the Eye clinic and Audiology. A recent example of their work includes a review of the referral form with Audiologists to include further details which will assist in the prioritisation of cases. The changes made also include the category of hearing loss being included on the form which will speed up the process for individuals and also reduce the workload of the team.

The sensory team have looked at creative ways of working reduce waiting times for assessment as demand continues to increase. This includes setting up vision impairment assessment days where people are seen by appointment and have access to, rehab specialists, social work, IT and independent living skills support. This has been effective and led to some individuals having all their outcomes met in one visit. Hearing loss assessment days where individuals have access to technical

support, equipment demo and social work which again has led to individuals having their outcome met in one visit.

The sensory service team undertake a lot of joint working both within the team and with other colleagues enabling individuals to have a joint assessment and for their personal outcomes to be coordinated and prevent a piecemeal approach. Examples include work with OT's and recommendations made to include in adaptation requests. Sensory loss equipment being provided to maximise independence within the home, close working with the medicine management team and Bonymaen house. The team also liaise with LAC a third sector partners.

The Community wellbeing team support the work of the SST by working with individuals to build confidence manage day to day tasks and increase social isolation and independence.

ForMi and Person Centred Planning (Adult Services)-

Swansea Council's ForMi project provides online support to services in person-centred planning and outcome recording. With the support of mentors, the specialist App enables an individual to create a strength based personal profile, recording what they want in the future, their strengths, what is important to them and set goals. This supports an individual to capture their achievement or story through words and pictures on a Smartphone App. it works in a similar way to social media apps but in a safe and secure manner. Each individual has a circle of support and mentors who are agreed by the individual and can add supportive posts as the individual moves towards their goals.

The ForMi App's innovative approach enables individuals to be at the centre of their own care planning and outcomes. The whole process is person centred, strengths based, and solution focused; it is person centred because it totally involves the individual at every stage in identifying what is important to them. It is strengths based because it centres on what the individual can do and their strengths. It is solution focused because it focuses on where the individual wants to be in the future and on solutions rather than problems. For the first time individuals will use technology to record their outcomes. This exciting project puts the person at the centre of their own personal outcomes, shifting the control in favour of the person, they will identify what is important to them and what their future aspirations will be and who will be involved at every stage of the process to enable them to achieve their personal goals.

Through Care Service (Child & Family Services)

In July 2022, our Bays + Care Leavers' service transitioned from Barnardo's to Swansea Local Authority Children's Services. This leaving care service has been provided by Barnardo's for over 20 years within the Bays service. This development of a through-care service at Swansea Council and a bid to achieve what matters to young people. Both organisations continue to work strongly and effectively together to help children and young people with the other partnered services unaffected.

Values Based Recruitment

Throughout March, 6 Adult Services managers and Directorate Recruitment Development Officer undertook the Value Based Recruitment training. This has enabled initiative thinking around how we recruitment into Residential and Domiciliary settings to ensure we have the right staff based on what matters to our services users and values of our service.

Stories of Outcomes

The Hollies

The team at the Hollies have been working closely with 'K'. who lives with advanced dementia, K. has lived a life full of adventure. Through using The What Matters story, were able to find out about K.'s love of adventure and travel and tailor her personal outcomes to her life story and what matters. K. and her family have given us permission to share her story with you.

At the age of 21, K. had set out upon an exciting adventure with her best friend taking the Fair Sea liner from Northampton to Adelaide, their ticket costing £10 each. Both their mums waving them off as the ship set sail from Northampton. After a month at sea reaching the Outer Harbour in Adelaide, Australia. Where K. and her friend began training to be nurses.

The team have with the support of her best friend been able to help K. track her voyage and to share wonderful memories from her past. The team are now building a journal with K. to re live those exciting memories, working with the peoples library they have been able to trace images of the actual ship that they sailed on, a copy of the ticket that was purchased to board the liner. K. is enjoying engaging in these memories and sharing funny stories from her trip.

ForMi

J. joined the trial for the ForMi app in February 2022, J. and his mum met with his support worker to talk about what he'd like to do and achieve at the centre and identifying some goals for him to work towards. J. and his support worker also had a meeting to look at his profile questions, which gave him the opportunity to think about what is important to him and what his hopes are for his future. The covid pandemic had had a big impact on J.'s life and it was important for him to get back to normal, see his friends and regain confidence. Pre-covid J. had worked at the baler, had found it good fun and had enjoyed recycling chairs and mattresses. He was now ready to build up his confidence and try out new projects at the centre, with the ForMi app giving J. a visual record of his journey towards his goals.

Direct Payments Team

Swansea's Direct Payment Support Team are implementing an innovative project, called 'Recruit Local', across the City and County of Swansea.

We recruited a Personal Assistant Co-ordinator to take recruitment into communities. The objective was to recruit local people to support local people, bringing new staff into the sector, and do this in a coordinated multi-agency approached way.

The new Team linked in internally with the Swansea Council Communications Team, Workways Team, Local Area Coordination Team, and Workforce Team. Externally they linked in with County and Community Councillors, Swansea Council for Voluntary Services (SCVS) Micro-Enterprise Team, Swansea Carer Centre, the Job Centre, key community members and key community organisations. This work has directly resulted in a significant increase in the availability of Personal Assistants with 53 new PA starters since October (May 2023) This serves to not only support the delivery of care and support across our County but has led to reduced pressure in other service areas such as Domiciliary Care.

During 2023/24, our priorities are to:

- Continue to rebalance care and support to meet the growing demand for care at home and within our capacity to deliver through our existing models of care

4f. Working in Partnerships and Integration (Exit Strategies)

By working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

Our expectation is that our most vulnerable people are supported to participate as active citizens both economically through work and socially, and within suitable accommodation.

Our approach to working in partnership to maximise people's independence is set out in the corporate plan, wellbeing plan, service plans and improvement programmes.

What we planned to do

- Collaborate with regional partners to draw in maximum levels of grant funding
- Implement the West Glamorgan regional partnership work programme, and by establishing close links to Swansea's transformation programme – "Achieving Better Together".

How far did we succeed and what difference did we make?

We are supporting people to participate as active citizens economically and socially.

We are supporting vulnerable people to access and sustain engagement with meaningful work.

We are also supporting people to access financial advice and help with benefits and grants.

Here are some examples of how regional work benefits people locally.

Market Stability

The Council worked with its regional partners (NPTCBC and Swansea Bay University Health Board) to publish a Market Stability Report. As a 'sister' document to the Population Needs Assessment and Area Plan, it is a tool to assist regions to assess whether they have sufficient, quality services to meet the needs of their population.

We completed the first of these reports in 2022, and this will be reviewed and updated on annual basis. With our partners, we are aiming to produce a more comprehensive report in 2023. This new report will be underpinned by feedback from service users and a new agreed set of performance indicators. Published in a more user-friendly format, we are planning to use it to subsequently inform Commissioning Strategies in which we will set out how we intend to do things in the future to meet the needs of our communities.

Community Cohesion

Our Cohesion team have worked in partnership with SCVS and the Tackling Poverty Team to distribute small grants to help achieve the cohesion objectives of bringing people together, creating safe and inclusive spaces and events, and creating resilient communities.

The Cohesion team has also worked in partnership with a Healthy Relationship Specialist from Camau, on delivering two pilot training sessions for teaching staff on controversial language with a focus on misogyny and sexism. These sessions have been delivered in response to changes in social trends among young people, particularly since the rise in influencers such as Andrew Tate, who promotes misogynistic views. The sessions offered a safe space for frontline education staff to discuss their concerns and experiences, and to develop skills and methods to respond to this issue. The team have received a very positive response to these sessions and hope to deliver more in the future.

The Cohesion team also delivered a session to staff and partners in collaboration with Ian Rees, a trusted colleague among the Gypsy, Roma and Traveller community, on the barriers and challenges faced by the community. Topics include historical discrimination, barriers to accessing services and cultural traditions. The session raised awareness around how we can consider these challenges and adapt our approach to engagement with the community.

West Glamorgan Population Needs Assessment 2022-2027

The Population Needs Assessment (PNA) is a joint exercise undertaken by health and social care partners to gather information on people's wellbeing and the barriers that prevent them from achieving a sense of wellbeing. It also aims to determine people's care and support needs (including gaps in such provision) in order that services can be developed and targeted accordingly.

[West Glamorgan Population Needs Assessment 2022-2027](#)

West Glamorgan Regional Partnership Board Area Plan 2023-2027

The new Area Plan for the Region was approved in January 2023 by the Regional Partnership Board, and taken through each of the statutory partners governance structures for endorsement. This Area Plan sets out how the Board will respond to the findings of the West Glamorgan Population Needs Assessment published in April 2022, which captured the health and social care needs of people across the West Glamorgan Region. The Plan explains how the Local Authorities and the Health Board, with partners, will continue to deliver on the statutory requirements of the Social Services and Well-being (Wales) Act 2014, and A Healthier Wales – national strategic policy.

[West Glamorgan Regional Partnership Board Area Plan 2023-27 \(swansea.gov.uk\)](#)

Swansea's Wellbeing Plan – Early Years

There has been a recent recognition of the need to align and integrate governance and accountability for early years in Swansea. This was triggered by a number of parallel initiatives taking place in this space. The Public Service Board identified early

years as one of its wellbeing objectives in 2017, and this objective remains a key one in the current assessment. Swansea was also working on the Early Years Integration Transformation Programme which has its own governance and leadership arrangements, alongside the recent work on self-evaluation with WWEICSC using the Maturity Matrix had also indicated the need for a co-ordinated action plan. Concerns were raised at the potential for three separate governance groups each working to slightly different objectives in the early years.

The regional Health Board covers both Swansea and Neath Port Talbot local authorities. As part of the Maturity Matrix workshop's and resulting report, the need for closer integration was identified, and ambition that would be beneficial for services as well as service users at the regional level.

Corporate Digital Strategy 2023-2028 and Digital Transformation Programme

Swansea Council's Digital Strategy 2023-28 has been updated following consultation, engagement, and by looking at our services with a focus on people's needs, and involving service users to identify ways in which they could be improved and how digital technology can help to make the services more effective and efficient.

Our vision for a Digital Swansea- to use digital technology to improve people's lives, to enable digital access to services 24 hours a day, and to improve operational efficiency by:

- Working to maintain a range of local contact channels that supports digital
- Supporting the most vulnerable and older people when applying for / accessing public services
- Designing access channels based on customers' experiences and feedback and through the involvement of our service users
- Making it easier for everyone to contact us
- Reviewing and publishing our service standards so residents and businesses know what to expect when they contact the Council

Stories of Outcomes

Regional Adoption Service

This vital service has had a busy year focusing on business as usual, alongside new work on birth parent support and post adoption contact.

Performance data (Swansea only) shows activity starting to return to levels seen pre COVID.

Number of child referrals = **48** (56)

Number of children who have a Placement Order Granted = **26** (14)

Number of children matched = **23** (18)

Number of children placed = **19** (18)

Regionally of **35** children placed (49), number of children placed with WBAS adopters = **21** (32). **NB:** Bridgend CBC still partners within this regional service.

West Glamorgan Regional Partnership's People's Forum

The very first West Glamorgan People's Forum took place in April this year. A launch event showcasing some of the great work being undertaken was held involving citizens, statutory and third sector representatives. The forum makes a meaningful difference to people's lives and provide an opportunity to share views on how we can work together to build on what's already been achieved.

The first event featured the launch of the Regional Carers Strategy, which was coproduced with the carers partnership forum, and also looked how we are meeting the needs of older people, children with complex needs, and people with Mental Health needs and a Learning Disability.

During 2023/24, our priorities are to:

To complete work on the action plan will deliver on the Area Plans, setting out the main goals, outcomes and reflecting the medium- term financial priorities of each partner organisation.

5. How We Do What We Do

Our key priorities in 2022/23 were the:

- Implementation of a social services workforce development strategy
- Delivery of improvement programmes as set out in Swansea Council's Transformation Plan 'Achieving Better Together', and to achieve priorities as set within Medium Term Financial Plan

5a. Workforce

We have continued to support and develop our social care workforce and managers to be the best they can be, and to provide the highest quality services. We need to continuously reinforce our workforce, and enhance the values, skills, passion, humanity and creativity needed to achieve what matters to people in our communities. We need to support their wellbeing and professional development. That is why we have an ambitious Workforce Programme to help us do all we can to make Swansea Social Services a place to be proud of and a place of choice.

Social Services Directorate Workforce Programme

Our Workforce Programme aims to tackle challenges around staff recruitment and just as importantly staff retention focusing on staff well-being, building morale, development and training, supervision, progression, staff voice and opportunity to influence.

Regular presentations have been made to the Safeguarding People and Tackling Poverty Corporate Development Committee on progress.

Rewards and Recognition (Child and Family Services):

In January Child and Family Services launched their new Rewards and Recognition scheme. The scheme consists of managers completing recognition forms on behalf of their own staff/ teams or staff in the service for their work. These names or teams are then put into a hat once a month at the Senior Managers Team Meeting where the winner is drawn and announced. The winner receives a gift card and personal thank you by the Head of Service followed up with article and photo in the CFS newsletter to whole service. To date there has been 94 referrals and 5 winners, with future plans to continue into 2024.

Workforce Wellbeing and Engagement (Adults)

Wellbeing and Engagement workshops for Adult Services Staff are taking place across Adult Services, providing opportunities to listen to staff voice around what is working well, not working well and what matters to staff in future developments. Our staff voice is then being used to develop service areas, share best practice, build consistency and develop the Directorate Workforce Programme and Strategy, as well as the Directorate Engagement Programme and Strategy, to ensure we are delivering what matters to staff. Whilst also understanding best methods to support Corporate strategies and the Social Care Wales Workforce Strategy.

Whole Service Culture and Engagement

Social Services developed a whole-service culture and approach to workforce wellbeing. Our Involvement team helps provide staff with equal access to what they need to achieve what matters and do their best work.

The team has launched a new newsletter for Adult services staff, continues with the CFS Newsletter, and continues working with the Director to provide a weekly briefing to all staff. Staffnet continues to be updated.

The team is developing more engaging content including images, video and animation. Since May 2022:

- 35 Directors Briefings have been supported.
- 27 Training Bulletins have been sent out.
- 301 Well Dones from the director have been shared.
- 11 Child and Family Services Newsletters produced and distributed.
- 4 Adult Services Newsletters produced and distributed.
- 110 written articles have been shared through various channels.
- More than 40 videos have been produced.
- More than 750 pictures have been taken.

Vicarious Trauma/ Secondary Trauma:

Throughout the pandemic and recently research has been conducted with a Swansea University PHD Student on how Vicarious Trauma and Secondary Trauma affects Social Workers. In April the findings were concluded with suggestions on what supportive Workforce Tools can help to prevent and support staff through VT/ST. Through the workforce developments over the years, it has been found as a service many suggestions are already in place with future plans for further developments such as supervisions, wellbeing (self-care/ self-esteem), building/ strengthening working relationships, working hours and mental health support.

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Social Services Workforce- Facebook page

In November 2022, a 'Swansea Council Jobs' Facebook page was set up (Welsh and English) to advertise and promote the diverse range of roles that are available in the Social Services directorate, broadening our engagement with public on vacancy opportunities, share news and wider vacancies relating to the Council.

As it currently stands, the page is showing continuous organic growth with **550** followers and 228 likes (early June).

Social Services Apprenticeship scheme

Our new Directorate 'Grow our own' opportunity is the social services apprenticeship scheme. Still in development stages, the intention is to offer a range of apprenticeship posts across the Directorate:

- Resources
- West Glamorgan Project Managers
- Community Wellbeing and Reablement Officers

- Residential Care Officers
- Sensory Team Technical Officers
- Commissioning Hub roles

These posts will be designed through team vacancies, and determine whether training is undertaken in-house, via our own Social Services Training team, or externally through Gower College. As part of the apprenticeship there will be shadowing and experienced knowledge sharing opportunities, as well as continuous developmental support via other internal training.

5b. Finance

Social Services Social Services has a strong track record within the Council of financial efficacy; by achieving delivery of high-quality service within agreed financial resources. Our approach for the years ahead as always is set out within the Council's Medium Term Financial Plan 2024/25 - 2026/27.

This plan highlights the increasingly uncertain times ahead in terms of funding for this Council and Local Government in general, as well as the service pressures that the Council faces from rising demands and increases in demography, together with potential funding pressures arising from ambitious plans for capital development.

The 2021 Census reported that the usually resident population of Swansea was 238,500; approximately 500 (0.2%) less than the 2011 Census total. This figure is also approximately 8,100 (3.3%) less than the most recent official annual Mid-Year Estimate figure for Swansea (mid-2020). The latest census figures and subsequent annual population estimates can have significant implications for the financial plans and strategies within Council and partnerships, as they may influence Welsh Government Revenue Support Grant settlement, future grant allocations, and in turn impact on regional programmes, local commissioning, and other partnership strategies.

The current economic climate continues to be uncertain, as the Welsh Government acknowledged in their recent letter to all Local Authorities that local government is facing significant pressures. Whilst there has been a relatively positive provisional settlement for 2023/24, there is no certainty that this will continue in future years.

Statement Of Budget Priorities:

The Social Services Directorate has faced significant challenges over recent years, however, has achieved all existing Medium Term Financial Plan (MTFP) target savings commitments to date and maintained a high level of delivery.

COVID 19 has had an impact on the way we deliver services for children and families and an even more significant impact on our population of adults requiring care and support and their families and carers. The pandemic has also highlighted the crucial role community based early help and prevention and tackling poverty services play in supporting the most vulnerable members of our communities.

The whole social services directorate has become even more focussed on ensuring a joined up, strengths and assets-based approach to working with and in communities

with targeted support for the most vulnerable, especially important in current times seeing increased cost of living pressures.

Future pressures on Social Care funding is expected, with increasing demand and service costs in relation to increased inflation, and the challenge ahead to transform services to become more sustainable and meet future need and demand in the most effective and efficient way.

The proposed settlement should assist in meeting the additional pressures such as increased costs of externally commissioned care in line with inflation and a commitment to achieving the Real Living Wage, as well as embarking on a transformation and investment in some front-line services positively impacting those needing care and support and our communities.

The focus for the coming year remains on prioritising improvements to services that best support individuals, families and carers

Statement Of Budget Priorities: Social Services- Child & Family Services

Within Child & Family Services, the main areas of priority are:

- Doing what matters to make things better for children, young people, and families
- Maintain the current Safe LAC Reduction Strategy for children and young people
- Continue our investment in preventative services to reduce the number of looked after children and achieve the planned savings and service improvements

We will ensure we maintain a focus for the coming year on prioritising improvements to services that best support individuals, families and carers in recovering from the huge impact that the pandemic, and now cost of living rises has had and is having on the lives of Swansea citizens.

Statement Of Budget Priorities: Social Services- Adult Services

Continue to work across with regional colleagues to ensure clear and seamless pathways for those needing care and support.

Further develop the agreed optimum model for adults, by embedding the following:

- Better prevention and early help.
- A new approach to assessment
- Improved cost effectiveness
- Working together better
- Keeping people safe

Statement Of Budget Priorities: Social Services- Tackling Poverty Services

To further embed tackling poverty services and prevention approaches across the Directorate and wider Council

Continue to ensure we maximise the use of the various grant income streams available to delivery these budget priorities.

Service planning in 2023/24 has a strong focus upon driving efficiency through transformation, and the current programmes support the Medium-Term Financial plan savings, and targets for Social Services (See Appendices). We monitor progress as part of governance arrangements in monthly Social Services Performance and Financial Monitoring meetings.

Corporate budget consultation takes place on a wide variety of specific proposals. This includes consultation with children and young people. Others are consulted on using service-specific groups and/or activities, and feedback is considered within the budget proposals and impact assessment.

Social Services Charging Annual Review

Swansea Council demonstrates best practice by carrying out an annual review of social care charges, reported to Cabinet, supporting principles of fairness and transparency, as well as Council's budgetary.

Cost of Living crisis

We have worked collaboratively with all our care homes, recognising the significant financial pressures placed on them by the cost-of-living crisis e.g. increased costs for food, utilities, insurances etc. We updated the weekly fees to offset costs, to ensure continuity of services.

Let's Agree to Agree

For the 1st time we used the Welsh Government Toolkit 'Lets Agree to Agree' used by commissioners and providers to agree the costs of residential and nursing care in Wales. Every 3 years the local authority undertakes a detailed care homes costs analysis to inform fee rates paid to care home operators for services funded by Swansea Council. This year, with the help and advice of private care home operators we have updated the costs questionnaire, and the processes which we use to evaluate care home costs. The changes created were designed to complement the methods set out in the "Lets Agree to Agree" toolkit for analysing care home costs. The outcomes of the exercise ensured care homes received an unprecedented uplift of between 15 to 20% for the year 2023/24.

5c. Governance and Other Partnerships

Social Services cannot be effective in meeting the wide range of statutory obligations, and facing such complex challenges, unless we have strong support from within our organisation and from each of our partners.

Political Leadership-

Social Services has continued to benefit from strong support from Cabinet and elected members within the Council, and through the constructive support and challenge offered by scrutiny performance panels.

Swansea Public Services Board

Swansea Public Service Board has a vision is to work together to make Swansea a place which is prosperous, where our natural environment is appreciated and maintained and where every person can have the best start in life, get a good job, live well, age well and have every opportunity to be healthy, happy, safe and the best they can be. To achieve our vision, there are four Local Well-being Objectives as set out in Swansea's Wellbeing Plan:

Early Years – To ensure that children have the best start in life to be the best that they can be.

Live Well, Age Well – To make Swansea a great place to live well and age well.

Working with Nature - To improve health, enhance biodiversity and reduce our carbon footprint.

Strong Communities – To build strong communities with a sense of pride and belonging.

In addition, our cross-cutting action for change underpins each of the local well-being objectives:

Sharing for Swansea – To work towards integrated public services in Swansea by sharing resources assets and expertise, in order to develop a common language and make every contact count.

Corporate Leadership

The Directorate has always enjoyed strong corporate support from the Chief Executive and the wider Corporate Management.

Governance and Audit Committee

The Governance and Audit Committee is a key component of the City and County of Swansea's corporate governance. It provides an independent and high-level focus on the audit, assurance and reporting arrangements that underpin good governance and financial standards. The Committee has specific responsibility for advising the full council, the cabinet and their respective committees and members on matters relating to good governance, financial oversight, risk management and complaints. The Governance and Audit Committee monitors the effectiveness of the Council's rules and procedures for ensuring that the Council acts lawfully, responsibly, and that it is accountable to the public.

West Glamorgan Regional Safeguarding Board

Swansea Council is working within effective regional safeguarding board arrangements. Regional Safeguarding board publishes an annual plan setting out priority areas for the coming year. There is shared accountability for this plan across a range of partners, with targeted focus on preventative approaches, improving quality, performance reporting and learning lessons from practice reviews.

Continuous Improvement

Under the Local Government and Elections (Wales) Act 2021 the council is required to keep performance under review; to consider whether our functions are delivered economically, efficiently and effectively. Swansea Council has established a Strategic Governance Group, attended by the Director Of Social Services, to enhance the council's governance arrangements by overseeing the development and delivery of the council's statutory corporate self-assessment obligations and Annual Governance

Statement. The Group sets out to ensure the council is undertaking a robust self-assessment of its performance, use of resources and its governance arrangements.

Overall priorities in 2023/24:

- To support continuous improvement and effective strategic governance within the whole council and working across local and regional partnerships.

6. ADDITIONAL

6a) Compliments, Complaints, and representations

Compliments

Many compliments received for Social Services staff have been included in the Director of Social Services weekly Covid-19 Briefings.

These briefings have been emailed to staff and have also been uploaded to Staffnet.

Complaints

Annual Reports summarising the Compliments and Complaints received relating to Adult and Child and Family Services, are reported to Governance & Audit Committee

Representations

The number of complaints to the ombudsman increased during this period following the pandemic, as more citizens are aware of their rights:

An Annual Corporate Complaints Report has been considered at the Governance & Audit Committee in January: [Report - Corporate Template \(swansea.gov.uk\)](https://www.swansea.gov.uk/reports-and-accounts/corporate-complaints-report-2022-23)

6b) Mwy Na Geiriau “More than Just Words”

Mwy Na Geriau

Mwy Na Geriau “More than Just Words is more embedded in social services. We expect that citizens can access the service in a way that meets their language needs, leading to better outcomes. Our workforce appreciates how Welsh language and culture are central to a bilingual public service offer, and their role in promoting this. Swansea has developed an action plan to address the next phase of this national strategic framework, and to incorporate the plan into our transformation programmes.

Active Offer

We continue to extend the active offer into all areas of social services provision.

Example: A care home resident whose first language was Welsh recently given the option of having her planning meetings (MDT’s) in her first language. Then nurse based in the service was a fluent Welsh speaker and supported the resident during these meetings until her discharge from the service.

Welsh Champions

Welsh Speaking Dementia Friends champions are transitioning to become Welsh speaking Dementia friends ambassadors. this will mean we have 2 Dementia Friends Ambassadors who are able to deliver Welsh Language training sessions to our teams, partner agencies, schools and of course to individuals and family members.

Dechrau Disglair

A family attending the Welsh medium Flying Start childcare setting (Dechrau Disglair) were in desperate need of support. The child’s key worker quickly identified that the family’s level of need was high. The parents were experiencing financial difficulties

with the family living only on the weekly child benefit. They didn't have food, clothes for the toddler nor themselves as parents. Mum was pregnant again with the baby due this week. With the support from the Children's Centre Dechrau Disglair we were able to obtain a winter coat for the toddler and some clothes, hat and gloves as it was extremely cold and she only had a light summer jacket to wear. The setting also provided a bag of food and fruit. The Childcare Manager spoke to the Health Visitor - requesting a visit to address housing issues, fleas in the house, lack of bedding, and damp conditions. The toddler was sleeping in a cold damp room and her toys were mouldy. The HV is now supporting the family with tenancy support and the Childcare Manager requested a food parcel / Christmas hamper for the family.

Our Early Years Early Help Worker is now based at Dechrau Disglair. She is now aware of this family and was able to assist the Childcare Manager with information regarding additional support from the winter warm project. The EYEH Worker made a list of requirements in terms of supporting the family including addressing the basic needs of a newborn baby; additional baby clothes, blankets, baby bedding, bottles, nappies etc She also provided toys for the new baby and toddler.

