



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Corporate Services & Financial Resilience Service Transformation Committee

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

On: Tuesday, 12 December 2023

Time: 2.00 pm

Chair: Councillor Mandy Evans

Membership:

Councillors: P N Bentu, J A Hale, T J Hennehan, S Joy, E T Kirchner, F D O'Brien and L V Walton

Watch Online: <http://tiny.cc/CSFR12>

Agenda

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3 Minutes. To approve & sign the Minutes of the previous meeting(s) as a correct record.	1 - 3
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Next Meeting: Tuesday, 23 January 2024 at 2.00 pm

A handwritten signature in cursive script that reads "Huw Evans".

Huw Evans
Head of Democratic Services
Tuesday, 5 December 2023

Contact: Democratic Services - (01792) 636923

Agenda Item 3



City and County of Swansea

Minutes of the **Corporate Services & Financial Resilience Service Transformation Committee**

Multi-Location Meeting - Gloucester Room, Guildhall / MS

Teams

Tuesday, 26 September 2023 at 2.00 pm

Present: Councillor V M Evans (Chair) Presided

Councillor(s)
P N Bentu

Councillor(s)
S Joy

Councillor(s)
L V Walton

Officer(s)

Emily-Jayne Davies
Rhian Millar
Ben Smith
Lee Wenham
Samantha Woon

Strategic Policy Officer
Consultation Co-ordinator
Director of Finance / Section 151 Officer
Head of Communications & Customer Engagement
Democratic Services Officer

Also present

Mr M Corcoran, Coproduction Lab Wales

Apologies for Absence

Councillor(s): E T Kirchner and F D O'Brien

13 Disclosures of Personal & Prejudicial Interests.

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

14 Minutes:

Resolved that the Minutes of the Corporate Services & Financial Resilience Service Transformation Committee held on 25 July, 2023, be approved and signed as a correct record.

15 Swansea Council Co-Production Policy - (Work in progress - Draft) - Presentation.

The Head of Communications and Marketing stated that the Council had been working on engagement with Co-production Lab Wales for almost a year and introduced Mr Mike Corcoran (Co-production Lab Wales) to the meeting.

Mr Corcoran detailed the work undertaken in building and embedding coproduction within the Council. He referred to the Council's co-production champions network, training (including facilitation skills, a toolkit to support live projects) and detailed how the Policy was being developed.

He provided a detailed summary of the Co-production Policy which included the background, a definition of co-production, co-production and other engagement approaches, levels of co-production, applying co-production, when not to co-produce, high level guiding principles for implementation, roles in the process and additional information.

In response to Member questions, Mr Corcoran stated that working with the Council had proved a rewarding process and offered the opportunity to examine co-production in real life circumstances which had provided many 'light bulb' moments.

He reiterated the importance of all parties being equal and adhering to universal principles whilst adopting a diverse range of approaches.

The Head of Communications and Marketing thanked the Committee for their views which had helped shape the draft policy.

He also expressed his thanks to Co-production Lab Wales involvement and continued assistance with early projects.

He urged the Committee to provide any further comments directly to Officers or via the Council's consultation page and to promote the Policy to any hard to reach groups with their communities.

The Chair thanked Mr Corcoran and the Head of Communications and Marketing for their informative report.

16 Medium Term Financial Plan.

The Director of Finance/Section 151 Officer presented a report which detailed the information on the Medium Term Financial Plan in preparation for contributing to future savings proposals.

He detailed the context and outlined the challenges in relation to the manner in which Councils are allocated funding from the Welsh Government and the assumptions/forecasts on future expenditure levels and income streams. These income streams were subject not only to the general economic climate, but also to the political environment.

Furthermore, it was noted that the current economic climate presented a number of difficulties in terms of forecasting levels of inflation, pay awards and future funding. This was further complicated by the requirement to meet policy commitments as well as balancing legal requirements, generally with insufficient core funding.

The Chair expressed her thanks to the Director of Finance/Section 151 Officer for operating in a challenging environment and suggested that the report be deferred until late January/February 2024 when funding/income streams would have been confirmed.

17 Work Plan.

The Chair presented the Committee Work Plan 2023-2024.

Resolved that:--

- 1) The Medium Term Financial Plan be deferred to the meeting on 27 February, 2027.
- 2) The results from the Co-production Consultation Exercise be presented to the Committee on 31 October, 2023.