The family are extremely grateful for the support and for everything that they have received from Flying Start. Working together within the team has made a massive difference to the family.

6c) Further information on Social Services

This Annual Report provides detail about Swansea's improvement journey within statutory social services in 2022/23.

The Full Report is available in other languages and formats upon request.













There is a wide range of information available through the Council's website:
<https://www.swansea.gov.uk/socialcarepublications>.

For further information on accessing Social Services, check out the Council's public website at: <http://www.swansea.gov.uk/article/2929/How-Social-Services-can-help-with-your-care-and-support>.

Appendices:

- a) Successful and Sustainable Swansea Corporate Transformation Plan 2023**
- b) Adult Services Key Priorities and Objectives For 2023/24**
- c) Child & Family Services Key Priorities and Objectives For 2023/24**
- d) Tackling Poverty Services Key Priorities and Objectives For 2022/24**

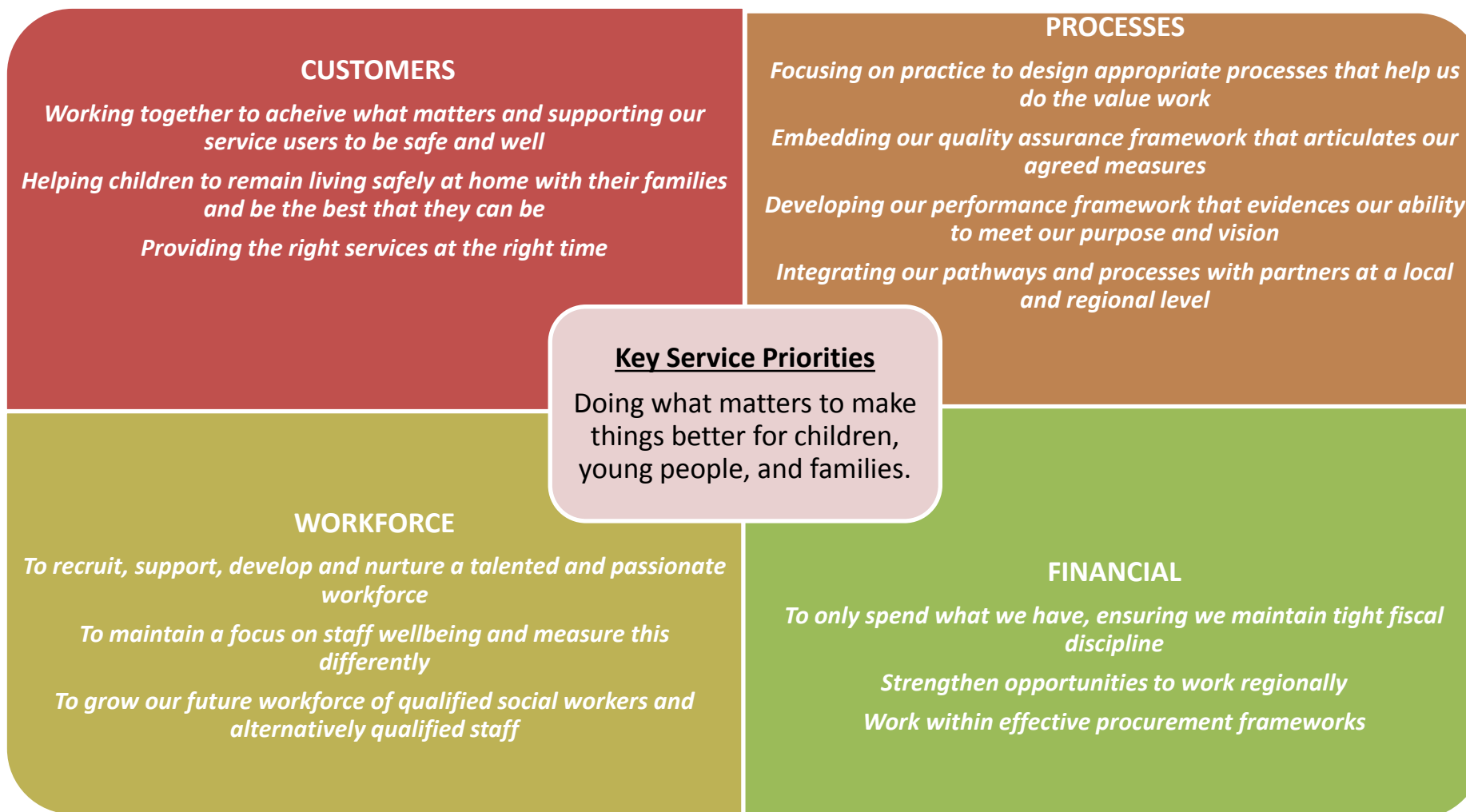
a)

Safeguarding people from harm	Improving Education and Skills	Transforming our Economy and Infrastructure	Tackling Poverty and Enabling Communities	Delivering on Nature Recovery and Climate Change	Transformation & Financial Resilience
 <p>Transforming Adult Services</p> <p>Cllr Louise Gibbard, Cabinet Member Care Services</p> <p>Davis Howes, Director of Social Services</p> <p>Amy Hawkins, Head of Adult Services</p>	 <p>Transforming Additional Learning Needs</p> <p>Cllr Robert Smith, Cabinet Member Education and Lifelong Learning</p> <p>Helen Morgan Rees, Director of Education</p> <p>Kate Phillips, Head of Vulnerable Learners</p>	 <p>Regeneration Programme</p> <p>Cllr Robert Francis-Davies, Cabinet Member Investment Regeneration & Tourism</p> <p>Mark Wade, Director of Place</p>	 <p>Future Community Hub Model</p> <p>Cllr Elliot King, Cabinet Member Culture and Equalities</p> <p>Mark Wade, Director of Place</p> <p>Tracey McNulty, Head of Cultural Services / Geoff Bacon, Head of Property Services</p>	 <p>Net Zero Programme</p> <p>Cllr Andrea Lewis, Joint Deputy Leader (Service Transformation)</p> <p>Mark Wade, Director of Place</p> <p>Geoff Bacon, Head of Property Services</p>	 <p>Digital Transformation Programme</p> <p>Cllr Andrea Lewis, Joint Deputy Leader (Service Transformation)</p> <p>Ness Young, Interim Director of Corporate Services</p> <p>Sarah Lackenby, Head of Digital Services</p>
 <p>Child and Family Services Transformation</p> <p>Cllr Louise Gibbard, Cabinet Member Care Services</p> <p>David Howes, Director of Social Services</p> <p>Julie Davies, Head of Child and Family Services</p>	 <p>Right Schools in Right Places</p> <p>Cllr Robert Smith, Cabinet Member Education and Lifelong Learning</p> <p>Helen Morgan Rees, Director of Education</p> <p>Kelly Small Head of Education Resource and Planning for Right Schools Right Places</p>	 <p>More Homes Programme</p> <p>Cllr Andrea Lewis, Joint Deputy Leader (Service Transformation)</p> <p>Mark Wade, Director of Place</p> <p>Carol Morgan, Head of Housing and Public Health</p>	 <p>Enabling Communities</p> <p>Cllrs Hayley Gwilliam & Cyril Anderson, Cabinet Members for Community & Cllr Alison Pugh, Cabinet Member Well-being</p> <p>David Howes, Director of Social Services/ Amy Hawkins, Head of Adult Services</p>	 <p>Future Waste Strategy</p> <p>Cllrs Hayley Gwilliam & Cyril Anderson, Cabinet Members for Community</p> <p>Mark Wade, Director of Place</p> <p>Chris Howell, Head of Waste Parks and Cleansing</p>	 <p>Workforce and Organisational Development Transformation</p> <p>Cllr David Hopkins, Joint Deputy Leader</p> <p>Ness Young, Interim Director of Corporate Services</p> <p>Rachael Davies, Head of HR&OD</p>
Safeguarding People & Tackling Poverty STC	Education & Skills STC	Economy and Infrastructure STC	Safeguarding People & Tackling Poverty STC	Climate Change STC	Organisational Trans STC

b) ADULT SERVICES KEY PRIORITIES AND OBJECTIVES FOR 2023 / 24



c) **CHILD & FAMILY SERVICES KEY PRIORITIES AND OBJECTIVES FOR 2023/24**



d) Tackling Poverty Services Key Priorities and Service Objectives for 2023/24

PEOPLE

- Deliver services that ensures a 'what matters' approach focusing on strengths, outcomes, voice, choice and control
- Conduct experience mapping with people with lived experience
- Define our 'journey' aligning outcomes with service objectives and interfaces with partners including other Adult Services teams
- Embed principles of co-production across our service and in the way we change our systems and processes
- Establish a strategic approach to service-level communications, participation and engagement
- Build on our partnerships and relationships with communities and service providers including Health and Third Sector organisations

PROCESSES

- Create a Corporate Tackling Poverty Performance Framework to demonstrate the impact of our work
- Create a Corporate Tackling Poverty Data Framework to help us manage and use data effectively
- Migrate service operations to a MS Teams administrative model
- Transform service operational functions and ways of working including integrated systems and services
- Map service assets and facilities against long term operational funding arrangements
- Map interfaces and dependencies with internal and external partners

Key Service Priorities

- Deliver key steps and actions to achieve the Corporate Priority of 'Tackling Poverty and Enabling Communities'
- Establish an outcome-based model of tackling poverty and enabling communities
- Ensure people in crisis are prioritised while maintaining focus on prevention and early intervention
- Raise the profile of the service across our partnerships and communities
- Align priorities, service delivery and operational functions with Adult Services teams

WORKFORCE

- Establish regular Town Hall events for staff across the service
- Ensure operational plans includes tasks for team development & knowledge sharing
- Develop our staff 'culture' including prioritising wellbeing and maximising the full flexibility of working policies
- Develop organisation structures that attracts talent, encourages retention, and enables career progression and succession planning
- Continue to embed and review a collaborative communication approach across service teams
- Ensure our staff have the right skills, knowledge, experience and tools to do their job well

FINANCIAL

- Evaluate our long term funding and explore a more sustainable model
- Develop relationships with external grant funders
- Explore funding opportunities to enhance the service provision
- Identify sustainable opportunities for increasing revenue and income where it is appropriate
- Monitor our services to ensure best value where it is appropriate including Social Value / Social Return on Investment

Appendix B. Integrated Impact Assessment Screening Form

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

Which service area and directorate are you from?

Service Area: Social Services

Directorate: 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:

Swansea Council - Annual Report of the Director of Social Services 2022-23

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>	<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"/>	<input type="checkbox"/>

Appendix B. Integrated Impact Assessment Screening Form

- 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 purpose of the Director of Social Services' Annual Report is to evaluate the local authority's improvement journey to 2022/23, in providing services to people in Swansea, those who access information, advice and assistance, and to those individuals and carers in receipt of care and support. The report sets out the evidence –based view of the Director, at a point in time, and the priorities for improvement in 2023/24.

- 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

Medium risk

Low risk

-
- 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.)

Director of Social Services' Annual Report is a statutory requirement under Part 8 of the Social Services & Well-being (Wales) Act 2014, and this report is expected to be written by, or on

Appendix B. Integrated Impact Assessment Screening Form

behalf, of the person responsible for carrying out the full range of statutory roles and responsibilities.

As a statutory annual report, this “Plan” reflects the views of the Director of Social Services in Swansea, to whom people are entitled to express their views of how effective the services are:

- In meeting wellbeing and needs of targeted populations
- In delivering on priorities set in past annual report
- Achieving a sustainable model of social care
- In providing assurances about the quality of services, against national standards

The report provides the public and stakeholders with the summary views of the statutory director of social services, and the priorities for future improvement. This report in containing the viewpoint of the statutory director does not need to change, whether during or following its document lifecycle, and through extended engagement with council elected members and/or partners. This report is informed by service user views, and the report sets out examples of how services now provided or commissioned are shaped by participation and coproduction.

The report also contains a summary of Swansea Council’s progress against implementing the changes expected by new legislative framework for social care in Wales, and a set of improvement priorities for 2023/24.

- new statutory requirements under the Social Services & Well-being (Wales) Act 2014, through the many regulations and codes of practice:
<http://gov.wales/topics/health/socialcare/act/assessments?lang=en>
- Regulation and Inspection of Social Care (Wales) Act <http://gov.wales/docs/equality-impact-assessments/150223-cymraig-en.pdf>
- Welsh Language standards (Regulatory Impact Assessment)
<http://www.assembly.wales/laid%20documents/sub-ld10587-em/sub-ld10587-em-e.pdf>
- Wellbeing of Future Generations Act 2015
- How Swansea’s social services function, particularly through its Child and Family Services, is supporting the Council’s commitment to the United Nations Convention on the Rights of the Child (UNCRC) and the best interests of children (0-18 years) and families in Swansea.
- How well the Council’s Corporate Priorities are being met, and its own transformation programme “Sustainable Swansea” is supporting the improvement programmes in Adult Services and Child and Family Services.
- How Swansea is contributing to the West Glamorgan Regional Partnership Board to build collaboration and effective governance arrangements to support a regional approach to safeguarding, commissioning, workforce development and business as usual activities in order to make best use of resources.

Appendix B. Integrated Impact Assessment Screening Form

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)**

• **Summary of Impacts (Q2)** Impacts are positive and low on specific groups due to the nature and purpose of the report as explained above.

• **Summary of involvement (Q3) Social Services work closely with other** Swansea Council services, Swansea Bay University Health Board, Third Sector organisations, Social Care providers, West Glamorgan Regional Partnership Boards and works co-productively on services development and commissioning plans. This development work and the involvement of others has been involved in his report.

• **WFG considerations (Q4)** Well-being of Future Generation forms part of the overall plan and as part of the transformation and improvement programmes within social services, which are working towards a sustainable model of social care. Health, social care and wellbeing is a significant part of the local and regional economy of Swansea, and the report focused on the range of services and other organisations which form part of this economy. A skilled, qualified social care workforce is vital to improving wellbeing outcomes for Swansea citizens. The report shows how we are looking to the future by ensuring that we are well placed to recruit, retain and better support social care workers in their professional development, and how we can help them be the best that they can be in their work with vulnerable people and their carers.

• **Any risks identified (Q5)** The improvements and transformation programmes set out within this plan are risk managed closely. Any risks identified and agreed, are mitigated as routine within social services at service, directorate and corporate levels through monthly Social Services Performance and Financial Monitoring meeting sand escalated accordingly through to appropriate corporate and political structures. Some of the wider impacts for example those emerging during the Covid pandemic, and their associated risks have been, and will continue to be, managed through the regional partnership structures.

• **Cumulative impact (Q7)** There is a positive impact on the wellbeing of Swansea citizens though the continuous improvement of social services, and the benefits this brings to the social care economy and wider social care workforce.

(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:

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Appendix B. Integrated Impact Assessment Screening Form

Name: Simon Jones
Job title: Social Service Strategic Performance & Improvement Officer
Date: 10th July 2023
Approval by Head of Service:
Name: David Howes
Position: Corporate Director of Social Services
Date: 10th July 2023

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

Agenda Item 9.



Report of the Chair of the Scrutiny Programme Committee

Council – 5 October 2023

Scrutiny Annual Report 2022/23

Purpose:	To provide a report on the work of Scrutiny for the previous municipal year 2022/23.
Policy Framework:	Council Constitution
Consultation:	Finance, Legal, Access to Services
Report Authors:	Councillor Peter Black / Brij Madahar
Finance Officer:	Amanda Thomas
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar

For Information

1. Introduction

- 1.1 Every year Council requires that an Annual Report is produced for the work of Scrutiny for the previous municipal year.
- 1.2 The Scrutiny Annual Report is used to:
 - Highlight the work carried out by Scrutiny
 - Show how Scrutiny has made a difference
 - Support continuous improvement for the Scrutiny function
- 1.3 The report is produced as a simple scorecard. This approach is intended to highlight a small number of key indicators that illustrate four performance questions. These questions, which are intended to reflect a 'results based' approach, are:
 - How much Scrutiny did we carry out?
 - How well did we do?
 - How did Scrutiny impact on the business of the Council?
 - What were the outcomes of Scrutiny?

- 1.4 Charts have been added that show comparative data with previous years where available. Arrows on the main scorecard have also been added to indicate the direction of change for each measure. As well as data, the report highlights stories about the impact made by Scrutiny, and a reflection on efforts to improve and develop Scrutiny.
- 1.5 The Annual Report was agreed by the Scrutiny Programme Committee on 19 September 2023.
- 1.6 Any comment made by Council will be considered by the Committee to inform future Annual Reports.

2. Financial Implications

- 2.1. There are no specific financial implications raised by this report.

3. Legal Implications

- 3.1. The Council Constitution requires that a scrutiny annual report is produced each year although the style and content of the annual report is not prescribed.

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 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.
- 4.1.1 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'.
- 4.1.2 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.

- 4.2 An IIA screening has been undertaken noting there are no impact assessment implications associated with this report (IIA can be viewed in **Appendix 2**). The Annual Report summarises the work of Scrutiny carried out in the previous municipal year, promoting the difference made, and supporting continuous improvement of the scrutiny function in Swansea. The work of Scrutiny is open to the public, promoted via Council media channels, and enable all citizens to ask questions, raise issues and/or input views. The work of Scrutiny involves examination of Council services and making recommendations for improvement to Cabinet Members (and other decision-makers). We ensure that public views can feed into the Scrutiny process.

Background Papers: None

Appendices:

Appendix 1 – Scrutiny Annual Report 2022/23

Appendix 2 – IIA Screening Form



Scrutiny Annual Report 2022/23

Scrutiny Programme Committee
City and County of Swansea - Dinas a Sir Abertawe



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1. Chair's Foreword

Councillor Peter Black, Chair of the Scrutiny Programme Committee



I am proud to present the Scrutiny Annual Report, reflecting on the first year of the 2022-2027 Council term, as Chair of the Scrutiny Programme Committee. This report covers the work of Scrutiny between May 2022 and May 2023.

Following the Council elections in May 2022, we welcomed many new Councillors and set about encouraging their involvement in Scrutiny. Scrutiny is a vital part of local democracy and good governance, and training on Scrutiny was a key part of the Council's Councillor Induction Programme, with Induction Sessions held in June 2022 to improve everyone's awareness and knowledge of the Scrutiny function and the Council's specific arrangements.

This year also saw the introduction of hybrid (known as multi-location) meetings. The meeting of the Scrutiny Programme Committee in July 2022 was the first held in the Guildhall since the pandemic. It has been good being able to see Councillors, Cabinet Members and Officers face-to-face once again, although some Councillors take advantage of still being able to attend meetings remotely.

The work of Scrutiny covered by this report ensures the Council remains accountable and transparent. By questioning and providing challenge to decision-makers Scrutiny helps the Council to achieve its objectives and drive improvement. We appreciate the engagement of Cabinet Members in Scrutiny and Officers for their support. Our report focuses on how Scrutiny has made a difference in Swansea, and our efforts to support continuous improvement and good practice.

Measuring the performance of Scrutiny in a meaningful way can be challenging, however we have taken a 'results based' approach to tell you about:

- How much Scrutiny we carried out
- How well we did it
- How Scrutiny impacted on the business of the Council
- What the outcomes of Scrutiny were

We hope that each Annual Report provides you with assurance and confidence that Councillors involved in Scrutiny are contributing to better services, policies and decision making in Swansea.

Finally, I would like to give my thanks to all the Councillors who have contributed over the past year, in particular those who have led on Scrutiny activity.

A handwritten signature in black ink, appearing to read 'Peter Black', written in a cursive style.

Councillor Peter Black

2. Swansea Scrutiny Results Scorecard 2022/23

Scrutiny Practice	A. How much Scrutiny did we carry out?	B. How well did we do?
	<ol style="list-style-type: none"> 1. Number of Committee meetings = 11 ↑ (10) 2. Number of Panel & Working Group meetings = 48 ↓ (56) 3. Number of in-depth inquiries completed = 0 ↓ (1) 4. Number of Working Group topics completed = 2 ↔ (2) 	<ol style="list-style-type: none"> 5. Average Councillor attendance at Scrutiny meetings = 73% ↓ (78%) 6. Backbench Councillors actively involved in Scrutiny = 72% ↑ (70%) 7. Meetings with public observers = 15% ↓ (17%) 8. Meetings with public input = 24% ↑ (17%) 9. Meetings attracting media coverage = 25% ↓ (29%)
Scrutiny Outcomes	C. How did Scrutiny impact on the business of the Council?	D. What were the outcomes of Scrutiny?
	<ol style="list-style-type: none"> 10. Number of Chairs' Letters sent to Cabinet Members = 58 ↓ (66) 11. Average time for Cabinet Member response letter = 21 days ↑ (18) 12. Letters responded to within 21 day target = 65% ↓ (71%) 13. Number of Scrutiny reports to Cabinet = 1 ↑ (0) 14. Cabinet action plans agreed = 1 ↑ (0) 15. Follow ups undertaken = 1 ↔ (1) 16. Number of Cabinet reports subject to pre decision scrutiny = 5 ↑ (4) 17. Number of Cabinet reports subject to Call-in = 0 ↔ (0) 18. Cabinet Members who attended at least one Scrutiny meeting = 100% ↔ (100%) 	<ol style="list-style-type: none"> 19. Scrutiny recommendations accepted or partly accepted by Cabinet = 100% (n/a) 20. Recommendations signed off by Scrutiny as completed = n/a (39%)

(Last year in brackets) ↓↑ = notable change, ↓↑ = small change, ↔ no change

3. About the Indicators

A. How much Scrutiny did we carry out?

3.1 Number of Committee meetings = 11

The Council has a single overarching Scrutiny Committee, called the Scrutiny Programme Committee, meeting every 4 weeks with extra meetings added as necessary. During 2022/23 the Committee met 11 times (not including the meeting following Council Annual General Meeting to elect the Committee chair/vice-chair).

The Committee is responsible for developing, agreeing, and managing the overall Scrutiny Work Programme. Overarching priorities were shaped by the Annual Scrutiny Work Planning Conference which took place in June 2022 (open to all non-executive Councillors), that heard a range of perspectives on what should be included. All Councillors can suggest topics of concern for possible Scrutiny.

The Councillor-led Scrutiny Work Programme, which was agreed by the Committee in July 2022 is guided by the overriding principle that the work of Scrutiny should be strategic and significant, focussed on issues of concern, and represent a good use of time and resources.

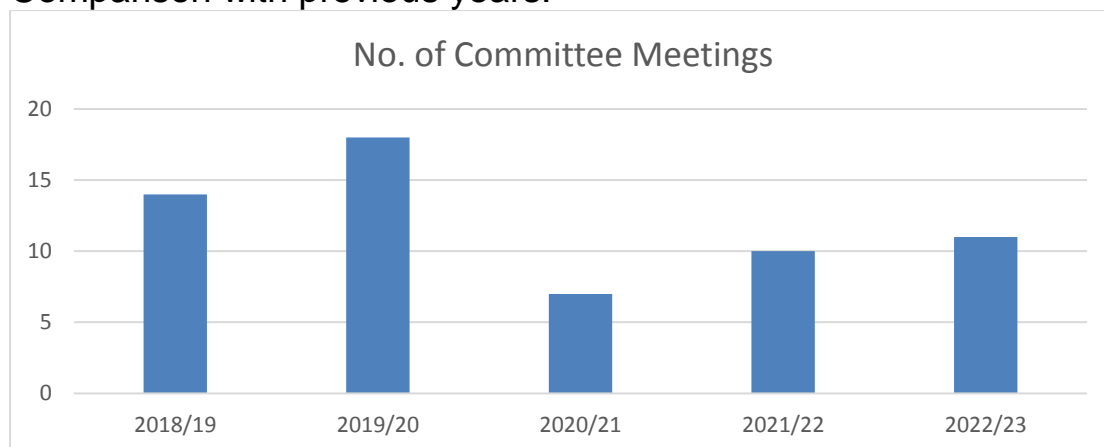
It is important that the Scrutiny Work Programme strikes a balance between community concerns and strategic issues. The Committee considers what specific topics should feature in the programme so that it is focussed on the right things. Specific scrutiny activities included in the Work Programme are carried out either by the Committee or by establishing informal Panels and Working Groups. All meetings are held in public.

Formal Committee meetings gave Councillors the opportunity to hold Cabinet Members to account and provide challenge on a range of policy and service issues of concern, relevant to their portfolio responsibilities, and its work addressed any gaps in the overall Scrutiny Work Programme to ensure good coverage of Scrutiny across all Cabinet portfolios. The Committee is also the Council's designated Committee for statutory Scrutiny of Swansea Public Services Board, and Crime & Disorder Scrutiny of the Safer Swansea Community Safety Partnership.

The following topics were also examined in Committee meetings:

- Archives / Community Hub
- Fly Tipping
- Homelessness
- Development and Regeneration activity, including the Swansea Bay City Deal
- Houses in Multiple Occupation
- Annual Corporate Safeguarding Report
- Delivery of Corporate Priority – Tackling Poverty
- Follow Up on Workforce Scrutiny Working Group Recommendations
- Cabinet Reports on:
 - Oracle Project Investment Update
 - National 20 Mph Default Speed Limit
 - Economic Recovery Fund – Capital and Revenue Budget allocations
- Co-ordination with the Governance & Audit Committee – Discussion between Chairs / Committees on the Audit / Scrutiny Relationship

Comparison with previous years:



3.2 Number of Panel & Working Group meetings = 48

Most of the work of Scrutiny is delegated to informal topic-based Panels and Working Groups. Scrutiny Panels and Working Groups are established by the Scrutiny Programme Committee, with an appointed Convener (Chair), to carry out specific Scrutiny activities.

There are two types of panels:

Inquiry Panels - these undertake in-depth inquiries into specific and significant areas of concern on a task and finish basis, usually around six months, and will produce a final report at the end of the inquiry with conclusions and recommendations for Cabinet (and other decision-makers), informed by the evidence gathered.

Topics examined	Convener	Status
<ul style="list-style-type: none"> Anti-Social Behaviour Key Question: How can the Council ensure that it is working with its partners to appropriately and effectively tackle Anti-Social Behaviour in Swansea? 	Cllr. Terry Hennegan	Evidence Gathering / Consultation Complete At Final Report Stage – expected completion October 2023

(See para. 3.15 for previous / completed inquiries followed up)

Performance Panels - these provide in-depth performance / financial monitoring and challenge for specific service areas.

Performance Panels 2022/23	Convener
<ul style="list-style-type: none"> Service Improvement & Finance (monthly) Education (monthly) Adult Services (6-weekly) Child & Family Services (6-weekly) Development & Regeneration (every two months) Climate Change & Nature (every two months) In July 2022 the Committee agreed to rename the 'Natural Environment' Panel to 'Climate Change & Nature', reflecting recent change in corporate priorities 	Cllr. Chris Holley Cllr. Lyndon Jones Cllr. Sue Jones Cllr. Paxton Hood-Williams Cllr. Chris Holley Cllr. Hannah Lawson

Performance Panels engage in on-going correspondence with relevant Cabinet Members to share views and recommendations, arising from monitoring activities, about services. Performance Panels will hold relevant Cabinet Members to account with clear opportunities for questioning, to explore their work, looking at priorities, actions, achievements, and impact. Performance Panel Conveners provide a regular update to the Committee to enable discussion on key activities and impact.

Working Groups are one-off meetings established to enable a ‘light-touch’ approach to specific topics of concern, to consider a specific report or information, resulting in a letter to the relevant Cabinet Member(s) or report to Cabinet with views and recommendations.

Four one-off Working Groups were included in the Work Programme, to be completed as time and resources allow. The following Working Group meetings were held during 2022/23:

Working Groups	Convener
<ul style="list-style-type: none"> • Road Safety • Co-production 	Cllr Chris Holley Cllr Lyndon Jones

3.3 Number of in-depth inquiries completed = 0

The Anti-Social Behaviour Inquiry is not yet complete and is expected to conclude in October 2023.

3.4 Number of Working Group topics completed = 2

Work on the following topic(s) was completed through meetings of Working Groups:

- **Road Safety** - Completed in December 2022. This Working Group enabled information, focussed questioning & discussion to understand the Council’s role and responsibilities on road safety, e.g., asking about hot spots; work to improve safety; preventative measures; speed controls – use of signs / humps / cameras; proposed new 20mph limits; condition of roads; safety of cyclists & pedestrians; partnership working, etc. A letter with the Working Group’s conclusions and recommendations was sent to the Cabinet Member and response received. This was reported to the Committee on 14 February and the Committee will be responsible for follow up in the next 12 months.
- **Co-production** - Completed in March 2023. It enabled information, focussed questioning & discussion on the development of Co-production in the Council and progress in helping to improve involvement and engagement with service users, partners, and the public in the design & delivery of

services & decision-making, etc. A letter with the Working Group's conclusions and recommendations was sent to the Cabinet Member and response received. This was reported to the Committee on 16 May and the Committee will be responsible for follow up in the next 12 months.

NOTE: There are also regional Scrutiny arrangements that Swansea is involved in, which have enabled Scrutiny councillors to look at the work of:

- **Partneriaeth** – the new regional Education / School improvement partnership, through a Joint Scrutiny Councillor Group. It comprises of Education Scrutiny Chairs and Vice Chairs, or equivalent, across Swansea Council, Carmarthenshire Council and Pembrokeshire Councils. Initial meetings took place 24 October 2022 and 13 February 2023, but otherwise the Group will meet termly, mirroring the Partneriaeth Joint Committee. The Joint Scrutiny Councillor Group is supported by the Swansea Scrutiny Team.
- **Delivery of the Swansea Bay City Deal programme, through the Swansea Bay City Region Joint Scrutiny Committee** - this arrangement involves three councillor representatives from each of the four Councils involved in the City Region, meeting to scrutinise the work of the Joint Committee responsible for delivering the City Deal programme. Meetings took place in July, September and December 2022, and February and May 2023. As per Joint Agreement, this Joint Scrutiny Committee is serviced by Neath Port Talbot Council.
- **The new South West Wales Corporate Joint Committee (CJC)** -The CJC involves Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire Councils, as well as Brecon Beacons and the Pembrokeshire Coast National Park Authorities, and will exercise functions relating to strategic land use planning, regional transport planning and the exercise of economic well-being powers. The Committee has set up a CJC Overview & Scrutiny Sub-Committee which consists of three elected members from each Council and will meet at least quarterly. The Overview & Scrutiny Sub-Committee will scrutinise the decisions / actions of the CJC as it discharges its functions and performance in relation to policy objectives and targets. Meetings took place in November 2022, and January, February and April 2023. The Overview & Scrutiny Sub-Committee is being serviced by Neath Port Talbot Council.

A regular update on regional Scrutiny activity was provided to Committee members to ensure awareness.

B. How well did we do?

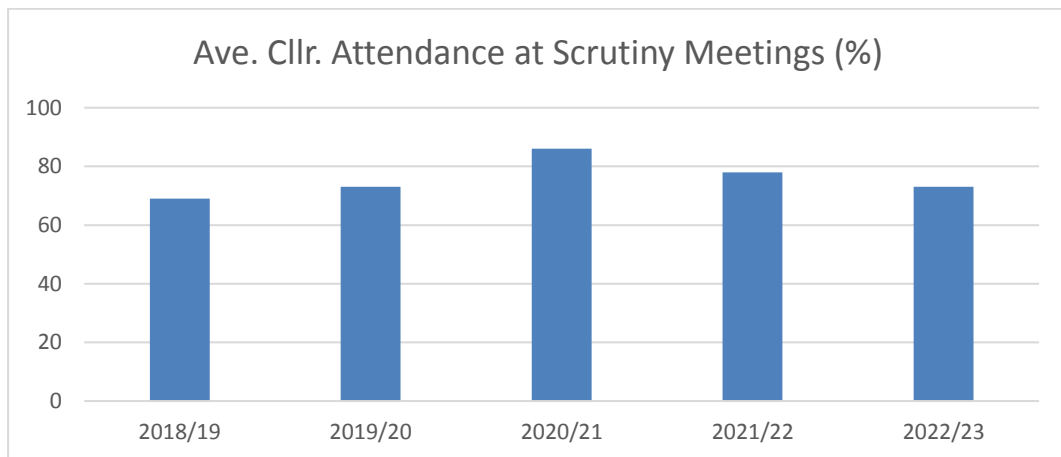
3.5 Average Councillor attendance at Scrutiny meetings = 73%

The rate of Councillor attendance measures an important aspect of effectiveness as it reflects the engagement of Councillors in the Scrutiny process.

Council determines the membership of the Scrutiny Programme Committee. However, membership of the various informal Panels and Working Groups is based on interest shown by Councillors in the topics under Scrutiny. Based on expressions of interest the membership of Panels and Working Groups is agreed by the Committee.

Attendance figures for Councillors are collected by the Council's Democratic Services Team and published on the Council's website. Our figure is an overall attendance figure that includes the Scrutiny Programme Committee, Panel meetings and Working Groups and was 73%. Attendance at Committee meetings was 89%. Both healthy figures of engagement.

Comparison with previous years:

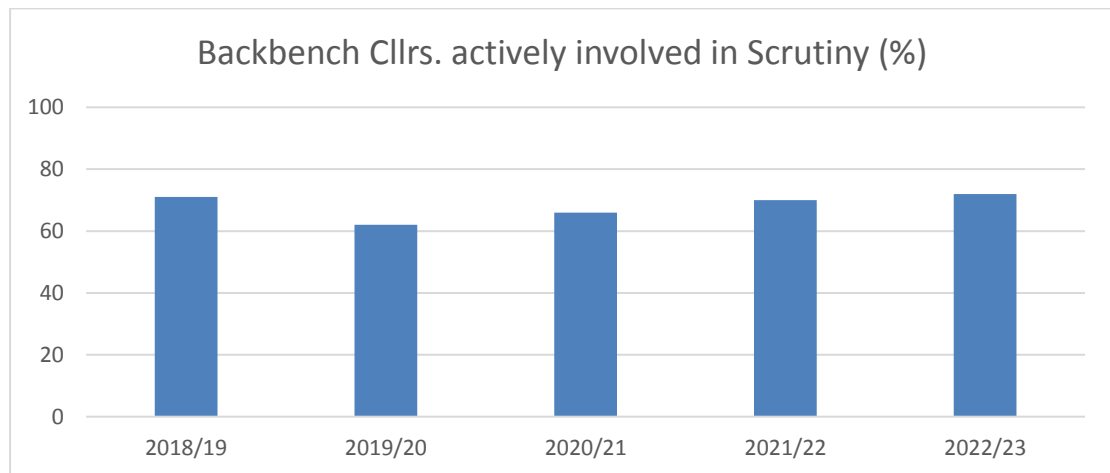


3.6 Backbench councillors actively involved in scrutiny = 72%

All backbench Councillors can participate in Scrutiny work regardless of Committee membership. New Scrutiny topics, once agreed, were advertised to all non-executive Councillors and expressions of interest sought to lead and/or participate in these activities. It enables Councillors to participate based on interest and enables them to build up specialist expertise.

Most backbench Councillors were involved in Scrutiny, through either the Scrutiny Programme Committee, Panels or Working Groups.

Comparison with previous years:



3.7 Meetings with public observers = 15%

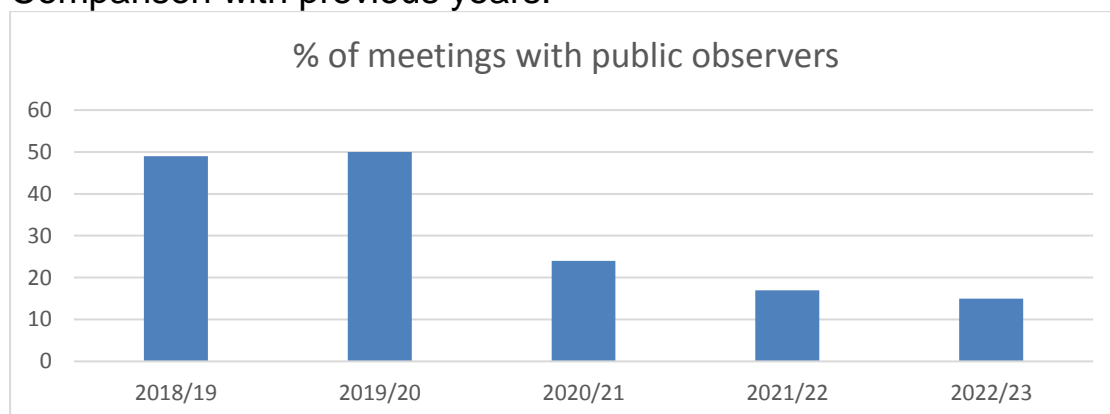
Scrutiny is important as a mechanism for community engagement. The extent to which the public observes (including the press) meetings may indicate whether there is a significant focus of Scrutiny on matters of public interest. All Scrutiny meetings, whether the Committee or Panels and Working Group, are conducted in public, subject to specific items of business that on rare occasions may contain exempt information.

With the move to remote meetings over the past few years, people were able to watch video recordings of meetings. Since June 2022 Scrutiny meetings are all now hybrid (or multi-location) meetings, meaning people can either attend in the Guildhall or join meetings online via MS Teams.

Except for the Committee, Panel / Working Group meetings are not currently live streamed, but recordings of all meetings are published on the Council website / YouTube usually within 24 hours, for public viewing. Given access to video of meeting, this has inevitably impacted on the number of observers physically attending meeting. 9 of the 59 Scrutiny meetings held were observed by members of the public who either attended in person or joined remotely on request or to ask a question.

A scan of YouTube views shows Committee meetings seem to attract on average 40 viewers, significantly more people than who would have watched meetings pre-COVID from the public gallery. There are similarly good figures across other Scrutiny meetings, with Development & Regeneration and Climate Change & Nature Performance Panel meetings appearing to attract the biggest interest.

Comparison with previous years:

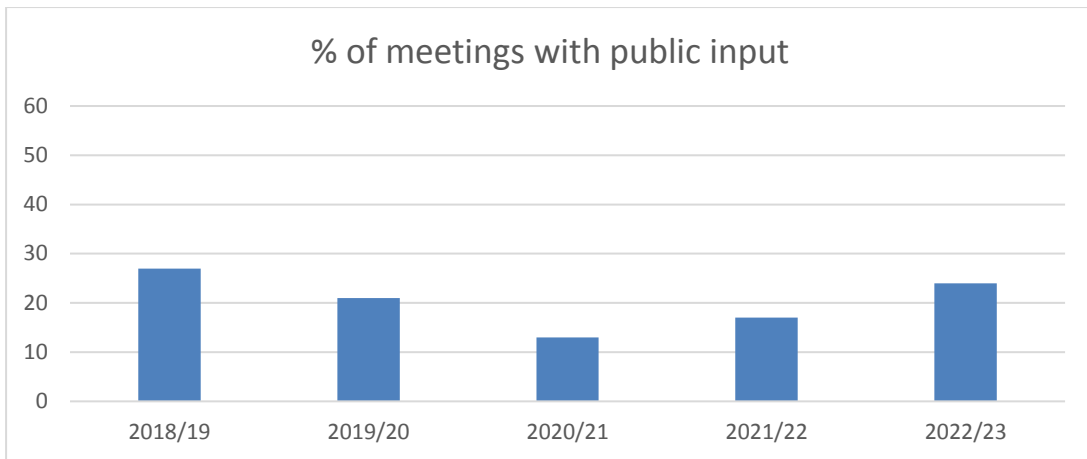


3.8 Meetings with public input = 24%

As well as attracting interest and observers to listen to what is being discussed, Councillors are keen to increase active public involvement in the work of scrutiny. 24% of all Scrutiny meetings had some form of such engagement and public input.

This input can take various forms, including submission of questions for scrutiny sessions with Cabinet Members, making suggestions for the Scrutiny Work Programme, contributing evidence to specific items under scrutiny - whether in person or reflected in the meeting agenda.

Comparison with previous years:

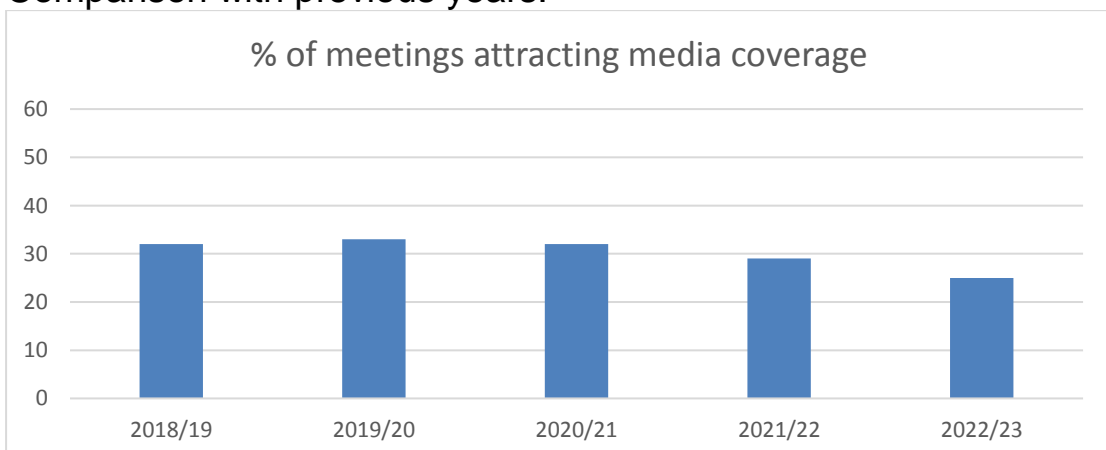


3.9 Meetings attracting media coverage = 25%

As well as attracting interest from individuals and getting members of the public to engage directly, a measure of whether Scrutiny is focussed on the right things and is making an impact is the amount of media coverage that Scrutiny is attracting. We found that a quarter of scrutiny meetings made the news, e.g., in print in the South Wales Evening Post or Western Mail, and/or on websites including WalesOnline, BBC etc. Across all activities there were at least 18 scrutiny discussions reported in the local press (print and on-line).

Issues which generated coverage included Scrutiny discussion on: Archives / Community Hub development; Oracle Project Investment Update; Fly Tipping, Homelessness; 20mph National Default Speed Limit; Civic Centre re-development; Development and Flood Risk; Children's Residential Care Homes; Welsh Housing Quality Standard; Tidal Lagoon development, Castle Square re-development, Air Pollution; Green Vehicle adoption; Domiciliary Care; and the proposed Skyline development.

Comparison with previous years:



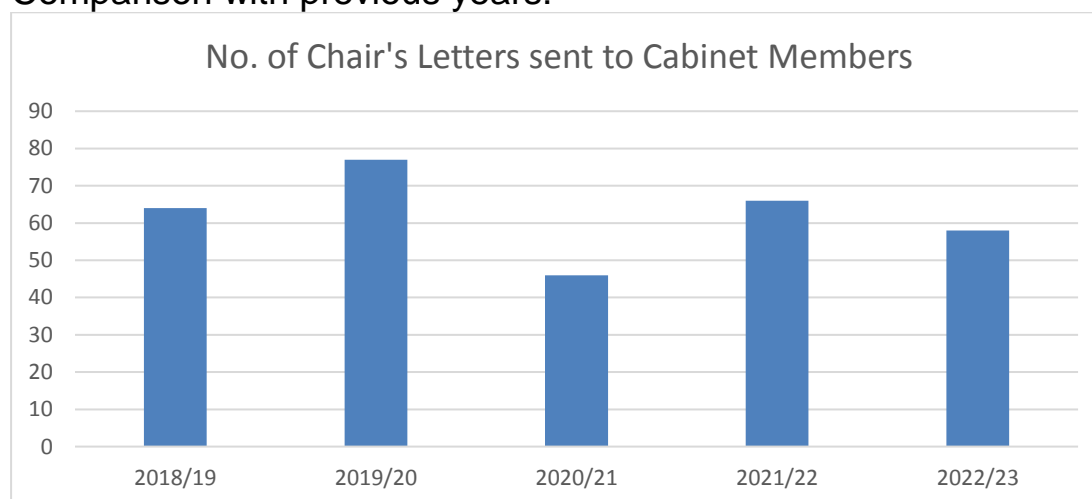
C. How did Scrutiny impact on the business of the Council?

3.10 Number of Chair's Letters sent to Cabinet Members = 58

Chair's / Convener's letters are an established part of the Scrutiny process in Swansea. They allow the Committee and Panel meetings / Working Groups to communicate quickly and efficiently directly with relevant Cabinet Members. They will send letters to raise concerns, recognise good practice, ask for further information and make recommendations for improvement, reflecting the discussion at Committee / Panel / Working Group meetings. Letters are effectively 'mini-reports' with conclusions and proposals from Scrutiny – and where necessary require a response.

58 letters were sent to Cabinet Members following Scrutiny activity.

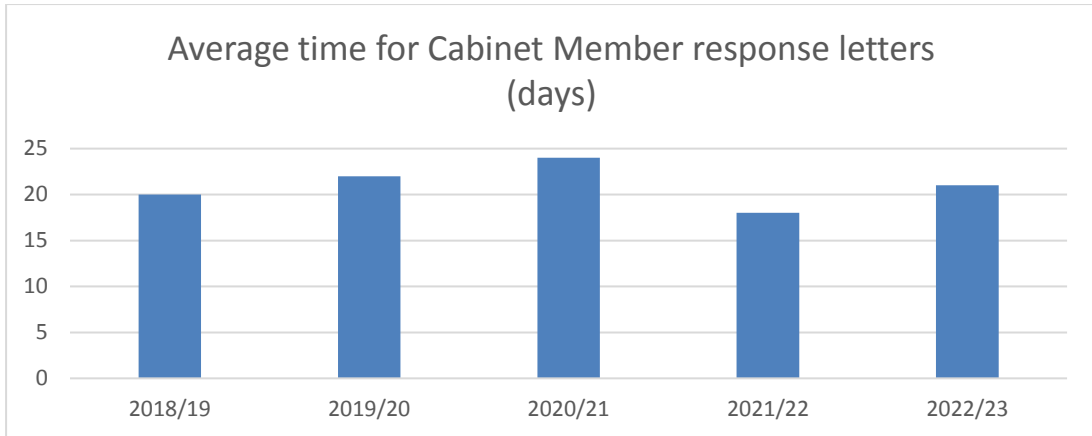
Comparison with previous years:



3.11 Average time for Cabinet Member response letter = 21 days

When Scrutiny Letters are sent to Cabinet Members and require a response, Cabinet Members are required to respond within 21 calendar days. The average response time for letters sent was 21 days and confirms that Scrutiny is getting a timely response to views, concerns, and any suggested action for Cabinet Members.

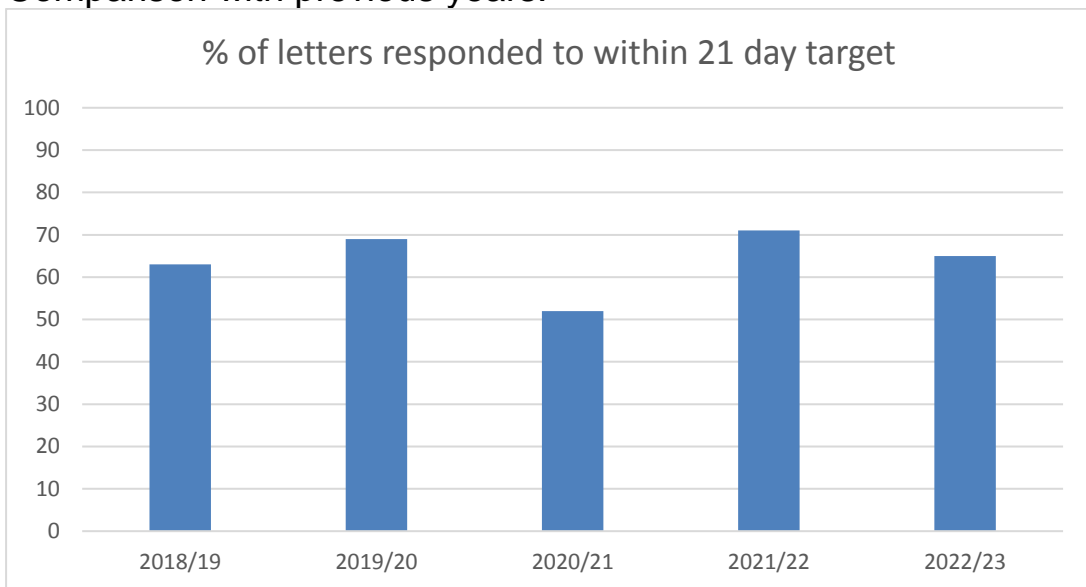
Comparison with previous years:



3.12 Letters responded to within 21 day target = 65%

Whilst the response to Scrutiny Letters was on average 21 days, some did take longer. The number of letters responded to within the 21 day target was 65% (13 out of 20 letters).

Comparison with previous years:



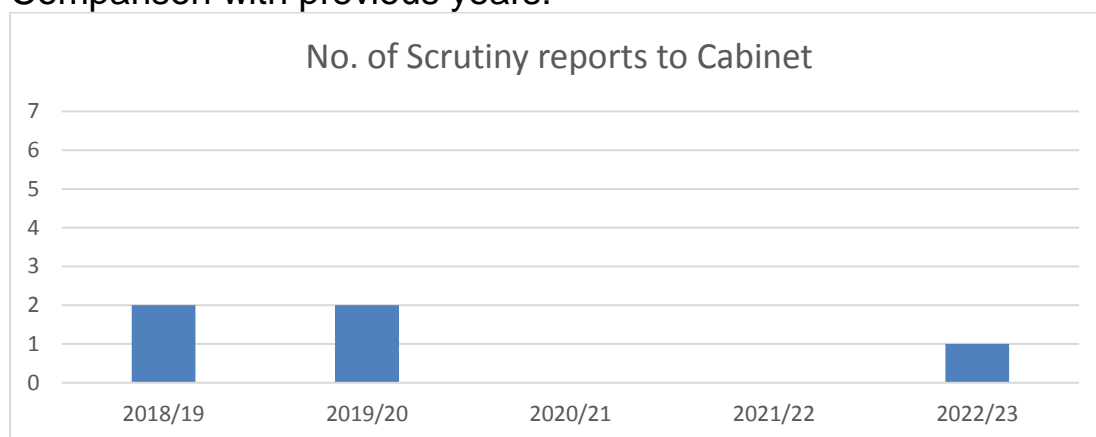
3.13 Number of Scrutiny reports to Cabinet = 1

In-depth inquiries are reported to Cabinet, for it to respond to the recommendations agreed by Scrutiny and its action plan on how recommendations will be implemented. Scrutiny Working Groups also have the option of either writing a letter to relevant Cabinet Member(s) or report to Cabinet, depending on outcomes from discussion.

In June 2022, Cabinet was presented with the final report from the Procurement Scrutiny Inquiry Panel, by the Panel Convener, Councillor Chris Holley. Here, the work of the Scrutiny Panel explored what the Council is doing to ensure it procures locally, ethically, and greenly while being cost effective and transparent in its practices?

(See also para. 3.16 for Pre-decision Scrutiny feedback reports to Cabinet)

Comparison with previous years:

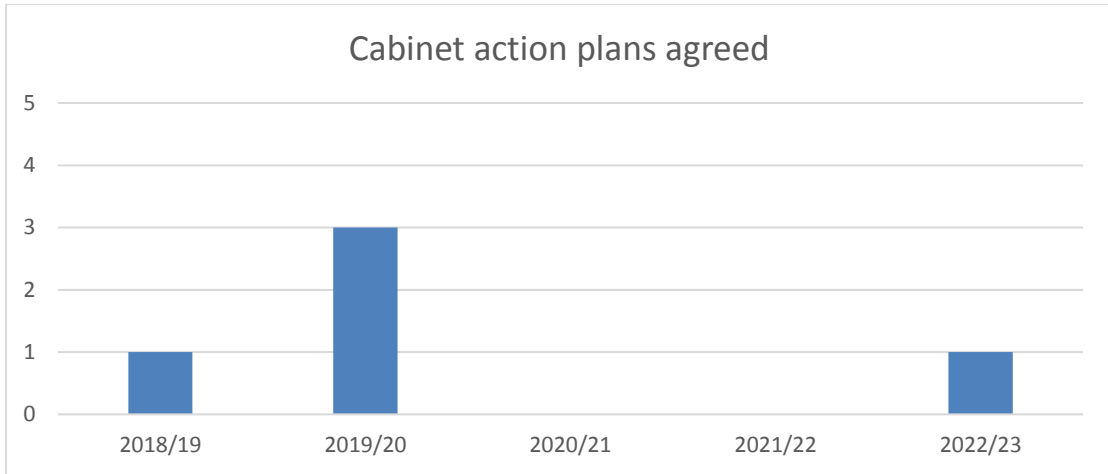


3.14 Cabinet action plans agreed = 1

Once recommendations and an action plan have been agreed by Cabinet, Scrutiny will follow up on progress with implementation and impact.