The meeting ended at 2.39 pm

Chair

Agenda Item 4



Report of the Head of Digital & Customer Services

Corporate Services & Financial Resilience Service Transformation
Committee – 12 December 2023

Customer Charter and Service Standards Framework

Purpose:	To recommend to Cabinet for approval and adoption the Customer Charter and Service Standards Framework attached at Appendix A.
Policy Framework:	Successful and Sustainable Swansea Digital Strategy 2023-28
Consultation:	Access to Services, Finance and Legal
Recommendation(s):	It is recommended that: 1) The Committee discusses the consultation and engagement feedback from Swansea residents and businesses 2) The Committee recommends the Customer Charter and Service Standards Framework to Cabinet for approval and adoption from 1st April 2024.
Report Author:	Sarah Lackenby
Finance Officer:	Ben Smith
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 The Committee discussed the draft Customer Charter and Service Standards on the 25th of July 2023, after which public consultation and engagement was undertaken in the form of a survey. The Charter and Standards have been updated as a result of feedback in the survey and this is highlighted later in the report. Further views are being sought with specific consultation groups before the Charter and Standards go to Cabinet for approval on the 18th January 2024.

- 1.2 The Committee is asked to review the consultation feedback and discuss any further changes before recommending the Customer Charter and Service Standards Framework (Appendix A) for adoption from 1st April 2024.
- 1.3 The Customer Charter and Service Standards Framework is a dynamic set of guidelines. They will require constant review, and moving forward, will be updated in line with changes to legislation and working practices. Therefore, although it is recommended this version of the Charter and Standards is adopted, it will be subject to change and development moving forward.

2. Survey Consultation and Engagement Feedback

- 2.1 There were 73 responses to the survey of whom 81% were Swansea residents and 16% were Swansea Council staff.
- 2.2 A summary of feedback from residents regarding the Customer Charter includes the following:
- 84% of respondents agreed the overall promises laid out in the Charter are needed and 73% felt they will improve customer standards. Responding in a timely manner was raised throughout by several respondents.
 - With regard to accessing services online 76% of respondents felt they were the right promises and 68% felt they would improve customer standards. However, additional comments strongly highlighted the need for telephone and face-to-face channels alongside online services.
 - Regarding contacting Council services by email, 70% of respondents felt they were the right promises and 77% felt they would improve customer standards.
 - Regarding contacting Council services by phone, 77% of respondents felt they were the right promises and 68% felt they would improve customer standards. This is the area where responding in a timely manner was requested by most respondents to the survey.
 - Regarding residents visiting Council offices, 92% of respondents felt they were the right promises and 90% felt they would improve customer standards.
 - Regarding Council staff visiting residents, 96% of respondents felt they were the right promises and 90% felt they would improve customer standards.
- 2.3 With regard to the Service Standards listed for each service area, some comments were received around individual cases and current service requests, these will be passed to the relevant department.

3. Integrated Assessment Implications

3.1 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.

3.1.1 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'.

3.1.2 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.

3.2 An IIA Screening Form has been completed (Appendix B) with the agreed outcome that a full IIA report was not required. The IIA has been updated following the survey feedback and will continue to be reviewed.

Summary of findings from the IIA screening:

- The Customer Charter and Service Standards will have a medium positive impact across all groups as residents and businesses will know what level of service to expect when they contact the Council.
- The Service Standards are already in place, some of which are statutory, therefore changes will not be possible for some areas.
- The Charter and Standards are dynamic and will be subject to change, for example, as a result of legislative or service changes. Moving forward, services may therefore also undertake their own consultation and engagement where changes are being proposed, this may include co-production where appropriate.

- A broad survey consultation has been undertaken and changes have been made to the Charter and Service Standards as a result, including:
 - A framework to reflect the dynamic nature of services.
 - Providing access to services and information in alternative formats, e.g. large print, braille etc.
 - Strengthening the need for telephone and face-to-face to support online channels.
 - Strengthening the timeliness of responses, especially when responding by phone.
- In addition to the survey, further views are being sought before the Charter and Standards go to Cabinet for approval on the 18th January 2024, including for example:
 - Disability Liaison Group and Parents and Carers
 - 50+ Network
 - Poverty Forum
 - Organisations that support Welsh Language
 - LGBT Forum
 - Business Improvement District (BID).
- This work delivers on the Transformation and Financial Resilience well-being goal and steps in the Corporate Plan. The aim of the Charter and Standards is to provide clear guidance to residents and businesses when they access Council services
- Risks are considered to be low as Service Standards are in already in place, some of which are statutory.
- The cumulative impact is considered to be positive at this stage in development, providing a firm framework for residents and businesses accessing Council services.

4. Financial Implications

- 4.1 Providing access to information and services in alternative formats such as large print or braille may incur additional costs for some services. This is being assessed by services across the Council and will be included in the final report to Cabinet on the 18th January 2024. It is expected to be accommodated within existing budgets.

5. Legal Implications

- 5.1 There are no specific legal implications arising from this report.

Background Papers: None

Appendices:

- Appendix A Customer Charter and Service Standards
- Appendix B IIA Screening

Appendix A



CUSTOMER CHARTER & SERVICE STANDARDS FRAMEWORK

Customer Charter

The Swansea Council Customer Charter, combined with our published Service Standards, provide our framework for communicating how we will meet the expectations of our residents. The framework provides clear and concise statements, detailing ways by which we can measure and monitor customer service levels.