Cabinet formally responded to the Procurement Scrutiny Inquiry final report in October 2022. The Cabinet Member for Corporate Service & Performance reported to Cabinet with a proposed response to each of the Scrutiny recommendations and action plan, which was agreed by Cabinet.

Comparison with previous years:



3.15 Follow ups undertaken = 1

Inquiry Panels reconvene to follow up on the implementation of agreed recommendations and Cabinet action plans and assess the impact of their work. A meeting will usually be held 6-12 months following Cabinet decision, with a further follow up arranged if required.

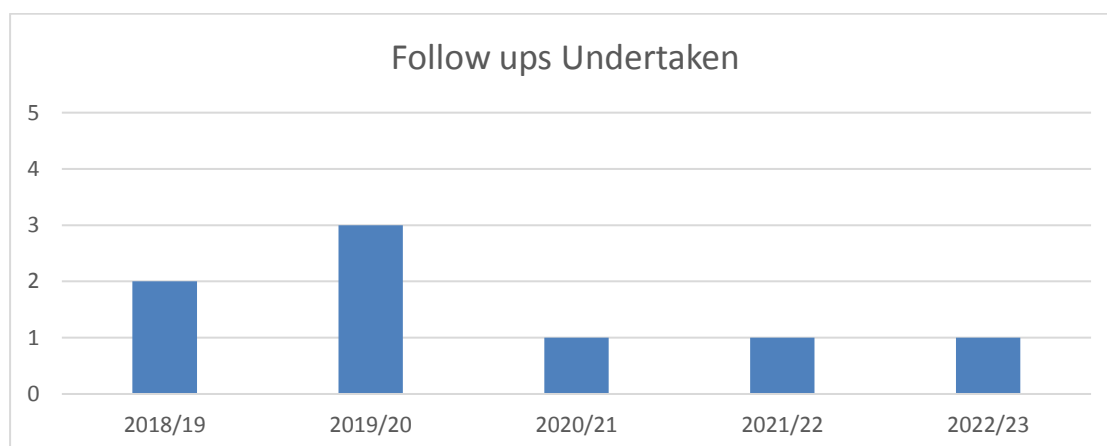
To check whether the agreed action plans have been carried out, Scrutiny will ask for follow up reports from Cabinet Members. If Councillors are satisfied, they can then conclude the work and monitoring for that inquiry.

Previous Scrutiny inquiries that required a follow up:

Inquiry	Convener	Cabinet Action Plan agreed	Monitoring Status
Procurement Key Question: What is the Council doing to ensure it procures locally, ethically, and greenly while being cost effective and transparent in its practices?	Cllr. Chris Holley	October 2022	Follow Up meeting planned for Oct 2023

Arrangements for the follow up of one-off Working Groups has been strengthened with the Scrutiny Programme Committee formally carrying out a follow up. As such, the indicator is now including both Inquiry follow ups and Working Group follow ups. During 2022/23 it followed up on the Workforce Scrutiny Working Group which concluded in February 2022.

Comparison with previous years:



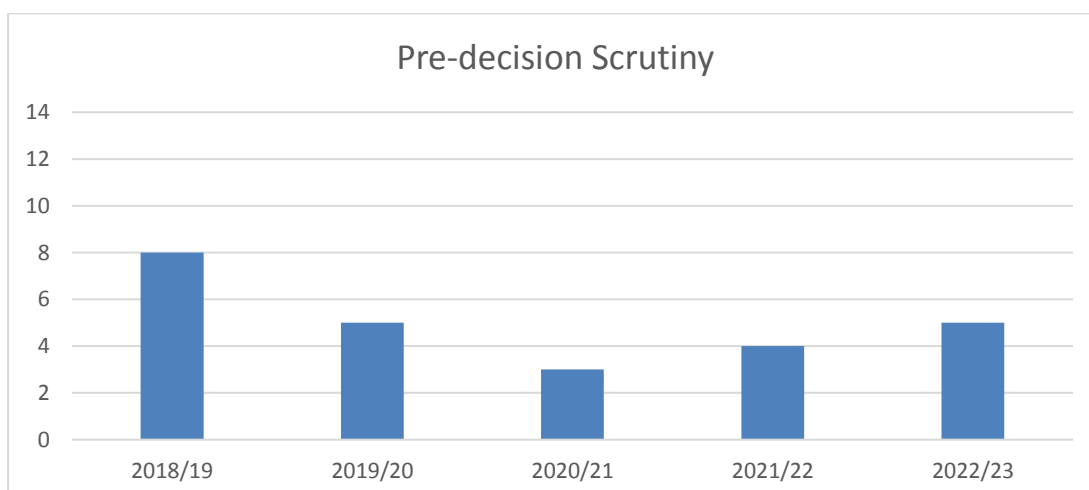
3.16 Number of Cabinet reports subject to pre-decision scrutiny = 5

Pre-decision Scrutiny involves Scrutiny Councillors considering Cabinet reports before Cabinet makes a final decision. Considering strategic impact, public interest, and financial implications, the following five Cabinet reports were subject to Pre-decision Scrutiny (carried out by the Committee or relevant Performance Panels), with views reported to Cabinet before decisions were taken:

Report	Cabinet Member	Cabinet Meeting	Undertaken by
Oracle Project Investment Update	Economy, Finance & Strategy (Leader) & Service Transformation (Deputy Leader)	20 Oct 2022	Committee
Annual Budget	Economy, Finance & Strategy (Leader)	14 Feb 2023	Service Improvement & Finance Panel (with contribution from other Panels)

National 20 Mph Default Speed Limit	Environment & Infrastructure	23 Mar 2023	Committee
Financial Procedure Rule 7 - Additional to the Capital Budget & Programme 2022/23 - 2027/28 - Economic Recovery Fund (ERF) Approved Schemes (exceeding one million pounds)	Economy, Finance & Strategy (Leader)	18 May 2023	Committee
Additional Revenue Provision for Residual Economic Recovery Fund 2023/24.	Economy, Finance & Strategy (Leader)	18 May 2023	Committee

Comparison with previous years:



3.17 Number of Cabinet reports subject to Call-in = 0

During 2018-19, the Council agreed new Call-in arrangements with Scrutiny at the centre of the process. Any valid Call-in of Cabinet decisions leads to the calling of a special meeting of the Scrutiny Programme Committee. A Call-in can be made by the Chair or Vice-Chair of the Scrutiny Programme Committee or by any four Councillors by giving notice in writing to the Head of Democratic Services within a specific Call-in period. With the increase in pre-decision scrutiny seen over the last few years many Call-ins are not anticipated. There were no Cabinet decisions 'called in' over the past year.

3.18 Cabinet Members who attended at least one Scrutiny meeting – 100%

Cabinet Members attend Scrutiny meetings to answer questions and provide information to assist Scrutiny and account for their work. Cabinet attendance at Scrutiny meetings is a good indicator that the 'holding to account' role of Scrutiny is functioning well. It ensures that Scrutiny can provide regular challenge to decision-makers, and explore the work of Cabinet Members, looking at priorities, actions, achievements, and impact.

Aside from a regular Q & A session with the Leader of the Council, there is targeted approach within the Committee, calling in Cabinet Members as and when required to report on specific portfolio responsibilities and issues, with emphasis on Performance Panels holding relevant Cabinet Members to account with clear opportunities for questioning in their meetings.

All Cabinet Members were engaged with Scrutiny, whether with the Committee, Panel or Working Group, over the last year. The range of issues discussed within the Committee alone involved 9 of the 11* Cabinet Members.

Our target is always 100%.

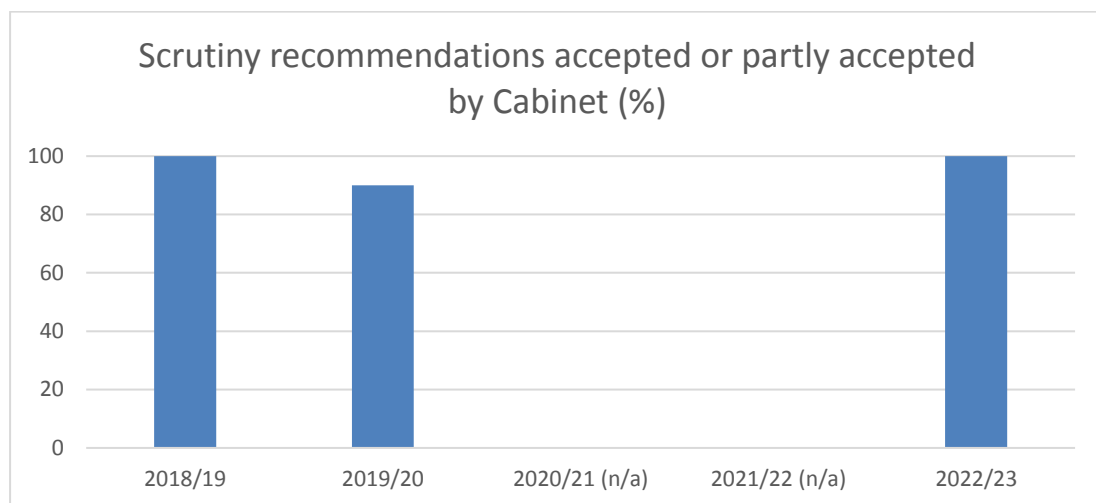
*Although there are 10 Cabinet Portfolios, during 2022/23 there were 11 Councillors in Cabinet positions. The Community portfolio operating under a job share system between two councillors sharing the responsibilities.

D. What were the outcomes of Scrutiny?

3.19 Scrutiny recommendations accepted or partly accepted by Cabinet = 100%

The rate that Cabinet accept Scrutiny recommendations is a good indicator of whether Scrutiny is making strong recommendations based on robust evidence. Cabinet agreed all 14 of the Procurement Scrutiny Inquiry recommendations in October 2022.

Comparison with previous years:



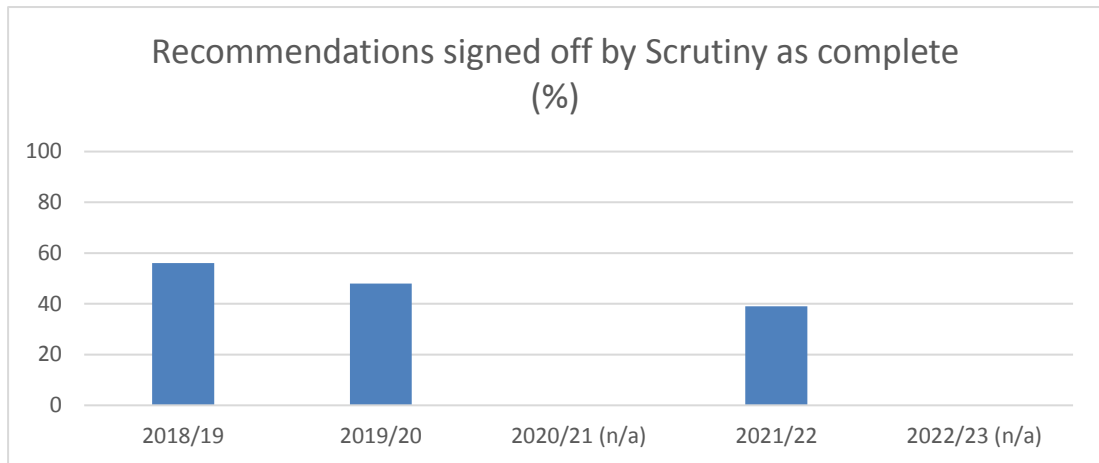
3.20 Recommendations signed off by scrutiny as completed = n/a

When follow up reports are presented to Scrutiny (usually within 12 months following original Cabinet decision) they detail which of the recommendations from the in-depth inquiry (or other scrutiny report) have been completed in line with the agreed Cabinet Member's action plan and which have not. In the case of in-depth inquiries Scrutiny Councillors consider whether they agree with the assessment about implementation of recommendations, looking at the evidence they are presented with about the changes that have happened following Scrutiny and its impact. This indicator would represent the percentage of recommendations accepted by Scrutiny as being complete.

The Procurement Inquiry will be followed up by the Panel in October 2023.

It should be noted that in many cases implementation of Scrutiny recommendations continues beyond the process of formal monitoring.

Comparison with previous years:



4. Impact

4.1 How Scrutiny Councillors have made a difference

4.1.1 Scrutiny Councillors make a difference by:

- Ensuring that Cabinet Members (and other decision-makers) are held to account through public question and answer sessions
- Making evidence-based proposals on topics of concern through task and finish Scrutiny Inquiry Panels, and other Scrutiny activities, that report to Cabinet
- Monitoring and challenging service performance and improvement through standing Scrutiny Performance Panels
- Addressing issues of concern through one off Working Groups
- Acting as a 'check' on the key decisions through Pre-decision Scrutiny and Call-in
- Communicating concerns and proposals for improvement through regular publication of Scrutiny Letters and Reports
- Following up on recommendations made, to check on implementation and assess the impact of Scrutiny
- Making the work of the Council open and transparent to the public

4.1.2 It is important to know that the work and the efforts of Scrutiny Councillors are having a positive impact and are delivering effective Scrutiny. A selection of 'Scrutiny Stories' from the past year is provided in **Appendix A** highlighting specific Scrutiny activities showing the impact of Scrutiny and how Scrutiny is making a difference. Stories from the last year include:

- **Creating a Safer Swansea**
- **Partnership Working**
- **Tackling Poverty**
- **Developing the Workforce**
- **Making our Roads Safer**
- **Working with Service Users**
- **Influencing Cabinet decisions**

- **Monitoring Climate Change & the Natural Environment**
- **Monitoring Education & Learning**
- **Monitoring Development & Regeneration**
- **Monitoring Council Budgets**
- **Monitoring Children's Social Services**
- **Monitoring Adult Services**

4.1.3 The difference made and impact of the overall work of Scrutiny is also communicated via:

- press releases to the local media;
- regular posts to our Swansea Scrutiny blog; and
- use of social media, including Twitter.

5. Feedback and Improvement

5.1 Improving Scrutiny

5.1.1 It is good practice for those involved in the Scrutiny function to undertake regular self-evaluation of this work. Considering the characteristics of effective Scrutiny and our experiences it is important for the continuous improvement of the function that any issues identified about current Scrutiny practice are discussed and addressed. Annual review discussions are usually held within the Scrutiny Programme Committee and Scrutiny Performance Panels towards the end of each municipal year, to reflect on the year's work and Scrutiny experience, specifically considering, for example, how well they have worked, whether they have focussed on the right things, and what lessons had been learnt.

5.1.2 The Scrutiny Programme Committee carried out an End of Year Review in May 2023, reflecting on the past year, the work of the Committee and work programme, to identify any improvement and development issues. As well as reviewing previously agreed improvement objectives, Councillors were encouraged to identify areas of improvement in relation to the work programme and Scrutiny practice, so that it is even more effective.

The following were raised:

- The Annual Work Planning Conference is a good way to get all Councillors involved in identifying Scrutiny priorities for the year ahead.
- Recent Inquiry Panels have worked very well.
- The timing of Scrutiny activity should be considered to ensure topics are being discussed at the right time when it will enable meaningful discussion and maximum impact and value. This will help encourage Councillor engagement in Scrutiny.
- The timeliness of financial monitoring information to support effective Scrutiny and better co-ordination with Cabinet reporting, needs to be considered.
- Overall, the work of Scrutiny should be mindful of pressure not only on officers providing information but on Councillors participating in Scrutiny. It would help if Councillors were clear about the demands of any Scrutiny activity to help them consider

their involvement and ensure they can give their time to it, balancing other demands whether within Scrutiny or elsewhere.

- Whether there is scope to provide Councillors with more time to review agendas / information to help them to prepare for meetings.
- The Committee will need to consider the impact of any reduction in resources on the Work Programme and capacity. The Committee will need to consider quality vs quantity, ensuring effective Scrutiny but also good coverage of Scrutiny across all important areas of the Council.

5.1.3 Feedback from Scrutiny Performance Panels

As well as specific discussion about future work, the following general observations can be noted:

- Overall, Panels were pleased with how the year had gone and felt they have made a positive difference to the working of Council departments and services, and citizens, through ongoing monitoring and challenge.
- Panels feel they have focussed on the most important issues.
- There are positive relationships with Cabinet Members and officers, who have attended meetings and provided reports / information when requested. Panels have felt well supported.

5.1.4 In order to strengthen end of year review / evaluation efforts, a Councillor Survey was issued to all Councillors in April inviting views about the way Scrutiny has worked over the last year, so that we can monitor the effectiveness of Scrutiny, get a better indication of satisfaction, and address any areas for improvement. The survey also provided an opportunity to input ideas for future Scrutiny topics, which were fed into the Scrutiny Work Planning Conference. 28 Councillors responded to the survey (24 non-executive Councillors and 4 Cabinet Members)

Survey results show that:

- ✓ Councillors have a good understanding of the role of Scrutiny. (89%)
- ✓ Respondents feel that overall, Scrutiny is operating well in Swansea. (79%)
- ✓ Swansea Scrutiny is Councillor-led. (100%)

- ✓ Non-executive members have good opportunities to participate in Scrutiny (90%)
- ✓ Our Scrutiny Work Programme balances issues of strategic importance and community concerns. (79%)
- ✓ Scrutiny activities are well-planned. (82%)
- ✓ Scrutiny provides regular challenge to decision-makers. (86%)
- ✓ Scrutiny is an important Council mechanism for public engagement. (75%)
- ✓ Scrutiny has a positive impact on the business of the Council. (75%); and
- ✓ Councillors are happy with the level of support and guidance provided by the Scrutiny Team. (100%)

However, only 54% agree that Scrutiny has the resources and organisational support it needs to be effective.

What Councillors like about getting involved in Scrutiny:

- ✓ ability to maintain good oversight on range of topics of concern.
- ✓ a way to find out what's going on / opportunity to gain insight into reasons behind decisions and way to get more information on issues affecting the area.
- ✓ opportunity to develop an understanding of a subject.
- ✓ being able to get an issue looked at within scrutiny.
- ✓ best opportunity to ask questions and get into the detail.
- ✓ ability to challenge decision-makers / decision-making.
- ✓ way to help the Council, and its services and policies, to improve.

Some things Councillors have raised that we could give attention to:

- workload / timing of meetings, to assist attendance.
- more Councillors actively participating.
- ensuring things are followed up effectively.
- quality of reports / information to scrutiny.
- ensuring all are clear about the process.
- engaging all in meeting preparation.
- ensuring focussed meetings.
- making sure scrutiny is well-timed.
- being careful not to cover the same ground repeatedly.
- co-ordination with other Committees.
- resources.

5.2 Scrutiny Improvement Objectives

5.2.1 A number of Scrutiny Improvement Objectives and action plan were agreed by the Committee in January 2019. This included actions to address the three proposals for improvement made by the Wales Audit Office (now Audit Wales) following its review of the Council's scrutiny arrangements in 2018. This was a co-ordinated and comprehensive single improvement plan for Scrutiny, for the issues that matter most.

WAO Proposals for Improvement

- 1) The Council should consider the skills and training that scrutiny members may need to better prepare them for current and future challenges, and develop and deliver an appropriate training and development programme, including providing additional training on the Well-Being of Future Generations (Wales) Act.
- 2) The Council should strengthen its evaluation of the impact and outcomes of its scrutiny activity.
- 3) The Council should further clarify the distinction between scrutiny and Policy Development Committee activity in relation to policy development.

Councillor Improvement Issues

- 1) We need more of our work to be reported to Cabinet so that there is more formal consideration of scrutiny conclusions and recommendations.
- 2) We need to be involved at an earlier stage in proposed Cabinet decisions so that our input can be more meaningful.
- 3) We need to increase opportunities for participation so that more councillors can get involved in the work of scrutiny.
- 4) We need to strengthen follow up of all scrutiny recommendations so that the response and difference made can be assessed.
- 5) We need more coverage in the media so that people are more aware of our work.

5.2.2 The Committee has regularly reviewed and considered progress against the action plan and did so last in May 2023. The review of the improvement plan showed only one outstanding action:

- Development and delivery of a Scrutiny training and development programme (as suggested by Audit Wales)
MAY 2023 UPDATE: this is currently being explored, with a view to delivery early in the 2023/24 municipal year. Councillors have been surveyed on training development topics that will help inform the programme.

5.2.3 Further to WAO Proposal for Improvement 2, we are also now inviting post-meeting feedback from Cabinet Members and officers who have participated in Scrutiny meetings, about their experience and satisfaction. They are invited to complete a short anonymous survey shortly after each Scrutiny meeting, to help us to evaluate the quality and effectiveness of Scrutiny practice and inform the improvement and development of Scrutiny in Swansea. During 2022/23, this has generated 42 responses.

Drawing some headlines from the responses, the feedback indicates:

- The purpose of Scrutiny meetings has been clear, with topics of discussion being significant and important.
- Those attending meetings have felt well supported in the process of Scrutiny and treated well, with the experience being overwhelmingly positive.
- Scrutiny meetings have been chaired effectively.
- Those carrying out Scrutiny have been focused on the topic(s) and asked pertinent questions, with discussion / debate being fair and balanced.
- Scrutiny meetings have been useful and constructive.

Some improvement suggestions:

- With hybrid meetings it is useful when the Chair says who is in the physical room, as it is unclear from the cameras to those participating online.
- Being careful not to stray into personal / ward specific issues during Scrutiny.

5.2.4 Thought will be given to new Scrutiny Improvement Objectives for the new Council term.

For further information:

Making the work of Scrutiny more transparent and accessible

All Scrutiny agenda packs are now available on the Council's '[agenda and minutes](#)' webpage. There you can also find all Scrutiny Letters sent to Cabinet Members following meetings and responses. All Scrutiny meetings are open to the public and anyone living or working in Swansea can [suggest a topic for Scrutiny](#). There are also opportunities to [suggest questions, and submit views](#). If you would just like to keep an eye on what's going on we have webpages, and a [blog](#). You could even [follow us](#) on Twitter.

Connect with Scrutiny:

Address: Guildhall, Swansea. SA1 4PE (Tel. 01792 637732)

Email: scrutiny@swansea.gov.uk

Twitter: @swanseascrutiny

Web: www.swansea.gov.uk/scrutiny

Blog: www.swanseascrutiny.co.uk

Scrutiny Annual Report 2022/23: Scrutiny Stories

Creating a Safer Swansea

The Committee is the authority's designated Crime & Disorder Scrutiny Committee. In discharging this role, the Committee held its annual session in April 2023 focusing on the performance of the Safer Swansea Partnership, looking at partnership priorities, activities, and impact.

Lead representatives from both South Wales Police and the Council, who are involved in the joint-chairing arrangement for the Safer Swansea Partnership Steering Group, attended to present information and take questions on the work of the Safer Swansea Partnership.

This included questions on Governance and Leadership, Resources, the Evening & Night-Time Economy, the Mayhill disturbance and partnership / policing review, Hate Crime reporting and monitoring, Community Integration and Cohesion, Anti-Social Behaviour (off-road bikes), dealing with Sexual Offences / Rape, Substance Misuse, Community Engagement and Co-production, and new Partnership Community Safety Priorities for 2023-26.

Committee Letter to the Joint Chairs of the Safer Swansea Partnership can be found here:

[Apr 2023](#)

Partnership Working

The Committee is responsible for scrutinizing the performance of Swansea Public Services Board (PSB) and how it is making a difference. This was discussed during meetings held in October 2022 and February 2023.

In October, as part of ongoing scrutiny, the Committee considered the PSB Annual Report 2021/22 in relation to overall progress and performance of the PSB. It also considered information on work being done to improve the PSB's performance framework (following issue raised by the Committee); the new Assessment of Local Well-being (published in May 2022), and the development of a new Local Well-being Plan.

In February, the Committee was formally consulted on the Draft PSB Local Well-being Plan, which must be in place by May 2023. It also followed up on issues arising from previous scrutiny sessions, and action taken.

The Committee has continued to make suggestions to challenge improvement, including around visibility, the measuring and reporting of performance against objectives and impact, and public engagement.

The Committee will follow up on the development of the Well-being Plan at the next PSB Scrutiny session, around August 2023, when it hopes to be able to see the associated action plan and how performance against the Plan will be measured.

Committee Letters to the Chair of Swansea PSB can be found here:

[Oct 2022](#)

[Feb 2023](#)

Tackling Poverty

Ensuring that all Council Priorities are sufficiently covered within the Scrutiny Work Programme, the Committee is annually monitoring the delivery of the Corporate Priority on Tackling Poverty, to keep close watch on progress, follow up on issues raised, and enable scrutiny views to influence action and improvement.

A report was provided the Committee with information on progress over the last 12 months. It presented evidence, insights and intelligence that demonstrated the contributions that have been made in delivering this Council priority, as well as future plans. It covered current challenges, including the impact of the cost of living crisis, and the Council's response. The report also considered the findings and recommendations of Audit Wales' 'Time for Change – Poverty in Wales' Report, published in November 2022, showing the Authority's response to the Audit recommendations, and planned action.

This led to questions and discussion including exploration of the level of resources to tackle poverty in Swansea and meet corporate objective, and, how in addition to a dedicated Tackling Poverty Service, this is embedded across the Council, with all departments playing a role, and partnership arrangements helping the Council to deliver on objectives.

The Committee also followed up on concerns from last year's session about efforts to improve employability and skills, and tackle barriers including access to public and personal transport. It heard about the various education, training and employment programmes, and initiatives and successes, including from Communities for Work, Workways+, Pathways to Work, Beyond Bricks & Mortar, and the opening of a 'pop-up' Employment Hub within the Quadrant Shopping Centre. There was also discussion about the links between poverty and mental health, the mental health support available from partners and joint working between teams.

Committee Letter to relevant Cabinet Member(s), and their response, can be found here:

[Jan 2023
Response](#)

Developing the Workforce

The Committee takes responsibility for following up on previous Scrutiny Working Groups, to check on progress with the topic / issue(s) and response to any specific suggestions or recommendations made and agreed action coming out of the scrutiny session.

The Committee received an update on action following the Workforce Scrutiny Working Group, which concluded in February 2022, enabling the Committee to consider progress against recommended improvement and highlight issues where further action may be required.

A comprehensive report on progress since the Working Group, was provided including update on issues raised by the Working Group, informing of actions taken in the delivery of work and achievements on Workforce, which were discussed.

The Committee heard about key developments including recent agreement by Cabinet of a Post Pandemic Working Model (and seven agreed principles), and Workforce Strategy 2022-27, which now provided a longer-term picture and clearer focus on workforce priorities.

The Committee agreed that there should be clarity around standards and expectations regarding future working and customer contact, given there is now an established mix of office and home working across the organisation.

The latest position was also provided on wellbeing and sickness absence, agency workers including improvement actions taken, HR and Service Centre operations, Headcount/FTE, and Occupational Health Data. The Committee asked about the uptake of wellbeing / mental health training by staff.

Committee Letter to relevant Cabinet Member(s), and their response, can be found here:

[Nov 2022 Response](#)

Making our Roads Safer

The Road Safety Scrutiny Working Group met to look at a number of issues including speed controls (signs, humps, and cameras), the new 20mph limits, road conditions and partnership working. It met with Officers from the Road Safety Team.

The Working Group was concerned that the Welsh Government Road Safety Grant has been held back for the 2nd year in a row due to the 20mph speed reduction scheme and the potential impact this will have. It requested the Cabinet Member to appeal to the Go Safe Partnership to be more proactive in the area of Gower Commons. It recommended increasing signage and banners outside schools as a deterrent to remind drivers to drive and park safely around schools and raised the need for developments in the Kerbcraft programme with the particular suggestion of developing a module on encouraging walking to school and general active travel. The Working Group was concluded in December 2022.

Working Group recommendations will be followed up by the Scrutiny Programme Committee during 2023-24.

Working Group Letter to relevant Cabinet Member(s), and their response, can be found here:

[Dec 2022
Response](#)

Working with Service Users

The Co-production Scrutiny Working Group met to look at a number of issues related to the Council's role and responsibilities on the development of co-production in the Council and progress, helping to improve involvement and engagement with service users, partners, and the public in the design & delivery of services & decision-making. The Working Group met with the relevant Cabinet Member and officers. Also in attendance was the Director of SCVS and an officer from Social Services.

Overall, the Working Group was encouraged by the approach the Council are taking to coproduction. It was appraised on developments so far including the work of Co-Pro Lab Wales who are contracted for 12 months until October 2023 to provide advice and support and produce a feedback report. It received an update on co-production progress in Social Services and heard about Internal Coproduction Champions, a model favoured by the Group which can be harder to achieve than a centralised coproduction provision but has the potential to be more successful in embedding co-production. It recommended using a mix of existing coproduction tools and bespoke ones and requested training for members as well as officers. The Working Group was concluded in March 2023.

Working Group recommendations will be followed up by the Scrutiny Programme Committee during 2023-24.

Working Group Letter to relevant Cabinet Member(s), and their response, can be found here:

[Mar 2023
Response](#)

Influencing Cabinet decisions

With Pre-Decision Scrutiny, the Committee can consider Cabinet reports and give views on the proposed decision(s). It is an important practice where Scrutiny Councillors look at a planned decision shortly before it is made by Cabinet. Scrutiny Councillors bring a different perspective to the decision-making process than that provided by Cabinet members or officers, which can help decisions to be more robust.

Pre-decision Scrutiny can help Councillors to understand what is being proposed and rationale, and considering decisions before they are made provides an important means to influence and possibly improve them. It gives Scrutiny Councillors an opportunity to challenge, for example, how decision-makers have considered what risks might arise from the implementation of the decision and how those risks might be mitigated.

Relevant Cabinet Members and officers will attend Scrutiny to present and explain proposals and answer questions. Committee views will be formally communicated to Cabinet Member(s) after the meeting, and the Chair can then attend the Cabinet meeting to convey those views for Cabinet's attention before any decision is taken. Cabinet should provide explanation of any rejection of Scrutiny views.

In March 2023 the Committee considered a Cabinet report on the 'National 20 Mph Default Speed Limit', which comes into effect on 17 September 2023. It set out the consultation process to be followed and sought confirmation of the approach taken in respect of implementation of the change in law. It also asked Cabinet to agree to delegate authority to the relevant Cabinet Member to approve any exceptions agreed with individual ward members leading to the formal public advertisement of the appropriate Traffic Regulation Orders. The session helped the Committee to understand what is happening, the process and implications for the Council and citizens. It was clear to the Committee that the department had a sound grasp of the situation and preparations were well underway to fulfil the Council's obligations. Councillors reflected positively on the engagement to date with them on proposals for their areas.

The Committee recognised this represented a significant change in the law which will require a culture change, and carried with it several risks to success. The Committee offered some views on implementation for Cabinet's attention, in relation to: costs and funding to support implementation; the Council's influence on local enforcement to ensure compliance with the new speed limit; what will happen to traffic signage and calming measures already in place for current 20Mph zones, such as around Schools; and, the extent of public communication that will be necessary to raise awareness amongst the public, for successful implementation, with emphasis on the road / community safety benefits, as well as keeping local Councillors fully informed of works in their area in preparation of the change to facilitate their engagement with local residents and awareness of what is happening.

Committee Letter to relevant Cabinet Member(s) can be found here:

[Mar 2023](#)

Monitoring Climate Change & the Natural Environment

The Climate Change & Nature Scrutiny Performance Panel is responsible for ongoing monitoring of performance in relation to climate change and the natural environment, and has been monitoring the delivery of the Council's work, commitments, and implementation of agreed plans, to assess progress.

Amongst specific topics covered over the last year were:

- The Council's Climate Change Action Plan
- Water Quality and Management
- Green Vehicle Adoption
- Weed Management / Use of Glyphosate
- Air Quality Management
- Local Flood Risk Management

The Panel wrote to relevant Cabinet Member(s) following each meeting to give views, raise concerns and make recommendations, for example the Panel discussed the issue of Public / Residential EV Charging in January 2023, as it was concerned people who choose an electric car but do not have off road parking are forced to use public chargers and are seriously financially disadvantaged.

The Panel felt very strongly about this and queried if the Council could consider installing various devices that are available, which allow people to charge on the road from their own properties. The Panel was informed that the Council has installed several public charge points, providing people with the opportunity to charge within their local community and that this was part of a wider provision of charge points offered by commercial operators. Councillors heard that people are not allowed to use private electric vehicle charging cables to charge vehicles on street locations in Swansea due to the risk this poses to the public, but the Council is keeping abreast of new developments that could potentially make that possible in the future.

The Panel referred to a pilot scheme in Plymouth where charging points come up out of the street, which would prevent adding to street furniture. Officers agreed to investigate the project in Plymouth and consider this in options for future infrastructure of this nature if funding becomes available.

Panel Letter to relevant Cabinet Member(s) can be found here:

[Jan 2023](#)

Monitoring Education & Learning

The Education Scrutiny Performance Panel meets monthly and where possible involve schools in their Scrutiny activity, one example is shown below.

In January 2023, the Panel were pleased to meet the Headteachers and Chairs of Governors from Pontardulais Comprehensive School and each of the cluster of Primary Schools feeding into it, including Pengelli, Pontlliw, Penllergaer, Pontardulais and Llangyfelach Primary Schools. They also invited the Partneriaeth Link Officers, the School Improvement Service and the two Commissioned Headteachers for their input into the session.

The Panel were keen to discuss with them how the new Curriculum for Wales was being implemented on the ground and how the work being done at each Primary School in the cluster was being brought together as pupils made the transition to the Comprehensive School.

The Panel were encouraged to hear Headteachers in the cluster believe that the new curriculum itself is excellent in principle, because it is skills based, progressive and is relevant to the children and their experiences and needs. Although, they did say there is far more work involved in constructing this curriculum than anyone envisaged at a school level and particularly at the national level.

From this session the Panel developed a few learning points that have been shared with the Cabinet Member, Education Department, and schools.

A few of the learning points the Panel took away from the session, includes the cluster having:

- A shared understanding of what the cluster means by progression.
- Continuum of learning between primary and secondary schools.
- Buy in, enthusiasm and excitement in what the new curriculum can do for its pupils.
- Positive and constructive challenge across the cluster, but always in partnership and in a supportive way
- Regular meetings of the headteachers from across the cluster to talk about the progress and ideas openly and frankly.

- Good development support and brokerage of professional learning.
- Ensuring teaching staff themselves, have the knowledge and the confidence to deliver what is a brand-new curriculum.
- Consistency of approach in relation to progression across the cluster.
- An agreed journey of progression across the cluster.
- Willingness to consider and take on board the input and views of others.
- Joint working and sharing of experience.
- Engaging with wider stakeholders.
- Shared understanding of approaches.

Monitoring Development & Regeneration

The Development & Regeneration Scrutiny Performance Panel has been responsible for ongoing monitoring of Council performance in relation to development and regeneration, including the 'health' of the city centre, wider economic development across Swansea and discussion about progress on the Swansea Bay City Deal. The Panel was focused on contributing to the ongoing development and regeneration of Swansea by acting as a critical friend for the Cabinet, and helping to ensure accountability.

The Panel has kept a close eye on the Council's regeneration programme and projects. This has included sites like Swansea Arena, the Civic Centre, Skyline, and the Community Hub. Amongst wider topics of concern, the Panel held a discussion on Tourism, including the Council's Destination Management Plan.

In January 2023 the Development and Regeneration Scrutiny Performance Panel heard from the Cabinet Member, relevant officers and a key external stakeholder, Steve Crocker, Chair of Tourism Swansea Bay, which represents tourism, leisure, and hospitality businesses. The Panel were updated on key achievements over the last few years. With over 6000 jobs, local tourism is a significant employer in Swansea. The Panel asked a variety of questions exploring eco-tourism, free attractions, journalist visits, holiday lets and second homes, advertising, the post covid recovery plan and accommodation regulations. They were made aware of the steady increase of tourists to the area year on year outside of the Covid pandemic. The Panel noted the significance of tourism employment and potential introduction of statutory licencing and a tourism levy for holiday rentals. The Panel also requested further survey information regarding numbers of caravans visiting Swansea. Because of the impact of tourism in the area, potential legislation changes and with a new Development Management Plan in progress looking at 2023-25, Scrutiny Councillors will be following this up during 2023-24 to consider progress on Tourism.

Panel Letter to relevant Cabinet Member, and their response, can be found here:

[Jan 2023
Response](#)

Monitoring Council Budgets

The Service Improvement & Finance Scrutiny Performance Panel keeps an overview of the Council's performance and finances. Every year it scrutinizes Council spending which is set by the Council which agrees an Annual Budget each March for the following year.

The proposed Council budget for 2022-23 was brought before the Panel in February 2023. Given the breadth of services covered by the budget, the two Social Services Panels and the Education Panel reviewed respective budgets with lead Cabinet Members and officers, and passed their views to the Service Improvement & Finance Panel to include in the Panel's overall feedback to Cabinet.

The Service Improvement and Finance Scrutiny Performance Panel met to review the Annual Budget Reports in advance of consideration by the Cabinet. The Leader and the Director of Finance were in attendance.

Scrutiny Councillors' questions centred around borrowing costs, reserves, affordability, head count reduction and increased charges. The Panel reflected their thoughts to Cabinet regarding the risks to future service delivery from a headcount reduction, timing of Welsh Government budgets, increased capital charges, concerns with Council Tax increases further impacting an already inflated cost of living crisis and the detrimental effect to city centre footfall derived from increase car parking costs.

These points were raised by the Panel Convener at the Cabinet meeting. Subsequently a number of savings reductions resulting in a headcount reduction were deferred for a year to allow for a comprehensive review of services to be carried out.

Scrutiny carries out budget monitoring on an on-going basis at least quarterly.

Panel Letter to relevant Cabinet Member can be found here:

[Feb 2023](#)

Monitoring Children's Social Services

Councillors on the Child & Family Services Scrutiny Performance Panel meet regularly to provide ongoing challenge to the performance of Children's Social Services, to ensure that good performance is maintained, and monitor service change and improvement across all areas of the service.

The Panel regularly receives a performance monitoring report on Child and Family Services which enables Councillors to ask questions about performance and improvement, focusing on outcomes, provision, and leadership. As well as considering the performance monitoring report, discussions over the past year were held on several specific topics:

- Residential Care Services (including Ty Nant)
- Corporate Parenting Board
- Child and Family Improvement Programme
- Regional Safeguarding Board
- Safeguarding Quality Unit Annual Report
- Child and Adolescent Mental Health Services (CAMHS)
- Child Disability Services
- Support for Carers
- Youth Offending Service
- Draft Budget Proposals

During discussion on CAMHS in January 2023, the Panel queried how CAMHS measured up against previous Scrutiny Inquiry recommendations and was pleased to see the Inquiry's recommendation that CAMHS should come in house was now being taken forward. The Inquiry had also raised the issue of transition from children to adults and how children felt that one minute they had access to CAMHS and then when they reached 18, especially young boys/men, they were left without the support they needed. Councillors were informed that transition is one of the key areas that CAMHS has been exploring but needs to do more on, and that they see the transfer of CAMHS back into Swansea Bay as one of the key drivers for this. The Panel was pleased to hear CAMHS are looking at recruiting a transitional nurse and have a new regional transitional policy.

The Panel queried what support mechanisms would be available to a youngster in crisis and if they would be referred through to CAMHS in the first instance or if there would other mechanisms to pick up the young person and heard CAMHS has a crisis service which operates between 9am and 9pm and is accessed via the single point of access number. Councillors were pleased to hear the plan is to increase this service to 24-7 by June 2023 at the latest.

Panel Letter to relevant Cabinet Member can be found here:

[Jan 2023](#)

Monitoring Adult Services

Like the Child & Family Services Performance Panel, Scrutiny Councillors met every six weeks to focus on the performance of Adult Social Services.

The Panel regularly received performance management information, which included data on enquires through the Common Access Point; Client Reviews; Carers Assessments; Residential and Community Reablement; Domiciliary and Residential Care; and Safeguarding responses. It also considered the Director of Social Services' statutory Annual Report for 2021/22. The Panel also held a session on the delivery of Council Objectives and Policy Commitments in relation to Adult Services.

As well as looking at overall performance, discussions over the past year were held on several specific topics:

- Actions following Audit Report – Direct Payments for Adult Social Care
- Recent Care Inspectorate Wales Inspection Reports
- Adult Services Transformation Programme
- Options Appraisal for Assistive Technology and Community Alarms
- West Glamorgan Transformation Programme (including relationship between Health and Social Care and the rebalancing agenda, and partnership elements of Health Board Plans for Change)
- Local Area Coordination
- Adult Services Complaints Annual Report
- Commissioning Reviews
- Draft Budget Proposals, including Annual Review of Charges

Prompted by a recent Audit Wales report on Direct Payments for Adult Social Care, the Panel was pleased to hear that of the 10 recommendations, the Council was meeting its requirements and exceeding in some areas. However, the Panel asked if the wider care team have up to date knowledge of direct payments and understand how they can be used. There was some concern raised around available data and welcomed work within the Direct Payments Team to develop more quantitative and qualitative data, so there is a level of measure and

assurance around whether Direct Payments are being used properly and effectively. It was agreed that personal stories of how Direct Payments are used will begin to be shared with the Panel.

Panel Letter to relevant Cabinet Member can be found here:

[Nov 2022](#)

Which service area and directorate are you from?

Service Area: Legal, Democratic Services & Business Intelligence

Directorate: Corporate 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
- Other

(b) Please name and fully describe initiative here:

Scrutiny Annual Report for 2022/23 is being presented to the Scrutiny Programme Committee for agreement and Council for information.

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	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 Annual Report summarises the work of Scrutiny carried out in the previous municipal year, promoting the difference made, and supporting continuous improvement of the scrutiny function in Swansea. The work of Scrutiny is open to the public, promoted via Council media channels, and enable all citizens to ask questions, raise issues and/or input views.

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

Medium risk

Low risk

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

Yes No If yes, please provide details below

The work of Scrutiny involves examination of Council services and making recommendations for improvement to Cabinet Members (and other decision-makers).

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No If yes, please provide details below

Q8 Does the initiative involve changes to the way you process the personal data of Council staff or service users, for example the purchase of new customer management software?

Yes No

If your answer is yes, you should also screen the initiative for any implications regarding privacy and other GDPR rights and consider whether you need to amend your entry in the Council's Information Asset Register. Please use the following link to the online screening form for a Data Protection Impact Assessment <https://staffnet.swansea.gov.uk/dpiascreeing>
 For more about the Information Asset Register, please see <https://staffnet.swansea.gov.uk/informationassetregister>

Q9 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?

No impact because there are no decisions within the report which will directly affect service users, people and/or communities, but we ensure that public views can feed into the Scrutiny process.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q9)**

The Annual Report summarises the work of Scrutiny carried out in the previous municipal year, promoting the difference made, and supporting continuous improvement of the scrutiny function in Swansea. The work of Scrutiny is open to the public, promoted via Council media channels, and enable all citizens to ask questions, raise issues and/or input views. The work of Scrutiny involves examination of Council services and making recommendations for improvement to Cabinet Members (and other decision-makers). We ensure that public views can feed into the Scrutiny process.

Full IIA to be completed

Do not complete IIA

Screening completed by:
Name: Brij Madahar
Job title: Scrutiny Team Leader
Date: 17 August 2023
Approval by / for Head of Service:
Name: Debbie Smith
Position: Deputy Chief Legal Officer
Date: 6 September 2023

Agenda Item 10.



Report of the Cabinet Member for Economy, Finance and Strategy

Council – 5 October 2023

Policy Commitments Progress

Purpose:	This report seeks to summarise progress of the Policy Commitments adopted by Council in July 2022.
Policy Framework:	None
Consultation:	Legal, Finance, Access to Services.
Report Author:	Emily Davies
Finance Officer:	Paul Roach
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar
For Information	

1. Introduction

- 1.1 A Policy Commitment Statement (see appendix A) was adopted by Council on 7th July 2022, outlining the commitments aimed at helping to deliver Swansea Council's overall vision and key priorities within its Corporate Plan.
- 1.2 It should be noted that not all actions have been detailed in this report, as many aspects continue to evolve and progress on a daily or weekly basis.
- 1.3 Swansea Council continues to work in partnership to promote and develop the well-being of all our citizens and our communities. We will work co-operatively and co-productively both within the council as well as with other bodies/organisations and put the well-being of our citizens and communities at the heart of everything we do.

1.4 As outlined in the Corporate Plan 2023-28, our priorities are:

- **Safeguarding people from harm** - so that our citizens are free from harm and exploitation.
- **Improving Education and Skills** - so that everyone in Swansea gains the skills and qualifications they need to succeed in life.
- **Transforming our Economy and Infrastructure** - so that Swansea has a thriving mixed use City Centre and a local economy that will support the prosperity of our citizens.
- **Tackling Poverty and Enabling Communities** - so that every person in Swansea can achieve their potential.
- **Delivering on Nature Recovery and Climate Change** - so that we maintain and enhance nature and biodiversity in Swansea, reduce our carbon footprint and tackle climate change.
- **Transformation and Financial Resilience** - so that we and the services that we provide are sustainable and fit for the future.

2. Policy Commitments Progress

2.1 This Policy Commitments Progress Report covers a broad range of areas, set out herewith to include a summary of progress and / or current positions regarding each commitment.

2.2 The tracking data relating to each individual commitment is presented in Appendix B (Policy Commitments Tracker).

2.3 A summary of each commitment and related progression is outlined as follows:

Education

2.3.1 Swansea Council is committed to investing £1 billion for better education, including £150 million investment in new and better schools. £215 million of total revenue funding is being provided to Education and schools in 2023-2024. Programmes are needing to take account of increases in construction costs.

2.3.2 We are keeping school leadership standards high in Swansea. A Stress Management Counsellor was recruited to begin work with schools from September 2022, and a regional offer of leadership development is now in place. The CDC has considered the development of a standardised handbook for new and acting headteachers, which was published for all headteachers and their senior leadership teams after the February 2023 half-term. ERF funding has been extended to allow the project to continue whilst a sustainable delivery model is being worked on.

2.3.3 We committed to mapping out future priorities, in line with our Quality in Education (QED) / Sustainable Communities for

Learning programme. Cabinet workshops have been held to consider school organisation options aligned to the Sustainable Communities for Learning programme.

- 2.3.4** Swansea Council have commenced the upgrade works at Cefn Hengoed Community School, progressing our £7million investment in a new community sports barn in Bonymaen. The construction phase is underway, with planned completion in Autumn 2023.
- 2.3.5** We have begun delivery of new special school facilities. The timeline has been approved and a strategic outline case approved by Welsh Government; however, further approval is required for revised scope due to increased projected demand for school placements. Initial ground investigations have been completed and a contractor will be appointed at the relevant stage.
- 2.3.6** The council has expanded free school meal provision and sought to implement a freeze on school meal prices. Universal free school meals were rolled out to all Reception pupils in September 2022 and to all Year 1 and Year 2 pupils in April 2023. Universal free school meals will be rolled out to all Key Stage 2 pupils by 2024. Meal prices were frozen for September 2022 - the fourth year of freezing paid school meal prices.
- 2.3.7** We have commenced the new regional partnership arrangements; the South West Wales Education Partnership is a regional collaborative arrangement designed to promote excellence in all of our schools. Regional arrangements commenced in April 2022, and during the first six months a wide range of professional learning was offered to Swansea schools, refined to meet the needs of practitioners in Swansea. 'Partneriaeth' delivers national programmes for curriculum and leadership development. There is a suitable offer of professional learning to support equity in education and a strong offer to support Relationships and Sexuality Education.

Better Care

- 2.3.8** Swansea Council has committed to investing £750 million for better care in Swansea. The Medium Term Financial Plan (MTFP) has now been approved and planning is in place for budget requirements over the next four years.
- 2.3.9** The council is committed to fairer pay for care workers. Significant increases in the cost of living have impacted upon RLW rates for 2023/24. A fees paper was produced as part of the budget setting process and was agreed for 2023/24. This has been completed for 2023/24 and work has now begun

towards understanding the impact of these increases on 2024/25.

2.3.10 Swansea Council continues to strive to provide new children's care facilities within Swansea. Work is continuing with Welsh Government on legislative changes to support the elimination of profit from the care sector and to understand in better detail how this will impact the sector, provision and placements.

2.3.11 We are seeking to provide better day care opportunities and respite services across the city. A strategy is in development and a review of existing provision is underway. Linked to the capital programme, an FPR7 report is in place to look at the re-design of services, taking into consideration an integrated hub approach.

2.3.12 Swansea Council has developed, and continues to operate, a network of Local Area Co-ordinators (LACs) to cover the whole of Swansea. Local Area Co-ordinators are well established across all areas of Swansea and work continues on the development of opportunities and links to local and regional prevention and community co-ordination work streams.

2.3.13 The council is undertaking a review of post-pandemic care provision. Workstreams / reviews have included Internal and external domiciliary care capacity review; development of an Assistive Technology Strategy; internal residential care provision review; workforce development programme - recruitment & retention; locality-based prevention and early intervention; and support for parents and carers.

2.3.14 We have begun options appraisal and move to increase council direct delivery of care. Scoping of current demand and pressures is underway, and work has commenced around costs comparisons of in-house / external provision, focusing on any budget gaps that would need to be identified and sources to progress this.

2.3.15 Swansea Council will continue to engage with health to ensure care plans align with health recovery. Transformation priorities have been aligned with the regional transformation agenda and supports shared objectives with partners across the region. Specific workstreams have been developed including:

- Homes First Model Development
- Prevention and Community Co-ordination
- Learning Disability & Wellbeing
- Transformation Complex Care
- Wellbeing & Mental Health
- Carers

2.3.16 We are progressing a new children's care facility. Work has commenced in this area, and we have purchased one home for development and transformation. Recruitment and development of staff for this provision is underway. Work is ongoing to source a second property and additional work is ongoing to secure further regional funding for extra developments in this area.

Climate Change

2.3.17 Swansea Council is committed to achieving net zero carbon emissions by 2030. A delivery plan has now been approved, and activities continue to reduce emissions.

2.3.18 We have supported delivery of the first phase of the Blue Eden Lagoon project, including the Community Renewal Fund (CRF) commissioned feasibility report which has now been completed.

2.3.19 We continue to progress the development of a council-operated solar energy farm at the City's Tir John site, including a revised business case / method of delivery. As reported to Cabinet in May 2023, this will be dependent on recent Blue Eden discussions.

2.3.20 Swansea Council continues to install more electric vehicle (EV) charging points across the county, supporting a move to more EV ownership. A new policy is currently being drafted, following successful bids and receipt of funding.

2.3.21 The procurement process has commenced, in relation to installation of more LED street lighting.

2.3.22 We are developing a new city-wide tree planting map allowing us to plant thousands of new trees in communities. The initial tree assessment of council-owned land in all wards has been completed. The county-wide tree canopy coverage and opportunity mapping project is due for completion at the end of June 2023. A tree management strategy is being updated to include planting sites. Approximately 300 trees were planted during 2022/23 (figures do not include tree whips). Currently, the maximum tree planting resource capacity is approximately 300 standard and heavy standard trees per annum.

2.3.23 We continue to aim to make neighbourhood greening improvements. The 'Wild About Your Ward' greening improvement programme identified the four most deprived wards; this is now being rolled out. Our bid for three-year grant funding to roll out to all wards was unsuccessful, however ERF/WG Placemaking Greening schemes are being undertaken in district and local centres. ERF funding will

continue to support the provision of nature trails, and grant funding has been obtained to retain temporary staff leading the scheme delivery until March 2025.

2.3.24 Swansea Council continues to review the council transport fleet to maximise opportunities for use of a green fleet in line with its green fleet strategy. The current fleet includes 73 electric vehicles, 12 hybrid vehicles, and 34 additional electric vehicles due for delivery imminently.

Communities

2.3.25 Swansea Council pledged to ensure the availability of dedicated resources to tackle weeds, litter, and minor works in every community, recruiting local ward operatives. Following the successful recruitment campaign, teams are now fully operational, and work is ongoing.