The Service Standards explain what each front-facing service delivers. They also describe the timescales within which you can expect us to deal with your query. We are committed to ensuring that you are completely satisfied with the service you are getting in line with our Standards.

Swansea Council is committed to putting our customers at the heart of everything we do and we welcome your feedback on how we can improve our services.

Our Customer Charter framework sets out our promises as to how we will deliver high quality services to you and the service standards we will provide to enable us to meet your expectations.

Our promises

We will:

- Provide you with quality services
- Ensure that we use plain language and have trained staff to answer your questions
- Be honest, approachable and polite, keeping your needs at the heart of everything we do
- Acknowledge and respond within the timescales laid out in our Service Standards
- Aim to answer your enquiry through the publicised first point of contact wherever possible
- Make sure the information we provide is accurate, up to date, and bilingual where required
- Provide information in alternative formats where requested, e.g. large print, braille
- Deliver services in a way which offers good value for money for the community
- Involve you in the design and delivery of our services wherever possible.

When you need to access services online, we will:

- Provide you with easy-to-use, accessible, bilingual online services with all the information you need in one place
- Publish a range of web addresses and emails so you can quickly access services or contact officers
- Deliver secure and trusted online services to you
- Help those residents unable to use online channels with telephone and face-to-face support.

If you email us, when we respond we will:

- Be clear, use plain language, and reply bilingually where appropriate
- Respond within the timescales laid out in our Service Standards.

If you phone the Council, we will:

- Aim to answer your call in a timely manner
- Give you alternative options and information for accessing services during busy periods
- Provide access to services in Welsh and other languages.

When you visit our public offices, we will:

- Provide an accessible space which is open during published hours
- Provide a welcoming, friendly and helpful atmosphere
- Aim to see you within 30 minutes (if you have to wait longer we will explain why).

If we visit you, we will:

- Arrive at the agreed appointment time (unless we are delayed, in which case we will contact you)
- Be helpful, polite, and treat you with respect and dignity.

When you speak with our staff we expect you to:

- Be helpful, polite, and treat us with respect and dignity
- Understand we will address unreasonable behaviour and may end the conversation / visit, or invoke our Unreasonable Customer Behaviour Policy if necessary.

Service Standards

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Benefits – Housing Benefit (HB)	Make a new claim for Housing Benefit or tell us about a change in your household circumstances that might affect an existing claim	If you have provided all the information we need, we will work out how much HB you are entitled to and tell you	28 working days	Web: Housing Benefit and Council Tax Reduction - Swansea Email: benefits@swansea.gov.uk Phone: 01792 635353
Benefits – Council Tax Reduction (CTR)	Make a new claim for CTR or tell us about a change in your household circumstances that might affect an existing claim	If you have provided all the information we need, we will work out how much CTR you are entitled to and tell you	28 working days	Web: Housing Benefit and Council Tax Reduction - Swansea Email: benefits@swansea.gov.uk Phone: 01792 635353
Benefits – Housing Benefit (HB) and Council Tax Reduction (CTR)	Query entitlement/ payments / the potential impact of changes in circumstance on benefits / seek advice, support	We will explain our decisions/calculations and the regulations in a clear and concise way.	28 working days	Web: Housing Benefit and Council Tax Reduction - Swansea Email: benefits@swansea.gov.uk Phone: 01792 635353
Breach of planning control	Report works where a property doesn't have planning permission or is breach of condition	Investigate your complaint and advise on course of action to be taken	12 weeks	Web: swansea.gov.uk/planningenforcement Email: enforcement.development@swansea.gov.uk Phone: 01792 635701
Building Control application	Submit a completed application form for building regulations	Register your application	Within 3 working days	Web: www.swansea.gov.uk/bcon Email: bcon@swansea.gov.uk Phone: 01792635636

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Building inspections	Request an Inspection	Carry out inspections while the work is taking place and we are happy to talk to you about an inspection programme for your scheme that suits you.	Where possible same working day, or within 24hrs of request. Future date inspection by arrangement.	Web: www.swansea.gov.uk/bcon Email: bcon@swansea.gov.uk Phone: 01792 635636
Cemeteries	Search for a grave	We will conduct a search of municipal cemeteries	Within 5 working days	Web: Burials and cremations - Swansea Email: bereavementservices@swansea.gov.uk Phone: 01792 636389
Crematorium	Enquire about a memorialisation scheme for the crematorium	Provide information / costs and process application	Within 5 working days	Web: Burials and cremations - Swansea Email: bereavementservices@swansea.gov.uk Phone: 01792 636481
Registrars	Enquire to register a birth	Offer an appointment	Within 5 working days	Web: swansea.gov.uk/registrars Email: registrars@swansea.gov.uk Phone: 01792 637444
Commercial land and property	Search for available land and property in Council ownership	We will advise on available council land and property.	Email contact 5 working days. Tel contact 2 working days If call unable to be answered and message	Web: Land and property for sale or lease - Swansea Email: Corporate.Property@swansea.gov.uk Phone: General enquiries (property / asset management) 01792 636727