2.3.26 We had committed to investment in our towns and villages. This has included the successful allocation of 92 grants, totalling £470,000. Further grants continue to be worked on.

2.3.27 We committed to promote the free use of sports pitches for local sports clubs. This scheme has now been concluded, and a new pricing tariff going forward has been agreed.

2.3.28 Swansea Council committed to improving public toilets. Improvement works continue to progress well, following the successful bid for the *Changing Places* grant. A contract for *Changing Places* has been awarded, and we now await details from suppliers regarding planning applications.

2.3.29 The council continues to invest in parks and play areas. The first tranche of work is underway, with a framework now in place for the remaining work.

2.3.30 We continue our work with partners and communities across Swansea to become a Human Rights City and to continue to embed our commitment to values of equality and diversity in everything we do. In December 2022, following 18 months of action, Swansea's PSB partners declared Swansea a Human Rights City. During those 18 months, a 'Rights in Your Pocket' guide was launched, a guide for organisations and Public Bodies as to how to embed a Human Rights based approach. Over 80 senior managers and officers from Swansea's PSB organisations took part in the British Institute of Human Rights training in September 2022 and April 2023. The next stage is for each PSB organisation that signed the HRC declaration to form their own action plans. On 16th of June 2023, an action plan engagement event was held, where over 100 community

leaders, business and 3rd sector leaders, people with lived experiences and young people attended. They shared with us the main issues for them, potential actions and what success looks like under each priority - feeding into the action plans.

2.3.31 The council is working to complete bus shelter installations, reviewing current stock to confirm which shelters are to be upgraded. All advertising shelters have now been replaced. Eighteen bus shelters have been upgraded as part of the first round of ERF funding and an order has been submitted for a further fifteen shelters.

2.3.32 Swansea Council committed to installing new bins and to replace dog waste bins with larger general bins. The first delivery of bins has been received and bin replacements are ongoing. Overall, the programme progressing well.

2.3.33 We committed to the roll-out of new drainage teams and new PATCH (Priority Action Team for Community Highways) programmes. ERF drainage project funding has been extended with additional funding into 2023-24. Teams have displayed exceptional performance with a substantial increase in resilience in wet weather situations. New rain forecasting software is now in place in addition to new monitoring software. New wet weather routes have also been introduced.

2.3.34 ERF 'PATCH' programme funding has been extended to 2023-24. The programme comprised two teams in early October, and all works are scheduled to complete within the target year. Additional funding is being discussed due to an increase in material costs. Additional funding will be required to allow the project to continue, or it will revert to pre-ERF levels.

2.3.35 The council committed to commence the £10 million local road upgrades. The additional funding has been approved and allocated. The programme priorities have been agreed and the first schemes, including sections of Carmarthen Road and Townhill Road, have been completed. Most of the work is scheduled for 2023/24 and will be due to complete by the end of March 2025. An additional £3m over three years has been approved in June 2023.

2.3.36 Swansea Council has revised community budget rules, following cabinet approval.

2.3.37 We have progressed roll-out of free public Wi-Fi. Work undertaken has included the completion of options appraisals, agreeing a strategic approach and procurement of the solution. Implementation is now underway, and work continues to ensure state aid compliance.

- 2.3.38** We have investigated options for a substance use truth commission. Following a review with partner organisations, the independent Western Bay Drugs Commission (formerly known as the Western Bay Substance Use Truth Commission) was launched in December 2022. A Call for Evidence survey has been issued to commence and inform the work of the commission.
- 2.3.39** The council shall agree a local library plan including the Community Hub developments. Work is progressing on the Community Hub as an 'anchor' site for the future model. The MALD grant for the library facilities has been approved, and equipment for the new community space is in store. Project scope for the wider plan is now detailed within the Corporate Transformation Plan for governance purposes, and a project manager has been assigned from Property Services.
- 2.3.40** Swansea Council has sought to expand Public Space Protection Orders (PSPO). A City Centre on-street PSPO has been operational since December 2021 with enforcement available from April 2022. Over 200 on-street engagements were undertaken by Rangers and 11 FPNs issued. A formal review of the scheme is to be conducted following conclusion of the ongoing Scrutiny process, looking at Swansea wide anti-social behaviour. ERF funding for additional resources has been secured for expansion to outlying areas, but the short-term timeline is prohibitive given recruitment issues and staff training requirements.
- 2.3.41** We have engaged with the police to improve visibility of local policing. Meetings continue to be scheduled with Cabinet Members, South Wales Police representatives and community safety officers; with a view to improving visibility across council members and communities. A joint set of priorities has been established and an action plan put in place.
- 2.3.42** Swansea Council had prepared to receive more refugees. Robust processes have been put in place using well established support mechanisms, however the level of arrivals is high, and this is pressurising temporary accommodation and delaying move-on options. Support is funded by the Welsh Government Ukraine Scheme, and other schemes are also in operation as funded by the Home Office.
- 2.3.43** We have progressed roll-out of the next generation CCTV systems. The contract has been awarded and implementation works have commenced. Work is progressing well although timelines are under pressure due to external factors.

Housing

- 2.3.44** Swansea Council committed to providing more energy efficient homes and more affordable homes, alongside more investment in social housing. Schemes continue to progress at various stages of design, procurement, and site delivery to maximise spend of capital budget.
- 2.3.45** We will deliver on the refurbishment and upgrade of remaining tower blocks. A contractor has been appointed for Croft Street and progress is being made on the detailed design stages.
- 2.3.46** The council committed to taking strong action against disruptive tenants. We continue to work in partnership with other agencies to address causes and to tackle anti-social behaviour. Guidelines are also being refreshed to reflect the Renting Homes (Wales) Act 2016.
- 2.3.47** The council committed to offer immediate support for people who become homeless and made a commitment to shorter housing waiting lists. The HSP Strategy has been approved by Cabinet, which included the on-going commitment to 'always a bed' pledge and to ensuring appropriate support is available for people who are or may become homeless, at the right time. Some uncertainty remains around funding for temporary accommodation.
- 2.3.48** The council has completed Welsh Quality Housing Standard One (WQHS1) and has begun planning WQHS2. Schemes are now progressing at various stages of design, procurement and site delivery to maximise spend of capital budget. We are awaiting an announcement from Welsh Government regarding WHQS2, but work is progressing in preparation.
- 2.3.49** The council has begun its review of the Council Housing Lettings Policy. The policy review is making good progress and the draft policy is due for consultation in Autumn 2023.
- 2.3.50** We remain committed to agreeing a strategy to support homeless individuals as the covid hotel use ends, whilst we strive to continue our 'always a bed' pledge. Work is ongoing to ensure people are moved on to appropriate accommodation with support at the earliest opportunity. There remains some long-term uncertainty around funding for temporary accommodation.
- 2.3.51** Swansea Council will continue onto the next phase of the more homes build, whilst maintaining progress on further retrofitting of council homes. Some schemes have experienced delays due

to capacity. External design is now being procured to increase capacity.

Regeneration

2.3.52 The council is delivering on the £1 billion regeneration of the City Centre and £750 million strategic partnership with Urban Splash to develop seven key strategic sites. Progress of individual projects is underway, subject to capital funding availability.

2.3.53 We shall introduce new public and local service hubs in communities. This scheme, linked to the library plan and BPA activity, has commenced, with funding in place for review.

2.3.54 Swansea Council committed to help create thousands of new jobs for the people of Swansea, aiming to provide high quality and secure employment. So far, seventy start up grants have been issued (WG Economy) and UK CRF start up and digital grants completed. SPF delivery is underway (pre-start, digital, growth job creation grants and green energy grants); inward investment conversations with potential investors continue; and 317 business improvement grants have been approved to date cross county.

2.3.55 We are progressing the Palace Theatre and Albert Hall developments to secure these historic buildings for future generations, and we continue to seek an innovative solution to secure the future of the Elysium building, looking at powers to gain access to undertake a structural survey. £16m has been confirmed in existing scheme envelopes; Albert Hall and Palace Theatre teams are on site, although subject to usual current construction industry issues.

2.3.56 Swansea Council will develop and promote more city living, including new hotels, retail, office space and food and beverage and leisure facilities. Discussions are nearing a conclusion on the additional funding requirement from WG and the preferred developer to take forward the Hotel. A draft report is being prepared with a target of September Cabinet.

2.3.57 Working with our regional partners, we are progressing a £1 billion regeneration and £750 million strategic partnership with Urban Splash as our new strategic partner; with an initial focus on Copr Bay Phase 2, the civic centre site and St Thomas site. The Strategic Partnership Agreement (SPA) has been signed and the partnership announced, with work having now commenced on initial schemes.

2.3.58 We will secure a major new tenant for the Debenhams unit in the Quadrant shopping centre, securing the use of this unit for

the future. Acquisition of the unit has been completed and discussions are underway with the prospective tenant.

- 2.3.59** The council is progressing work on the new Castle Square Gardens project. The design stage has been completed and planning permission approved. Procurement of the contractor is now underway.
- 2.3.60** The council will progress work on the new central library project. RIBA Stage 4 has been completed, and an FPR7 report will be submitted in July 2023.
- 2.3.61** Swansea Council committed to begin the phased demolition of Ty Dewi Sant and the old multi-storey car park. Ty Dewi Sant has now been demolished. Further car park demolition will follow in Q1 2024. Snagging of the North Car park is to be completed before the demolition of St David's car park.
- 2.3.62** We are progressing the build of 71-72 The Kingsway, to create an innovation hub which will be home to new businesses and help create up to six hundred new jobs. Work is progressing on site and the superstructure works are underway. Marketing has commenced, along with branding work, and discussions with prospective occupiers are progressing.

Attractions

- 2.3.63** Swansea Council will seek to deliver the biggest ever events programme each year, for the next five years. The 2022 events programme closed as the largest to date. The 2023 programme is underway.
- 2.3.64** Swansea Council continues to deliver an annual programme of community safety / community engagement events across the city. This events programme is midway through delivery, with an agreed uplift in funding of £150,000.
- 2.3.65** Working in partnership with Penderyn Distillery, we committed to support a new whisky distillery attraction at Landore. Practical completion has been achieved with the hand over to Penderyn for final fit out. Full attraction opening is due imminently.
- 2.3.66** We continue to progress development and investment through the Skyline attraction on Kilvey Hill, having hosted the Skyline Board visit during June 2022. The Skyline Board have since approved the project subject to funding offers. Cabinet have approved grant funding support and PAC is complete.
- 2.3.67** We committed to progress hotels discussions for the city centre and stadium. Discussions are nearing a conclusion on the

additional funding requirement from WG and the preferred developer to take forward the Arena Hotel. A draft report is being prepared with a target of September Cabinet. A hotel demand study has also been completed. Hotel provision near the stadium will be considered as part of the Tawe riverside strategy action plan.

2.3.68 We had committed to progressing the development and reopening of the River Tawe corridor, including new pontoons. The design has been completed and a planning application was submitted in July 2022, followed by the procurement stage.

2.3.69 Swansea Council will deliver new promenade improvements and developments, as well as new lighting around Swansea Bay. Work commenced in April 2023 and is expected to take around 18 months.

2.3.70 We continue to deliver a range of new and exciting immersive attractions, summer concerts and a new phase of arena shows; encapsulated in a larger than ever events programme (including the half iron man event), which commenced last year with community support for the Platinum Jubilee events.

2.3.71 The council is committed to retaining the Wales National Air Show in Swansea, bringing tens of thousands of visitors to the city for this annual event and reviewing how its delivery can align with its net zero carbon targets. For the 2022 Wales Airshow, a specialist sustainability company (A Greener Festival) was engaged to review the events' sustainability characteristics. Whilst they agreed that there were a lot of positive actions already in place, given the size of the event, further work would be needed. Several changes had been implemented for this year, which included an enhanced sustainability policy and checklist for the event catering suppliers; changes to the trader's sustainability guidelines; an updated risk assessment in relation to environmental damage; additional public water bottle refill points and increased social media sustainability messaging.

2.3.72 Swansea Council remains committed to progressing discussions for the new interactive aquarium, aiming to offer an immersive experience for visitors and a wider educational resource. Initial design works are underway, and discussions continue to take place with the aquarium operator. Urban Splash have been introduced to the project proposer, and the Levelling Up Fund Round 3 bid is being prepared.

Finances and Resources

2.3.73 We had continued making cost of living payments on behalf of Welsh Government until the scheme closed / the fund was spent

in full. At the time the Main Scheme element of the COLP scheme was closed, over 94% of those believed to be eligible had claimed a payment and been paid. The remaining Main Scheme funds were then transferred to the Discretionary Scheme and we were able, with Cabinet approval, to make additional groups of people eligible for those payments. By the time the discretionary scheme closed, 97% of potential payments had been claimed and distributed. Various measures had been undertaken to encourage claims and maximise payments in the Swansea area.

2.3.74 The council committed to agree the outturn position and where possible provide more resources for reinvestment. Indicative outturn will be delivered to within £32,000 of overall revenue budget (on £524million). Significant variances with major underspends on services (£17m), capital financing (£9m) and significantly lower than expected draws from reserves (£26m). Overall, still a draw from reserves of circa £2m and a draw from schools reserves circa £8m will be needed to fully balance the 2022-23 position, so longer term sustainability will remain an issue but short-term delivery continues to be within budget. Capital budget records slippage and carry forward request anticipated.

2.3.75 Swansea Council committed to replenish the Economic Recovery Fund (ERF) from the outturn position and to ensure continued focus on the fund to aid economic recovery and part fund many of the policy commitments. The ERF continues to be tracked in year.

2.3.76 We committed to reviewing the 'Achieving Better Together, Transformation Strategy & Programme' goals. Cabinet approved a new Corporate Transformation Plan for 2023-25 in April 2023.

2.3.77 The council committed to commencing a senior pay and grading review and ensuring it fits with the wider workforce pay and grading scheme. The LGA scheme has now been identified as the most appropriate job evaluation scheme and Council approved its adoption in May 2023. The evaluation process will now take place for all Chief Officer posts.

2.3.78 We committed to ensure planned savings were secured. Indicative outturn will be almost exactly in line with the overall budget (£524million). Overall savings deemed found, even though not specifically tracked as part of the covid response.

2.3.79 The council committed to agree a post-pandemic working model. Cabinet approved a report on the Post Pandemic

Working Model on 20th October 2022, and service models aligned to the agreed principle have been formalised.

Transport and Energy

2.3.80 The council have announced progress on the Blue Eden project. A formal proposal has now been discussed with DST and partners announced. Work to finalise CRF is complete and final submissions made to the UK Government. The Cabinet report regarding land disposal and acquisition was approved on May 23rd by Cabinet.

2.3.81 We successfully provided the 'free bus ride' scheme for the 2022 school summer holidays and have extended this scheme this year.

2.3.82 Swansea Council have supported and enabled the increase and availability of electric vehicle (EV) charging points, developing a wider EV charging strategy. Fifteen public facing charge points are now installed in council car parks (June 2022).

2.3.83 We will continue to review the council transport fleet to increase the green fleet in line with the agreed green fleet strategy.

2.3.84 Swansea Council will commence the review of its disabled parking bay policy. A draft report is being prepared regarding the new policy, which will be taken to the Strategic Transformation Committee.

2.3.85 We have progressed initial discussions regarding a new ferry service linking Wales with the south-west of England.

2.3.86 We have progressed discussions on the development of a hydrogen fuelling hub. A formal proposal has now been discussed with DST and partners have been announced. CRF activity is complete, and a final report submitted. Work is also progressing on an aligned EV/Hydrogen bus transport hub with Network Rail, TFW and Welsh Government. Land transaction approval provided by Cabinet as part of May 2023 report.

Well – Being

2.3.87 Swansea Council has progressed delivery of all-weather sports pitches. Funding has been confirmed and work is progressing for additional facilities at Underhill Park; Cefn Hengoed; Elba; KGV playing fields and agreed school sites.

2.3.88 We have progressed discussions with partners regarding the international sports science village. A Prior Information Notice (PIN) for consultancy is now published on Sell to Wales. We now

aim to seek advice on long-term operating and governance models for investment.

2.3.89 Swansea Council continues to work towards announcing new active travel routes, which develop the built and natural environment and encourages higher levels of physical activity. Funding has now been allocated by Welsh Government.

2.3.90 We had committed to delivering better skate-park facilities within Swansea. Budgets and a strategy have been agreed to include a programme of improvements to existing facilities and the creation of new destination wheel and skate facilities. Tender documents for specialist support are currently out to market.

Other

2.3.91 We have progressed work of the new Corporate Joint Committee (CJC). The CJC forum is now established and meeting regularly, with all governance arrangements in place.

2.3.92 The council has commenced a review of delegated decisions that can be taken by both officers and councillors. A report has been taken to Cabinet/CMT and Leadership; the delegated decisions policy was circulated to heads of service, presented to heads of service and has been deployed.

2.3.93 Swansea Council will agree a new Swansea Bay Strategy. A briefing note was presented to the CDC/Scrutiny Panel regarding the Swansea Bay action plan. Progress will now be monitored by the Regeneration Programme Board going forward.

2.3.94 The council is updating the naming policy. A draft naming policy has been presented to CMT and the final policy is expected to be presented to the Constitution Working Group.

2.3.95 We continue to progress Technical Advice Note (TAN) 15 discussions with Welsh Government to find a solution that supports appropriate development. A workshop has been held with Welsh Government and a formal response submitted. We await publication of a revised TAN by Welsh Government in 2024.

3. Conclusion

3.1 In conclusion, this report covers the vast array of activity that is underway. The report highlights the wide range of projects and programmes that have been / are being implemented and acknowledges the preparatory work that is required around each commitment. Varying degrees of detail are appropriate for each update and, although this report gives an

overview of progress, each commitment continues to evolve and develop, taking account of opportunities and pressures as they may arise.

3.2 Appendix B gives an overview of progress tracking, highlighting that:

- 71% of the total commitments have been completed.
- 24% of the total commitments are on track.
- 5% of the total commitments have experienced delays.

3.3 The 5% of commitments that have experienced delays are summarised below:

3.3.1 *A new Castle Square Gardens, Palace Theatre & Albert Hall* - £16m has been confirmed in existing scheme envelopes. Teams are on site at the Albert Hall and Palace Theatre, although subject to the current construction industry delays.

3.3.2 *New hotels & more city living* - Discussions are nearing a conclusion on the additional funding requirement from Welsh Government and the preferred developer to take forward the Hotel. A draft report is being prepared for Cabinet.

3.3.3 *Expand PSPO* - A formal review of the scheme is to be conducted following conclusion of ongoing scrutiny process looking at Swansea wide ASB.

3.3.4 *Demolish old MSCP* - Ty Dewi Sant has been demolished and further car park demolition is to follow in Q1 2024.

3.3.5 *Deliver new promenade* - Work successfully began April 2023.

3.3.6 *Deliver new Bay lighting* - Funding has been confirmed and work has started on site.

3.4 The Policy Commitments have been incorporated into the council's Corporate Plan 2023/28 and future reporting will be done through the council's performance management arrangements.

4. Integrated Impact Assessment Implications

4.1 The council is subject to the Public Sector Equality Duty (Wales) 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 Act.
- 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.
- 4.2 The Well-being of Future Generations (Wales) Act 2005 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 process ensures that we have paid due regard to the above.
- 4.4 This report notes the progress around policy commitments, as adopted by Council. Whilst the report will have a positive impact on the groups listed in the IIA, each individual commitment will need to be clearly defined and built into Corporate / service plans and subjected to consultation and engagement and individual IIAs as appropriate.

5. Financial Implications

- 5.1 Whilst there are no immediate financial implications arising directly from simply adopting this report, acceptance of the actions contained within the report may result in additional expenditure at a future time which will be dealt with by appropriate and subsequent reports if additional revenue or capital funding is required.

6. Legal Implications

- 6.1 There are no legal implications associated with this progress report. Where a specific policy commitment requires legal input, officers will be provided with such advice.

Background Papers: None

Appendices:

Appendix A: Policy Commitments Statement 2022-27

Appendix B: Policy Commitments Tracker

Appendix C: Integrated Impact Assessment Screening Form

CITY AND COUNTY OF SWANSEA POLICY COMMITMENTS STATEMENT 2022 – 2027

1. This **Policy Commitments Statement** covers a broad range of topics, as outlined within paragraph 1. In addition, paragraph 2 outlines commitments in the context of meeting objectives within the first one hundred days of term.

Education

- 1.1 Swansea Council will commit to investing £1 billion for better education, including £150 million investment in new and better schools.

Better care

- 1.2 Swansea Council will commit to investing £750 million for better care in Swansea.
- 1.3 The Council will commit to fairer pay for care workers.
- 1.4 Swansea Council will strive to provide new children's care facilities within Swansea.
- 1.5 We will seek to provide better day care opportunities and respite services across the City.
- 1.6 Swansea Council will continue to develop and operate a network of Local Area Co-ordinators (LAC) to cover the whole of Swansea.

Climate Change

- 1.7 Swansea Council is committed to achieving net zero carbon emissions by 2030.
- 1.8 We will support delivery of the first phase of the Blue Eden Lagoon project.
- 1.9 We aim to progress the development of a council-operated solar energy farm at the City's Tir John site.
- 1.10 The Council will strive to install more electric vehicle (EV) charging points across the county, supporting a move to more EV ownership.
- 1.11 We will install more LED street lighting.

- 1.12 We will develop a new city-wide tree planting map allowing us to plant thousands of new trees in communities.
- 1.13 We aim to make neighbourhood greening improvements.
- 1.14 Swansea Council will continue to review the council transport fleet to maximise opportunities for use of a green fleet in line with its green fleet strategy.

Communities

- 1.15 Swansea Council will ensure the availability of dedicated resources to tackle weeds, litter and minor works in every community; recruiting local ward operatives.
- 1.16 We commit to investment in our towns and villages.
- 1.17 We shall promote the free use of sports pitches for local sports clubs.
- 1.18 Swansea Council will commit to improving public toilets.
- 1.19 The Council will continue to invest in parks and play areas.
- 1.20 We will complete work with partners and communities across Swansea to become a Human Rights City and to continue to embed our commitment to values of equality and diversity in everything we do.

Housing

- 1.21 Swansea Council commit to providing more energy efficient homes and more affordable homes, alongside more investment in social housing.
- 1.22 We will deliver on the refurbishment and upgrade of remaining tower blocks.
- 1.23 The Council shall commit to taking strong action against disruptive tenants.
- 1.24 The Council will offer immediate support for people who become homeless and a commitment to shorter housing waiting lists.

Regeneration

- 1.25 The Council will deliver on a £1 billion regeneration of the City Centre and £750 million strategic partnership with Urban Splash to develop seven key strategic sites.
- 1.26 We shall introduce new public and local services hubs in communities.
- 1.27 Swansea Council is committed to helping create thousands of new jobs for the people of Swansea, aiming to provide high quality and secure employment.

- 1.28 We will progress the Palace Theatre and Albert Hall developments to secure our historic buildings for future generations and seek an innovative solution to secure the future of the Elysium building.
- 1.29 Swansea Council will develop and promote more city living, including new hotels, retail, office space and food and beverage facilities.

Attractions

- 1.30 Swansea Council will seek to deliver the biggest ever events programme each year, for the next five years.
- 1.31 Swansea Council will continue to deliver an annual programme of community safety / Community Engagement events across the city.
- 1.32 Working in partnership with Penderyn Distillery, we will support a new whisky distillery attraction at Landore.

2. 100 days target: Commitments

- 2.1 In addition to the above, we seek to achieve the following commitments during the first one hundred days of term:

Education

- 2.2 We commit to mapping out future priorities, in line with our Quality in Education (QEd) / Sustainable Communities for Learning programme.
- 2.3 Swansea Council will commence the upgrade works at Cefn Hengoed Community School, progressing our £7million investment in a new Community Sports Barn in Bonymaen.
- 2.4 We shall begin delivery of new special school facilities.
- 2.5 The Council will seek to expand free school meal provision and implement a freeze on school meal prices.
- 2.6 We will commence the new regional partnership arrangements; the South West Wales Education Partnership will be a regional collaborative arrangement designed to promote excellence in all of our schools.
- 2.7 We will keep school leadership standards high in Swansea.

Better care

- 2.8 The Council will undertake a review of post-pandemic care provision.

- 2.9 We will begin options appraisal and move to increase council direct delivery of care.
- 2.10 Swansea Council will engage with Health to ensure care plans align with health recovery.
- 2.11 We will progress a new children's care facility.

Communities

- 2.12 The Council will complete bus shelter installations.
- 2.13 Swansea Council commit to installing new bins and to replace dog waste bins with larger general bins.
- 2.14 We commit to roll-out new drainage teams and new PATCH (Priority Action Team for Community Highways) programmes.
- 2.15 The Council will commence the £10 million local road upgrades.
- 2.16 Swansea Council will revise community budget rules.
- 2.17 We will progress roll-out of free public Wi-Fi.
- 2.18 We will investigate options for a Substance Use Truth Commission.
- 2.19 The Council shall agree a Local Library Plan including the community hub developments.
- 2.20 Swansea Council will seek to expand Public Space Protection Orders (PSPOs).
- 2.21 We will engage with the Police to improve visibility of local policing.
- 2.22 Swansea Council will prepare to receive more refugees.
- 2.23 We will progress the roll-out of next generation CCTV systems.

Housing

- 2.24 The Council shall complete Welsh Quality Housing Standard (WQHS) 1 and begin planning WQHS 2.
- 2.25 The Council will begin its review of its council housing lettings policy.
- 2.26 We are committed to agreeing a strategy to support homeless individuals as the Covid hotel use ends, whilst we will strive to continue our 'always a bed' pledge.

- 2.27 Swansea Council will continue onto the next phase of the More Homes build, whilst maintaining progress on further retrofitting of council homes.

Regeneration

- 2.28 Working with our regional partners, we will progress a £1 billion regeneration and £750 million strategic partnership with Urban Splash as our new strategic partner, with an initial focus on Copr Bay Phase 2, the Civic Centre site and St Thomas site.
- 2.29 We will secure a major new tenant for the Debenhams unit in the Quadrant Shopping Centre, securing the use of this unit for the future.
- 2.30 The Council will progress work on the new Castle Square Gardens project.
- 2.31 The Council will progress work on the new Central Library project.
- 2.32 Swansea Council will begin the phased demolition of Ty Dewi Sant and the old multi-storey car park.
- 2.33 We shall progress the build of 71-72 The Kingsway, to create an innovation hub which will be home to new businesses and up to six hundred new jobs.

Finances and Resources

- 2.34 We shall continue making cost of living payments on behalf of Welsh Government until the scheme closes or the fund is spent in full.
- 2.35 The Council will agree the outturn position and where possible provide more resources for reinvestment.
- 2.36 Swansea Council commit to replenish the Economic Recovery Fund (ERF) from the outturn position and ensure continued focus on the fund to aid economic recovery and part fund many of the items in this policy commitments statement.
- 2.37 We will commit to reviewing the 'Achieving Better Together, Transformation Strategy & Programme' goals.
- 2.38 The Council will commence a senior pay and grading review and ensure it fits with the wider workforce pay and grading scheme.
- 2.39 We will ensure planned savings are secured.
- 2.40 The Council will agree a post-pandemic working model.

Attractions

- 2.41 We will continue to progress development and investment through the Skyline park attraction on Kilvey Hill, hosting the Skyline board visit during June 2022.
- 2.42 We will progress hotels discussions for the City Centre and Stadium.
- 2.43 We are committed to progressing the development and reopening of the River Tawe corridor, including new pontoons expected by Winter 2022.
- 2.44 Swansea Council will deliver new promenade improvements and developments, as well as new lighting around Swansea Bay.
- 2.45 We are committed to delivering a range of new and exciting immersive attractions, summer concerts and a new phase of Arena shows; encapsulated in a larger than ever events programme (including the half Iron Man event), which commenced with community support for Platinum Jubilee events.
- 2.46 The Council is committed to retaining the Wales National Air Show in Swansea, bringing tens of thousands of visitors to the City for this annual event and reviewing how its delivery can align with its net zero carbon targets.
- 2.47 Swansea Council is committed to progressing discussions for the new interactive aquarium, aiming to offer an immersive experience for visitors and a wider educational resource.

Transport and Energy

- 2.48 The Council will announce progress on the Blue Eden project.
- 2.49 We will continue the 'free bus ride' scheme for 2022 school summer holidays and consider further extensions.
- 2.50 Swansea Council will support and enable the increase and availability of electric vehicle (EV) charging points and develop a wider EV charging strategy.
- 2.51 We will continue to review the council transport fleet to increase the green fleet in line with its agreed green fleet strategy.
- 2.52 Swansea Council will commence the review of its disabled parking bay policy.
- 2.53 We will strive to progress discussions regarding a new ferry service linking Wales with the South West of England.
- 2.54 We will progress discussions on the development of a hydrogen fuelling hub.

Well – Being

- 2.55 Swansea Council will progress delivery of all-weather sports pitches.
- 2.56 We commit to progress discussions with partners regarding the International Sports Science Village.
- 2.57 The Council commits to complete play area upgrades.
- 2.58 Swansea Council will work towards announcing new Active Travel routes, which develop the built and natural environment and encourages higher levels of physical activity.
- 2.59 We are committed to delivering better skate-park facilities within Swansea.

Other

- 2.60 We shall progress work of the new Corporate Joint Committee.
- 2.61 The Council will seek to commence a review of delegated decisions that can be taken by both Officers and Councillors.
- 2.62 Swansea Council will agree a new Swansea Bay Strategy.
- 2.63 The Council will update the recognition and naming policy.
- 2.64 We shall progress TAN15 discussions with Welsh Government to find a solution that supports appropriate development.

END

Appendix B - Policy Commitments Tracker - Definitions and Scope

Manifesto Commitment	Policy Commitments Statement wording	SMART Intended Output(s)	Portfolio	Progress against Objectives	RAG Status	First 100 Days target
Better Schools / Education	Swansea Council will commit to investing £1 billion for better education, including £150 million investment in new and better schools.	1. £1b invested into education in Swansea	Education & Learning - Cllr Robert Smith	£215m of total revenue funding provided to Education and schools in FY 2023-2024. Awaiting decision around additional capital to continue to deliver Band B due to increased market costs - Cabinet in September.	On track	No
	We commit to mapping out future priorities, in line with our Quality in Education (QEd) / Sustainable Communities for Learning programme.	1. Next phase of the Sustainable Communities for Learning programme is mapped out and supported	Education & Learning - Cllr Robert Smith	Cabinet workshops held to consider school organisation options aligned to SCFL. So far have delivered what would have been expected in the timeframe to date.	Completed	Yes
	Swansea Council will commence the upgrade works at Cefn Hengoed Community School, progressing our £7million investment in a new Community Sports Barn in Bonymaen.	1. Upgrade works commence on site	Education & Learning - Cllr Robert Smith	Construction phase in progress; planned completion date October 2023.	Completed	Yes
	Swansea Council will commit to investing £1 billion for better education, including £150 million investment in new and better schools.	1. Investment of £150m in the school infrastructure (Band B)	Education & Learning - Cllr Robert Smith	Five projects delivered and further projects at business case development stage. Unable to deliver all of the original Band B projects without access to £7m of the £50m of capital funding, due to increasing construction costs.	Completed	No
	We shall begin delivery of new special school facilities	1. Approved timeline to amalgamate existing schools 2. Approval of outline business case by Welsh Government 3. Appointment of contractor for design and build	Education & Learning - Cllr Robert Smith	1. Timeline approved 2. Strategic outline case approved by Welsh Government, however further approval required for revised scope due to increased projected demand for school placements. Initial ground investigations completed. 3. Contractor will be appointed at the relevant stage	Completed	Yes
	The Council will seek to expand free school meal provision and implement a freeze on school meal prices.	1. Universal free school meals rolled out to all Reception pupils in September 2022 2. Universal free school meals rolled out to all Year 1 and Year 2 pupils by April 2023 3. Universal free school meals rolled out to all key stage 2 pupils by 2024	Education & Learning - Cllr Robert Smith	1. Complete 2. Complete 3. Delivery options under review*	Completed	Yes
	We will commence the new regional partnership arrangements; the South West Wales Education Partnership will be a regional collaborative arrangement designed to promote excellence in all of our schools.	1. Good quality professional learning offer to all Swansea schools	Education & Learning - Cllr Robert Smith	* Kitchen and dining upgrades - as at 14/06/2023 64 schools completed or not requiring works 11 schools due to be completed by September 2023 but there is a risk that two of these may not be complete until after September. There are a further five major projects that will not be completed by September 2023, of which funding has been approved for one of the major projects (Townhill). Arrangements in place to support schools where facilities are being upgraded.	Completed	Yes
	We will keep school leadership standards high in Swansea	1. No increase to school meal prices	Education & Learning - Cllr Robert Smith	Meal prices frozen for September 2022 and is the fourth year of freezing paid school meal prices. Consideration will need to be given on how the approach is taken forward as the revenue commitment may be unsustainable going forward.	Completed	Yes
Better Care	Swansea Council will commit to investing £750 million for better care in Swansea.	1. £750 Million base budget invested into Social Services Directorate over next 5 years - NB cross cutting portfolios Care Services, Well-Being and Community Support		Approval of MTFP and planning in place for budget requirements over the next 5 years	On track	No
	The Council will undertake a review of post-pandemic care provision	1. Learning from pandemic and ongoing demand embedded into projects and programmes across AS transformation programme - cuts across service, directorate and regional delivery plans 2. Maximisation of internal and externally commissioned managed care capacity 3. Development of all alternatives to traditional managed care routes	Care Services - Cllr Louise Gibbard	All areas below scoped and included in the Continuous Improvement workplan and transformation work. Internal and external domiciliary care capacity review Development of Assistive Technology strategy Internal Residential care provision review Workforce development programme - recruitment & retention Locality based prevention and early intervention Support for parents and carers	Completed	Yes
	The Council will commit to fairer pay for care workers.	1. Ensure both internal and commissioning services are funding sufficiently to pay at least the Real Living Wage to care workers and work with providers to understand what a fair wage for care workers would look like to address workforce capacity, recruitment and retention.	Care Services - Cllr Louise Gibbard	Significant increased in cost of living rises has impacted upon RLV rates for 23/24. Fees paper produced as part of budget setting & agreed for 23/24. This has been completed for 23/24 and work has begun to understand the impact of this on 24/25.	On track	No
	Swansea Council will strive to provide new children's care facilities within Swansea.	1. Improving placement sufficiency and growing in-house provision in line with Welsh Government's commitment to eliminate profit from children's care market.	Care Services - Cllr Louise Gibbard	Continuing to work with WG on legislative changes to support the elimination of profit from care sector and understand the detail of what this will mean to the sector, provision and placements	On track	No
	We will begin options appraisal and move to increase council direct delivery of care.	1. Learning from pandemic and ongoing demand embedded into projects and programmes across directorates transformation programmes and regional delivery plans 2. Maximisation of internal and externally commissioned managed care capacity	Care Services - Cllr Louise Gibbard	All scoping of current demand and pressures included in the Continuous Improvement workplan and transformation work.	Completed	Yes
	Swansea Council will engage with Health to ensure care plans align with health recovery	1. Regional joint working arrangements in place to ensure alignment of recovery plans	Care Services - Cllr Louise Gibbard	Transformation priorities have been aligned with regional transformation agenda and/or support shared objectives with partners across the region. Specific workstreams have been developed (1) Homes First Model Development (2) Prevention and Community Co-ordination (3) Learning Disability & Wellbeing (4) Transformation Complex Care (5) Wellbeing & Mental Health (6) Carers	Completed	Yes
	We will progress a new children's care facility.	1. Improving placement sufficiency and growing in-house residential provision	Care Services - Cllr Louise Gibbard	Work has commenced in this area and we have purchased 1 home for development and transformation. Recruitment and development of staff for this provision is underway. Work in ongoing to source the second property and additional work in ongoing to secure further regional funding for extra developments in this area. Scoping of a second property is underway.	Completed	Yes
	We will seek to provide better day care opportunities and respite services across the City.	1. Adult Services Internal Day and Community Support Strategy development 2. Adult Services Carers Strategy delivery & resulting outputs to inform service model	Care Services - Cllr Louise Gibbard	Strategy in development - review of existing revision underway. Linked to capital programme, FPR7 in place to look at redesign of services thinking about integrated hub approach.	On track	No
Swansea Council will continue to develop and operate a network of Local Area Co-ordinators (LAC) to cover the whole of Swansea.	1. Full coverage across Swansea with a LAC in all areas	Community (Support) - Cllr Hayley Gwilliam	Local Area co-ordinators established across all areas of Swansea ongoing development of opportunities and links to local and regional prevention and community co-ordination work streams	Completed	No	
Swansea Council is committed to achieving net zero carbon emissions by 2030	Adoption of delivery plan to reach Net Zero by 2030	Service Transformation - Cllr Andrea Lewis	Delivery plan now approved and activities continue to reduce emissions. Note current funds will not cover full delivery.	On track	No	

Manifesto Commitment	Policy Commitments Statement wording	SMART Intended Output(s)	Portfolio	Progress against Objectives	RAG Status	First 100 Days target
Street Services	Swansea Council will seek to expand Public Space Protection Orders (PSPOs).	Evaluate success of City Centre PSPO, to inform the business case for roll-out to other areas	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	<p>City Centre on-street PSPO operational since Dec 2021 with enforcement available from April 2022. Over 200 on-street engagements undertaken by Rangers and 12 FPNs issued. Formal review of scheme to be conducted following conclusion of ongoing scrutiny process looking at Swansea wide ASB.</p> <p>ERF funding for additional resources secured at scheme inception for expansion to outlying areas but short-term timeline prohibitive given requirement to review City Centre scheme and the recruitment issues and staff training requirements of appointing new staff. ERF funding therefore not carried over into 23-24 budget (as per Cabinet report).</p> <p>Gating of lane at the bottom of St Helen's Road to restrict access progressing well.</p>	Delayed	Yes
	We will engage with the Police to improve visibility of local policing.	By 30th June 2023 the council will be able to demonstrate that the visibility of local policing has improved as a result of quarterly meetings between the council and the police	Community (Support) - Cllr Hayley Gwilliam	Meetings scheduled with Cabinet Members, South Wales Police Representatives and community safety officers- with a view to improving visibility across council members and communities. Joint set of priorities established and action plan in place	Completed	Yes
	Swansea Council will prepare to receive more refugees	Accommodation options will be in place for initial reception, temporary accommodation and move on to settled accommodation.	Service Transformation - Cllr Andrea Lewis	Robust processes in place using well established support mechanisms, currently working to move households onto permanent accommodation as WG and Homes Office end use of hotels. Work is ongoing and processes in place with effective systems established.	Completed	Yes
	Swansea Council will commit to improving public toilets	Changing Places installed at Rhossili and Mumbles, Improved signage for public toilets (£45K), Infrastructure improvement works completed (£80K min.)	Community (Services) - Cllr Cyril Anderson	Improvement works progressing well, grant bid for Changing Places successful. Contract for Changing Places awarded, awaiting details from Supplier for planning applications. Location at Knab Rock needed changing due to drainage issues so revised planning application required. Units delivered and being installed. Handover completed.	Completed	No
	We will complete work with partners and communities across Swansea to become a Human Rights City and to continue to embed our commitment to values of equality and diversity in everything we do.	By 10 December 2022 the council with its partners on the PSB and beyond will be able to declare Swansea to be a Human Rights City, in line with the EU framework for Human Rights Cities	Culture & Equalities - Cllr Elliott King	In December 2022 after 18 months of action, Swansea's PSB partners declared Swansea a Human Rights City. During that 18 months a 'Rights in Your Pocket' guide was launched, a guide for organisations and Public Bodies as to how to embed a Human Rights based approach was launched. Over 80 senior managers and officers from Swansea's PSB organisations took part in the British Institute of Human Rights training in Sept 22 and April 23. Next stage is for each PSB organisation who signed the HRC declaration to form their own action plans. On 16th of June, we are holding an action plan engagement event, where over 100 community leaders, business and 3rd sector leaders, people with lived experiences and young people are attending. They will share with us what are the main issues for them, potential actions and what success looks like under each priority and this will feed into the action plans.	Completed	No
	We will progress the roll-out of next generation CCTV systems	Replacement of the current analogue CCTV System with a modern digital system, providing: <ul style="list-style-type: none"> - Faster and more flexible connectivity (digital IP based); - More cameras in more locations; - Analytics Software to assist operators in monitoring activity; - A robust foundation for further growth of service provision. 	Environment & Infrastructure - Cllr Andrew Stevens	<p>Contract awarded and implementation works have commenced.</p> <p>Work is progressing well although timelines are under pressure due to external factors (BT).</p>	Completed	Yes
	The Council will continue to invest in parks and play areas.	25 sites improved from Amber/Red condition to Green condition by mid 24/25	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	First tranche of works underway, with one on site. Framework now in place for remainder of tranches. Next Tranche, under Framework, has been awarded.	On track	No
Better Homes / Housing & Homelessness	Swansea Council commit to providing more energy efficient homes and more affordable homes, alongside more investment in social housing.	All new council homes built to Swansea Standard. The upgrading of existing Housing stock to improve thermal performance will be in compliance with the yet to be defined WHQS2023 Standard	Service Transformation - Cllr Andrea Lewis	Schemes progressing at various stages of design, procurement and site delivery to maximise spend of capital budget.. WG announcement on revised WHQS 2023 has been delayed but 4 year WHQS programme approved by Council is progressing.	On track	No
		Build 1000 new Council Homes by 2030	Service Transformation - Cllr Andrea Lewis	Schemes progressing at various stages of design, procurement and site delivery to maximise spend of capital budget. Remains on track - not yet completed	On track	No
		Use of affordable borrowing to deliver new build and decarbonise existing stock. Maximise the use of Social housing grant and other funding opportunities to develop and acquire more properties for social rent and upgrade existing stock.	Service Transformation - Cllr Andrea Lewis	Schemes progressing at various stages of design, procurement and site delivery to maximise spend of capital budget. Grant opportunities being maximised through use of TACP and LBDF, in addition to SHG. Funding for decarbonisation schemes has been awarded through ORP. All funding opportunities continue to be pursued. Remains on track and is ongoing.	On track	No
	We will deliver on the refurbishment and upgrade of remaining tower blocks	£18.5m HRA funding allocated in Capital Programme across next 4 years period to bring to statutory compliance	Service Transformation - Cllr Andrea Lewis	Contractor appointed for Croft St and progressing at detailed design stages. It is anticipated all preconstruction design and second stage procurement will be completed by September 2024 and project delivery completed as per delivery timeframe stated.	On track	No
	The Council shall complete Welsh Quality Housing Standard (WQHS) 1 and begin planning WQHS 2.	WHQS compliance phase 1 complete.	Service Transformation - Cllr Andrea Lewis	Programme completed	Completed	Yes
		Affordable elements of decarbonisation work built into 4 Year HRA Capital Programme. Longer term delivery strategy dependent upon grant funding and requirements WHQS2, yet to be defined.	Service Transformation - Cllr Andrea Lewis	Schemes progressing at various stages of design, procurement and site delivery to maximise spend of capital budget. Awaiting WHQS2 announcement from WG but work progressing in background in preparation. The 4 year capital programme includes decarbonation work but the longer term programme over a 10 year plus period and its funding is yet to be determined	Completed	Yes
	The Council shall commit to taking strong action against disruptive tenants.	Appropriate, proportionate and robust action is taken to deal with anti-social behaviour on Council Estates to ensure they are Estates tenants wish to live in.	Service Transformation - Cllr Andrea Lewis	Continue to work in partnership with other agencies to address causes and to tackle anti-social behaviour. Guidelines currently being refreshed to reflect Renting Homes (Wales) Act 2016. Partnership working across agencies continues to ensure appropriate, proportional responses to ASB to support those affected by and those causing ASB. Work is ongoing so remains on track.	On track	No
	We are committed to agreeing a strategy to support homeless individuals as the Covid hotel use ends, whilst we will strive to continue our 'always a bed' pledge.	This will be achieved via the HSG, Rapid Rehousing and Move-On strategies	Service Transformation - Cllr Andrea Lewis	Includes on-going commitment to 'always a bed' pledge and to ensuring appropriate support is available for people who are or maybe become homeless, at the right time. Uncertainty remains around funding for temporary accommodation, and pressure on TA and Homelessness Service remains. HSP strategy has been approved by cabinet, TA offer remains open to all who require it.	Completed	Yes
This will be achieved via the HSG, Rapid Rehousing and Move-On strategies		Service Transformation - Cllr Andrea Lewis	Continuing approach to ensure there is always a bed. Work ongoing to ensure people are moved on to appropriate accommodation with support at the earliest opportunity. Long term uncertainty around funding for temporary accommodation.	Completed	Yes	

Manifesto Commitment	Policy Commitments Statement wording	SMART Intended Output(s)	Portfolio	Progress against Objectives	RAG Status First 100 Days target	
					RAG Status	First 100 Days target
	The Council will begin its review of its council housing lettings policy	A review of the Allocations Policy to ensure it continues to assist those most in need. The More Homes programme has an ambitious target to increase the supply of Social Housing which will help meet future demand and reduce the Waiting List	Service Transformation - Cllr Andrea Lewis	Policy review making good progress, draft policy due for consultation in Autumn 23. Policy review has commenced	Completed	Yes
	Swansea Council will continue onto the next phase of the More Homes build, whilst maintaining progress on further retrofitting of council homes.	Schemes progressing through design and planning stages, with 4 schemes to start in 22/23.	Service Transformation - Cllr Andrea Lewis	Schemes progressing at various stages of design, procurement and site delivery to maximise spend of capital budget Funding for four year programme in place. As above - remains on track not yet completed	Completed	Yes
		Schemes identified in 4 year capital programme.	Service Transformation - Cllr Andrea Lewis	Some schemes delayed due to capacity. External design being procured to increase capacity. The 4 year WHQS Capital programme which includes retrofit decarbonisation measures is progressing as programme, as set out above	Completed	Yes
	The Council will offer immediate support for people who become homeless and a commitment to shorter housing waiting lists.	A review of the Allocations Policy to ensure it continues to assist those most in need. The More Homes programme has an ambitious target to increase the supply of Social Housing which will help meet future demand and reduce the Waiting List	Service Transformation - Cllr Andrea Lewis	Ongoing as part of the More Homes Programme and review of allocations policy underway. As above. review has commenced. More Homes Programme on going.	Completed	No
This will be achieved via the HSG, Rapid Rehousing and Move-On strategies		Service Transformation - Cllr Andrea Lewis	HSP Strategy approved by Cabinet. Includes on-going commitment to 'always a bed pledge and to ensuring appropriate support is available for people who are or maybe become homeless, at the right time. Uncertainty remains round funding for temporary accommodation and pressure on TA and Homelessness Service remains. As above	Completed	No	
Stronger Economy / Regeneration 181	The Council will deliver on a £1 billion regeneration of the City Centre and £750 million strategic partnership with Urban Splash to develop seven key strategic sites.	Progress Strategic Regeneration Programme in line with project milestones as set out at Member Steering Group	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Progress of individual projects underway subject to capital funding availability.	On track	No
	Working with our regional partners, we will progress a £1 billion regeneration and £750 million strategic partnership with Urban Splash as our new strategic partner, with an initial focus on Copr Bay Phase 2, the Civic Centre site and St Thomas site.	Announced Partnership on signing of Strategic Partnership Agreement. Commenced design works on the initial 3 schemes and delivery strategy.	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	SPA signed and partnership announced. Work commenced on initial schemes	Completed	Yes
	We shall introduce new public and local services hubs in communities.	Business model adopted following completion of the new City Centre Hub	Culture & Equalities - Cllr Elliott King	Scheme linked to library plan above. BPA activity commenced, funding in place for review.	On track	No
	Swansea Council is committed to helping create thousands of new jobs for the people of Swansea, aiming to provide high quality and secure employment.	To deliver Start up and business development grants £1k - £10k (SPF, CRF, ERF, WG); To deliver outcomes from employability support - CRF and ERF schemes operational; green training for businesses also being worked on	Economy Finance & Strategy - Cllr Rob Stewart	70 start up grants issued WG Economy; UK CRF start up and digital grants completed. SPF delivery underway (pre start, digital, growth job creation grant and green energy grants); inward investment conversations with potential investors; 317 business improvement grants approved to date cross county	On track	No
	We will secure a major new tenant for the Debenhams unit in the Quadrant Shopping Centre, securing the use of this unit for the future.	Acquire building within 12 months	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Acquisition completed. Marketing agents and materials in development. Prospective tenant discussions underway	Completed	Yes
	We will progress the Palace Theatre and Albert Hall developments to secure our historic buildings for future generations and seek an innovative solution to secure the future of the Elysium building.	Palace Theatre and Albert Hall on site; Elysium feasibility funding in place (economic stimulus) - pending access	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	NB £16m confirmed in existing scheme envelopes; Albert Hall and Palace on site, usual current construction industry issues; Elysium looking at powers to gain access to undertake structural survey	Delayed	No
	The Council will progress work on the new Castle Square Gardens project.	Planning application to be submitted in July. Procurement and construction to follow.	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Design stage complete. PAC complete. Planning permission approved. Procurement of contractor underway.	Completed	Yes
	The Council will progress work on the new Central Library project	As part of the completed City Centre Hub	Culture & Equalities - Cllr Elliott King	RIBA 4 complete, FPR7 report to be submitted July 23	Completed	Yes
	Swansea Council will begin the phased demolition of Ty Dewi Sant and the old multi-storey car park.	Demolish site to clear footprints for redevelopment as part of Swansea Central North scheme.	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Ty Dewi Sant demolished. Car park demolition to follow in Q1 2024. Snagging of North Car park to be completed before demolition of St David's car park.	Delayed	Yes
	We shall progress the build of 71-72 The Kingsway, to create an innovation hub which will be home to new businesses and up to six hundred new jobs.	New 100sq.m office development in City Centre	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Works progressing on site. Superstructure works underway and now up to 4th floor. Marketing commenced and discussions with prospective occupiers underway. Branding work complete.	Completed	Yes
Swansea Council will develop and promote more city living, including new hotels, retail, office space and food and beverage facilities.	Deliver a new hotel development adjacent to Digital Arena in partnership with private sector, utilising gap funding as available.	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Discussions are nearing a conclusion on the additional funding requirement from WG and the preferred developer to take forward the Hotel. A draft report is being prepared with a target of September Cabinet.	Delayed	No	
	Deliver mixed use schemes in partnership with Urban Splash	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Design of initial schemes underway. SPF bid made for work-up. Bid for LUF Round 3 to be submitted.	On track	No	
Finance & Resources	We shall continue making cost of living payments on behalf of Welsh Government until the scheme closes or the fund is spent in full.	All Swansea citizens who are eligible for a payment from the scheme and who have made the necessary application will have been paid their COL payment by 31/3/23	Economy Finance & Strategy - Cllr Rob Stewart	At the time the Main Scheme element of the COLP scheme was closed, over 94% of those believed to be eligible had claimed a payment and been paid. The remaining Main Scheme funds were then transferred to the Discretionary Scheme and we were able, with Cabinet approval, to make additional groups of people eligible for those payments. By the time the discretionary scheme closed, 97% of potential payments had been claimed and distributed. Various measures had been undertaken to encourage claims and maximise payments in the Swansea area.	Completed	Yes
	The Council will agree the outturn position and where possible provide more resources for reinvestment.	Specific sum will be agreed	Economy Finance & Strategy - Cllr Rob Stewart	Indicative outturn will be deliver to within £32k of overall revenue budget (on £524million). Significant variances with major underspends on services (£17m), capital financing (£9m) and significantly lower than expected draws from reserves (£26m). Overall still a draw from reserves of c £2m and a draw from schools reserves c £8m will be needed to fully balance the 2022-23 position so longer term sustainability will remain an issue but short term delivery continues to be within budget. Capital budget records slippage and carry forward request anticipated.	Completed	Yes
	Swansea Council commit to replenish the Economic Recovery Fund (ERF) from the outturn position and ensure continued focus on the fund to aid economic recovery and part fund many of the items in this policy commitments statement.	Specific sum will be agreed	Economy Finance & Strategy - Cllr Rob Stewart	Update to Cabinet - ERF will continue to be tracked in year	Completed	Yes
	We will commit to reviewing the 'Achieving Better Together, Transformation Strategy & Programme' goals.	By the end of November Cabinet will have been invited to approve a outline transformation strategy and goals to be finalised alongside the corporate plan and Medium-Term Finance Plan before the start of 2023-34 financial year	Service Transformation - Cllr Andrea Lewis	Cabinet approved a new Corporate Transformation Plan for 2023-25 in April 2023.	Completed	Yes
	The Council will commence a senior pay and grading review and ensure it fits with the wider workforce pay and grading scheme.	By 15 October 2022 the external consultants will have produced a report with recommendations in respect of the senior pay and grading scheme and implications for the wider workforce scheme.	Corporate Service & Performance - Cllr David Hopkins	The LGA scheme has been identified as the most appropriate job evaluation scheme and Council approved its adoption on 4th May. The evaluation process will now take place for all Chief Officer posts.	Completed	Yes
	We will ensure planned savings are secured	That all planned savings as set out in the budget approved for 2022-23 are delivered in full or if necessary, by exception, mitigating alternative savings are achieved.	Economy Finance & Strategy - Cllr Rob Stewart	Indicative outturn will be deliver to within £32k of overall budget (on £524million). Overall savings deemed found even though not specifically tracked as part of covid response.	Completed	Yes

Manifesto Commitment	Policy Commitments Statement wording	SMART Intended Output(s)	Portfolio	Progress against Objectives	RAG Status First 100 Days target	
					RAG Status	First 100 Days target
	The Council will agree a post-pandemic working model	By the end of October 2022 Cabinet will have been invited to agree principles that will underpin the council's post-pandemic working model taking account of operational requirements, customer expectations and workforce needs	Corporate Service & Performance - Cllr David Hopkins	The Cabinet approved a report on the Post Pandemic Working Model on 20 October and service models aligned to the agreed principle will have been formalised by the end of December 2022	Completed	Yes
Better Events & Attractions / Tourism	We will continue to progress development and investment through the Skyline park attraction on Kilvey Hill, hosting the Skyline board visit during June 2022.	Deliver Skyline Investment creating a new, nationally significant visitor attraction for Swansea	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Skyline Board have approved the project subject to funding offers. Cabinet have approved grant funding support. PAC complete. Planning application anticipated this summer. Awaiting Land Registry decision and Public Open Space Notice process.	On track	No
	We will progress hotels discussions for the City Centre and Stadium	1) Continue dialogue with private sector to identify viable development opportunities. Update the Hotel Demand Study to inform future investment decisions. 2)	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Discussions are nearing a conclusion on the additional funding requirement from WG and the preferred developer to take forward the Arena Hotel. A draft report is being prepared with a target of September Cabinet. A hotel demand study has also been completed. Hotel provision near the stadium will be considered as part of the Tawe riverside strategy action plan.	Completed	Yes
	We are committed to progressing the development and reopening of the River Tawe corridor, including new pontoons expected by Winter 2022.	Design completed; Planning submitted; installation procured; installation completed	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Design complete; Planning app submitted July 2022; procure August 22; installation underway	Completed	Yes
	We are committed to delivering a range of new and exciting immersive attractions, summer concerts and a new phase of Arena shows; encapsulated in a larger than ever events programme (including the half Iron Man event), which commenced with community support for Platinum Jubilee events	We are delivering the biggest ever events programme with a number of rolled forward events from 2020 and 21 plus restarting. The Airshow was a success; summer of sport marketing and events underway; live music and community events underway	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Last year's programme complete with the largest Events programme to date. Ongoing for '23 and the programme is underway.	Completed	Yes
			Investment Regeneration & Tourism - Cllr Robert Frances-Davies	70+ Street party road closures supported.	Completed	Yes
			Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Event announced Nov 21 / Sold out within 48hrs / delivery Aug 22	Completed	Yes
			Investment Regeneration & Tourism - Cllr Robert Frances-Davies	We liaise with ATG on anticlash, displacement, complementarity, and opportunities for designing events/ activities in the wider area. ATG manage their own marketing and announcements within this collaborative framework managed by Cultural Services. Next season programme announced.	Completed	Yes
			Investment Regeneration & Tourism - Cllr Robert Frances-Davies	5 concerts programmed / supported for Singleton Park - June - Aug 22	Completed	Yes
	Swansea Council will seek to deliver the biggest ever events programme each year, for the next five years.	We are delivering the biggest ever events programme with a number of rolled forward events from 2020 and 21 plus restarting. The Airshow was a success; summer of sport marketing and events underway; live music and community events underway	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Event programme midway through delivery with an agreed uplift in funding of £150k.	Completed	No
	Swansea Council will continue to deliver an annual programme of community safety / Community Engagement events across the city.	By 30th June 2023 the council will have planned multi agency partnership community events	Community (Support) - Cllr Hayley Gwilliam	Secured the shared prosperity fund community anchor project -Community Engagement Transformation post appointed 1st June. Share Prosperity Fund for communities launch for summer activities in June 23	Completed	No
Swansea Council will deliver new promenade improvements and developments, as well as new lighting around Swansea Bay.	Works to commence Jan 2023. Low level lighting along promenade from West Cross to St Helen's.	Environment & Infrastructure - Cllr Andrew Stevens Environment & Infrastructure - Cllr Andrew Stevens	Report approved. Work began April 2023. Funding confirmed and work started on site.	Delayed Delayed	Yes Yes	
The Council is committed to retaining the Wales National Air Show in Swansea, bringing tens of thousands of visitors to the City for this annual event and reviewing how its delivery can align with its net zero carbon targets.		Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Wales Airshow delivered	Completed	Yes	
Swansea Council is committed to progressing discussions for the new interactive aquarium, aiming to offer an immersive experience for visitors and a wider educational resource.	Deliver aquarium as part of Urban Splash redevelopment of Civic Centre site	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Initial Design works underway and discussions taking place with aquarium company/operator. Urban Splash introduced to the project proposer. LUF Round 3 bid to be prepared.	On track	No	
Working in partnership with Penderyn Distillery, we will support a new whisky distillery attraction at Landore.	Shell and core scheme completed Sept 2022; Penderyn fit out and opening March 2023	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Practical completion and hand over to Penderyn for fit out and opening in June. Handover complete and Launch event held.	Completed	No	
Transport & Energy	The Council will announce progress on the Blue Eden project.	CRF funding received to continue further feasibility exercises.	Economy Finance & Strategy - Cllr Rob Stewart	formal proposal now discussed with DST and partners announced. Pre app progressing. Work to finalise CRF complete and final submitted to UK Government. Cabinet report on land disposal and acquisition approved at May 23 Cabinet	Completed	Yes
	We will continue the 'free bus ride' scheme for 2022 school summer holidays and consider further extensions.	Allocation for summer scheme 29th July for five weeks.		Summer scheme completed	Completed	Yes
	Swansea Council will support and enable the increase and availability of electric vehicle (EV) charging points and develop a wider EV charging strategy.	15 charge points in Council car parks - completed June 2022. These are public facing chargers.	Environment & Infrastructure - Cllr Andrew Stevens	Completed	Completed	Yes
	We will continue to review the council transport fleet to increase the green fleet in line with its agreed green fleet strategy.	Implement ULEV. Transition strategy (2022-2030). 2022-23 approximately 100 electric vehicles and 60 fleet chargepoints planned.	Environment & Infrastructure - Cllr Andrew Stevens	On course	Completed	Yes
	Swansea Council will commence the review of its disabled parking bay policy.	Update of existing policy. To be presented to policy development committee in Oct/Nov 2022.	Environment & Infrastructure - Cllr Andrew Stevens	On course. Draft report being prepared on new policy - will be taken to CDC	Completed	Yes
	We will progress discussions on the development of a hydrogen fuelling hub	Part of Western Gateway project with Swansea University.	Economy Finance & Strategy - Cllr Rob Stewart	Formal proposal now discussed with DST and partners announced. Pre app progressing. CRF activity complete and final report submitted. Work also progressing on aligned EV/Hydrogen Bus transport hub with network Rail, TFW and Welsh Government	Completed	Yes
We will strive to progress discussions regarding a new ferry service linking Wales with the South West of England.	Identify a viable option that is commercially deliverable	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Initial discussion held	Completed	Yes	
Well-Being	Swansea Council will progress delivery of all-weather sports pitches	Strategically situated pitches to grow participation in sports inc. football; rugby; hockey	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Funding confirmed and work progressing for additional facilities at Underhill; Cefn Hengoed; Elba; KGV playing fields and known/agreed school sites. For the purposes of the policy commitment this is complete as sites and funding with timetable for delivery and contracts awarded.	Completed	Yes
	We commit to progress discussions with partners regarding the International Sports Science Village.	A facility offering diverse sporting infrastructure for growing participation; elite performance and international events	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Feasibility study into a shared model complete with recommendations to progress. A Prior Information Notice will now be published for consultancy support to work with the Council and University on next stages, including identifying the best finance/ governance model within an achievable cost envelope. As a commitment to progress this relationship, the action is now complete.	Completed	Yes
	Swansea Council will work towards announcing new Active Travel routes, which develop the built and natural environment and encourages higher levels of physical activity.	Delivery of Active Travel grant funding within the current financial year.	Environment & Infrastructure - Cllr Andrew Stevens	On course. Funding allocated by Welsh Government.	Completed	Yes
	We are committed to delivering better skate-park facilities within Swansea.	To provide a strategic network of skate and wheelplay facilities	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Strategy agreed to include a programme of improvements to existing facilities and the creation of new destination wheel and skate facilities. Tender documents for specialist support out to market. Delivery agreed for the coming year - as a policy commitment this is complete as the action has been fulfilled.	Completed	Yes
Convert manifesto into council corporate policy commitments report (omitted from policy commitments statement)	To provide, in report format, the Council Policy Commitments for the City and County of Swansea for the next 5 years.	Economy Finance & Strategy - Cllr Rob Stewart	Report submitted to Council, and agreed, 7th July	Completed	Yes	

Manifesto Commitment	Policy Commitments Statement wording	SMART Intended Output(s)	Portfolio	Progress against Objectives	First 100 Days target	
					RAG Status	Days target
Other	We shall progress work of the new Corporate Joint Committee.	new committee constituted post May 22 elections. Work programme for 22/23 agreed for each of the 4 work strands	Economy Finance & Strategy - Cllr Rob Stewart	CJC forum now established and meeting regular and all governance arrangements in place. Activity complete	Completed	Yes
	The Council will seek to commence a review of delegated decisions that can be taken by both Officers and Councillors.	This will include a review across departments as to officer decision making/process for recording and publishing/amendments to constitution and report to CWG and Council.	Economy Finance & Strategy - Cllr Rob Stewart	A report has been taken to Cabinet/CMT Awayday and Leadership and a Protocol on the use of Officer Delegated Decisions has been drafted and will be published and circulated to Heads of Service.	Completed	Yes
	Swansea Council will agree a new Swansea Bay Strategy.	An overarching approach to ensure relevance for an updated delivery plan for the current Swansea Bay Strategy document	Investment Regeneration & Tourism - Cllr Robert Frances-Davies	Briefing note presented to CDC/Scrutiny on Swansea Bay action plan, progress to be monitored by Regen Programme Board	Completed	Yes
	The Council will update the recognition and naming policy	Head of Communications to lead a cross directorate working group to develop new policy to ensure consistent approach on all relevant naming of venues, locations, highways etc	Corporate Service & Performance - Cllr David Hopkins	The final policy document is scheduled to be presented to the Constitution Working Group in September 2023.	Completed	Yes
	We shall progress TAN15 discussions with Welsh Government to find a solution that supports appropriate development.	Commission specialist consultancy to produce an accurate evidence base that facilitates discussions on policy wording and appropriate mitigation measures.	Environment & Infrastructure - Cllr Andrew Stevens	Commission instructed and initial reports received. Workshop held with Welsh Government. Formal response submitted to Welsh Government. Awaiting publication of revised TAN by WG in 2024.	Completed	Yes

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

Which service area and directorate are you from?

Service Area: SDU

Directorate: Corporate 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
- Other

(b) Please name and fully describe initiative here:

This Policy Commitments Progress Report seeks to summarise progress of the Policy Commitments adopted by Council in July 2022. The report highlights the wide range of projects and programmes that have been / are being implemented and acknowledges the preparatory work that is required around each commitment. Varying degrees of detail are appropriate for each update and, although this report gives an overview of progress, each commitment continues to evolve and develop, taking account of opportunities and pressures as they may arise.

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	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 report notes the progress around policy commitments, as adopted by Council in July 2022 under the Policy Commitments Statement 2022-27. Whilst the report itself will have no direct impact on the groups listed in the IIA, each individual commitment will need to be clearly defined and built into Corporate / service plans and subjected to consultation and engagement and individual IIAs as appropriate.

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 a

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

The Policy Commitments have been incorporated into the Council’s Corporate and Service Plans Plan for delivery during 2022/27.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No If yes, please provide details below

Q8 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?

The report notes the progress around policy commitments, as adopted by Council in July 2022 under the Policy Commitments Statement 2022-27. Whilst the report itself will have no direct impact on the groups listed in the IIA, each individual commitment will need to be clearly defined and built into Corporate / service plans and subjected to consultation and engagement and individual IIAs as appropriate.

Outcome of Screening. This is a statement listing the policy commitments to be adopted by Council. Whilst the Statement will have a positive impact on the groups listed in the IIA, each individual commitment will need to be clearly defined and built into Corporate / service plans and subjected to consultation and engagement and individual IIAs as appropriate.

Q9 Please describe the outcome of your screening using the headings below:

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

The report notes the progress around policy commitments, as adopted by Council in July 2022 under the Policy Commitments Statement 2022-27. Whilst the report itself will have no direct impact on the groups listed in the IIA, each individual commitment will need to be clearly defined and built into Corporate / service plans and subjected to consultation and engagement and individual IIAs as appropriate.

(NB: This summary paragraph should be used in the **‘Integrated Assessment Implications’** 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: Richard Rowlands
Job title: Strategic Delivery & Performance Manager
Date: 11/08/23

Approval by Head of Service:
Name: Lee Wenham
Position: Head of Communications & Marketing
Date: 11/08/23

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



Council – 5 October 2023

Councillors' Questions

Part A – Supplementaries

1	<p>Councillors Mary Jones, Jeff Jones & Lynda James</p> <p>There are a number of delivery firms using insulated bags to convey takeaway meals to customers. Can the Cabinet Member confirm whether there are any food safety checks of the hygiene of these bags.</p> <p>Response of the Cabinet Member for Corporate Service & Performance</p> <p>Every food business needs to register with the authority and the Food and Safety Team carry out inspections of all food businesses using a risk-based approach.</p> <p>During the inspections, if delivery drivers are on site at the time, the insulated bags would be looked at as part of the inspection. It is accepted that this may be a small proportion of the delivery drivers collecting from a premises but during the inspection, officers will establish whether or not a premises offers a delivery service and if so will then discuss how this is done and identify/address any issues that arise.</p> <p>The larger delivery firms operating nationally receive all their advice via a primary authority relationship, from the local authority in the area where they are based, which would include food hygiene advice.</p> <p>The food safety risk from insulated bags would be relatively low, on the basis that the food going into the bags is normally doubled wrapped or in sealed cartons, so the risk of cross contamination is limited.</p>
2	<p>Councillors Peter May, Allan Jeffrey, Sandra Joy & Stuart Rice</p> <p>The relaxation of certain regulations by the Welsh Government during Covid allowed the facilitation by the council to position concrete structures on the public highway. This expanded outdoor seating assisting businesses.</p> <ol style="list-style-type: none">Was this relaxation permanent or if not when did it expire;How many of these structures still remain in place and what is the legal position on them remaining on a public highway;Have there been any discussions between officers and cabinet members to develop a future strategy on any remaining structures;If so, how long have they been going on, have there been any complications and have any options been tabled. <p>Response of the Cabinet Member for Corporate Service & Performance</p> <ol style="list-style-type: none">The Welsh Ministers pursued a non-legislative approach for the relaxation of powers for local authorities to grant pavement licences. This relaxation did not have

	<p>a specific expiry but was connected to Covid regulations. When Covid restrictions ended, the relaxed powers in Wales would have ended.</p> <p>b. 4 sites remain, these are licensed, within temporary footways.</p> <p>c. Yes, guidance has been agreed for the existing structures.</p> <p>d. Discussions have been ongoing for over a year during which time 6 sites have been stopped. The remaining 4 are being contacted with a view making the sites permanent but this will follow a formal consultation process and require private funding.</p>
3	<p>Councillors Peter May, Allan Jeffrey, Sandra Joy & Stuart Rice</p> <p>In the council meeting of 4th May the Uplands group tabled a question about the shoddy condition of the overhead concrete fascia on the South Car Park of the arena development. Subsequently a piece of concrete about a foot long has fallen away from the fascia from height (picture attached).</p> <p>Are there any plans to inspect the fascia and remedy the defect.</p> <p>Response of the Cabinet Member for Investment, Regeneration & Tourism</p> <p>We are aware of the minor spalling of the fascia at this location. It has been recorded and in light of the contractor Buckingham going into Administration will be captured and remedied with a new contractor together with all outstanding snagging items.</p>
	<p>Part B – No Supplementaries</p>
4	<p>Councillor Chris Evans</p> <p>Are there any plans to repaint the railings along the Mumbles Road corridor from Brynmill Lane to Ashleigh Road, which are currently looking quite tired. For clarity these are the ones at Singleton Park, Pub on the Pond and Ashleigh Road Playing Fields.</p> <p>Response of the Cabinet Member for Investment, Regeneration & Tourism</p> <p>The Council is working in conjunction with Swansea University to replace the railings, two samples panels have been produced for planning approval.</p> <p>Once approval has been given we will go out to tender to replace the fencing on a phased programme over the next few years.</p>
5	<p>Councillor Chris Evans</p> <p>Has the Council taken into account the cost of the negative health impacts of the Swansea Air Show in terms of both air quality issues and the impacts of excessive sound? Whilst the economic benefits are clear, we should also acknowledge it comes at a cost. The show takes place close to an urban Air Quality Management Area and the aircraft engines put out a mixture of gasses including carbon dioxide, nitrogen oxides and water vapour. Whilst the noise issue is significant as "The UK Government considers a L eq of over 57dBA to represent the noise level for the</p>

onset of significant community annoyance. Evidence from *The Aircraft Noise Index Study (1985)* showed that people become moderately disturbed at LAeq 65 dB(A) and were considered **highly disturbed at LAeq 70 dB(A)** while 120-140dB is the threshold of pain." *Parliamentary Office of Science and Technology, Environmental Noise, July 2009 Number 338*. A Jet flyover at 1000 feet produces 103 db, while a helicopter at 100 produces 100 db. Noise can also be a factor that triggers PTSD in patients including veterans returning from war zones and refugees fleeing from conflicts of which there are many as we are a City of Sanctuary.

Response of the Cabinet Member for Investment, Regeneration & Tourism

Air Quality Management Area (AQMA):

The Council carries out air quality monitoring as a part of Local Air Quality Management duties under the Environment Act 1995. The Annual Progress reports can be viewed via the following link [LAQM Reports](#)

Data recorded does not indicate an impact upon the AQMA for Nitrogen Dioxide (NO₂), the Council does not have equipment to monitor CO₂. The likelihood of emissions grounding, and impacting local populations at concentrations, is greatly reduced due to the drop in concentration due to wind dispersion and dispersion with distance.

Noise:

Initially it is important to confirm the indices being used when assessing the impact of sound pressure for individuals. The LA_{eq} (dB) refers to an average sound pressure over a time period and within *The Aircraft Noise Index Study (1985)* they measured sound pressure levels and its perception around airports such as Heathrow and so the time periods were for measurements over longer periods with a greater number of plane movements.

When looking the potential impacts of sound at an Air show it is important to consider the time period of the whole event and the periods of time when aircraft noise is present.

The [World Health Organisation \(WHO\) Community Noise Guidelines](#) (1999) provided guideline values for noise in specific environments and referred to the following for Ceremonies, festivals and entertainment events:

Critical health effects (patrons: <5 times/year) = 100dBLA_{eq4hours} with a peak value 110dB L_{Amax}

With reference to the sound pressure levels produced by aircraft at an Air show, a 3dB reduction can be assumed for each doubling of distance from the moving noise source (a line source) and so the metric of primary interest would be the L_{Amax}. The examples provided were for a jet at 103dB at 1000feet and a helicopter at 100dB at 100feet. Using the reduction of sound pressure with distance (3dB reduction per doubling of distance) would indicate that at the human receptor the L_{Amax} value would be below 100dB and below the community guideline value for critical health effect. The second metric to assess would be the average sound pressure level (LA_{eq}), the WHO 1999 guidelines refer to a 4hour time period and so the guideline for critical health effect provided is 100dBLA_{eq4hours}. When looking at the aircraft movements over a 4hour time period there will be a greater proportion of time where the sound pressure is not effected by the noise from aircraft and so it is unlikely that the critical health effect guideline will be reached.

	<p>The flying programme at the Wales Airshow is spread over several hours, with breaks between each display. The total display flying time is approximately 90 minutes per day. The displays themselves are from a wide range of aircraft the vast majority of which are not the louder 'jet engine type'.</p> <p>Attendees to the Airshow are warned in advance about increased noise levels when appropriate, during some of the displays. In addition, the Council supported by The National Autistic Society provides two accessible viewing areas with assistance and support to families. As well as a quiet viewing area located on the first floor of the central library in the civic centre.</p>
6	<p>Councillors Chris Holley, James McGettrick, Cheryl Philpott & Jeff Jones</p> <p>Can the Cabinet Member inform Council whether there is any cleaning regime for the Singleton Park ponds.</p> <p>Response of the Cabinet Member for Investment, Regeneration & Tourism</p> <p>The Parks Service carries out the general maintenance of the ponds. Floating debris is removed regularly when build up is apparent. Inlet and outlet pipes are cleared of silt build up as required using plant equipment, water levels are monitored daily by the team based in the area. Outfall pipes located on the beach are also cleared of sand as required to facilitate flow.</p>
7	<p>Councillors Peter May, Allan Jeffrey, Sandra Joy & Stuart Rice</p> <p>On a needs must basis, the council install street name signs. The older installations dating right back over many decades, some over a century old, are still clearly legible. Unfortunately the same cannot be said for more up to date installations. The black lettering has faded considerably and in some cases all you can see is a blank white plate.</p> <ol style="list-style-type: none"> a. Is there any comeback on the company for these substandard products. b. Does the council propose to commission remedial work be taken to restore the lettering on the signs. <p>Response of the Cabinet Member for Environment & Infrastructure</p> <ol style="list-style-type: none"> a. The current name plates are made with a diamond grade reflective plate which has a 10 year guarantee. The manufacturers will replace any faded plate free of charge during this guarantee period. The diamond grade plate became the default minimum specification in 2020. Prior to the new specification the name plates were non-reflective and they had a minimum three year guarantee, their life span is expected to be much longer. What is probably happening there's a batch of older plates fading now, especially if they are south facing. The old cast iron and die-press signs will undoubtedly last longer, but they are by far more expensive to purchase and they do not comply with modern reflectivity rules. b. Any faded sign will be either replaced or a replacement sticker overlaid once it has been brought to our attention.
8	<p>Councillors Peter May, Allan Jeffrey, Sandra Joy & Stuart Rice</p> <p>Volunteer street litter pickers from communities provide a welcome free contribution to the council when its resources are inadequate to keep up with demand. They fall</p>

into two categories: Those who participate in an organised event and those who merely do it casually on their daily walk in their local area. This question focusses on the latter category.

These welcome volunteers through their own accord help the council. Blue bags had been provided for them should they request them from Uplands councillors as they have using their own bags as well as advising them to place whatever bag they use by a public litter bin for ease of collection. Whilst many also have invested in litter grabbers through their own initiative, again Uplands councillors have provided them funded from the community budget.

A regime has evolved in recent years which is quite onerous for the casual volunteer.

- a. They are encouraged to fill in a data form with personal details giving at least 5 days notice to arrange collection of their efforts stating where their free work is to be collected from.
- b. They are encouraged to submit a record of how long they took, how many bags they collected, how many times they did it and photographs to an external organisation, Caru Cymru, so that organisation can generate a public statistic.
- c. They are advised that they have to take out insurance.
- d. They now have to use red bags which are not supplied by the council but from the abovementioned organisation Caru Cymru which includes effort to get hold of.
- e. They are now encouraged by Caru Cymru to engage with a project officer. All of these barriers are putting the casual litter picker off. They are finding the whole regime for a simple act of good will quite onerous and bureaucratic. It appears that red bags mean red tape.
Is there any scope for a rethink of this to include more flexibility for valued casual volunteers.

Response of the Cabinet Member for Community (Services)

The Volunteer Litter Picking protocol has developed over recent years in partnership with Keep Wales Tidy (KWT) and is consistent with the general approach taken by other Local Authorities. The Litter Picking Hubs provide those groups or individuals wanting to volunteer an understanding of the potential hazards associated with litter picking in the public realm and ensures that they are insured during the activity.

Those individuals that choose to litter pick outside of the agreed protocol do so at their own risk. The Council potentially places itself at risk where such activity is encouraged and supported by the provision of bags etc.

KWT uses information collected following litter picks to target their resources and develop future policy.

Cleansing Officers are currently looking to make it easier for individuals, families and small groups to volunteer by removing the requirement for the prior 5 day notification which will remain in place for larger groups.

9 Councillors

The Civic Centre is a public building which was constructed in the 1970s using a substantial amount of concrete. RAAC is a lightweight form of precast concrete, frequently used in public sector buildings in the UK from the mid-1960s to the 1990s. Are the council aware of any components made with RAAC in the Civic Centre.

Response of the Leader

	<p>We have carried out many condition surveys of the Civic Centre over the years, and we have carried out extensive reconfiguration, including compartmentalisation for fire safety and asbestos surveys all of which have required intrusive inspections.</p> <p>We have not found any RAAC in the building, with the concrete being poured reinforced as opposed to RAAC planks.</p>



Agenda Item 12.



Council – 5 October 2023

Notice of Motion - Commemorative Woodland

Notice of Motion from Councillors Chris Evans, Michael Locke and Sam Bennett.

We call for a report to council which can outline the delivery and maintenance of a commemorative woodland, to mark the hundred years anniversary of the cenotaph and the sacrifice that our armed forces have made in service of our country. Each person named on the Cenotaph would have a tree planted in their name, and an online record created accessed via QR code, outlining details of their life and family to ensure their names and sacrifices are not lost to history.