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			being left requesting a call back	
Committee agendas	To find out information on any meetings such as council, cabinet, planning etc.	We will advise and help in your search for information on items reported to the various meetings of council.	5 working days	Web: www.swansea.gov.uk/democracy Email: democracy@swansea.gov.uk Phone: 01792 636923
Councillors	To find out information on any our 75 councillors.	We will assist and advise with queries such as who is my local councillor or relevant cabinet member for a service area.	3 workings days	Web: www.swansea.gov.uk/councillors Email: democracy@swansea.gov.uk Phone: 01792 636923
Complaints	Make a complaint about any service	We will investigate the complaint and respond to you. We take complaints very seriously and use them as an opportunity to improve our services.	Corporate complaints: Stage 1: 10 working days Stage 2: 20 working days Social Services complaints follow a specific Policy, please visit the link	Web: Corporate complaints policy Social Services complaints policy Email: complaints@swansea.gov.uk Phone: 01792 637345
Council-owned land	To make general queries including ownership	We will advise if land is council owned and confirm areas of responsibility	Email contact 5 working days. Tel contact 2 working days If call unable	Email: Corporate.Property@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			to be answered and message being left requesting a call back	Phone: General enquiries (property / asset management) 01792 636727
Council Tax	Report a change of address / change of ownership or occupation of a property	Take the details off you and make the necessary updates so a correct bill can be issued	28 working days	Web: Register/report a change of circumstances that may affect your Council Tax - Swansea Email: council.tax@swansea.gov.uk Phone: 01792 635382
Council Tax	Ask to pay by direct debit	Take the details off you and set up a direct debit claim for whichever of the 4 available dates you choose	28 working days	Web: www.swansea.gov.uk/paycounciltax Email: council.tax@swansea.gov.uk Phone: 01792 635382
Council Tax	Tell us about difficulties you may have with paying your bill	We will listen and do our best to agree a reasonable, mutually acceptable payment plan with you. We will also offer to refer you for independent financial advice and tell you about Council Tax Reduction	28 working days	Web: Problems paying your Council Tax bill - Swansea Email: council.tax@swansea.gov.uk Phone: 01792 635382
Council Tax	Make a payment	We will take the payment from you promptly	3 days	Web: www.swansea.gov.uk/paycounciltax

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
				Email: council.tax@swansea.gov.uk Phone: 0300 4562765
Dangerous structures	Report a dangerous structure.	To react within 3 hours/ 24 hours depending on severity.	Deal with imminent dangers within 3 hours. Non-imminent danger the next working day.	Web: www.swansea.gov.uk/bcon Email: bcon@swansea.gov.uk Phone: 01792635636
Dog fouling/litter	Report locations where dog fouling and/or litter is creating a hazard and/or nuisance	Remove the nuisance and/or hazard	Danger – by end of next working day Nuisance – within 5 working days	Web: https://www.swansea.gov.uk/reportit Email: evh@swansea.gov.uk Phone: 01792 635600
Education: General Queries	Ask any question about the provision of education in Swansea	Provide a clear and concise response and/or signpost to the relevant school/process	15 working days	Web: https://www.swansea.gov.uk/schoolsandlearning Email: education@swansea.gov.uk Phone: 01792 637400
Education: School Uniform Grant (School Essentials Grant)	Helpline to support the online grant application process	Provide support to claimants that are struggling with the online application process	15 working days	Web: https://www.swansea.gov.uk/schooluniformgrant Email: SchoolUniformGrant@swansea.gov.uk
Education: Free School Meals (FSM)	Make a new application for FSM or tell us about a change in your household circumstances that might affect an	If you have provided all the information we need, we will work out if you are entitled to FSM and tell you	28 working days	Web: Free school meals - Swansea Email: freeschoolmeals@swansea.gov.uk Phone: 01792 635353

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	existing award of FSM			
Education: Additional Learning Needs Inclusion Team (ALNIT)	Contacting a member of the ALNIT Team for information, advice or assistance	Make sure we publish all the relevant information on our website	15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/alnprofessionals Email: ALNIT@swansea.gov.uk Caseworker@swansea.gov.uk DESCO@swansea.gov.uk Phone: 01792 636162
Education: Additional Learning Needs Inclusion Team (ALNIT)	General enquiries to the team	Ensure all the relevant information is available on our website. Answer emails on specific questions Provide a limited phone services for those without internet or email access	15 school days to respond to e-mail queries Phone line will be open between 10.00 am to 12 noon & 2.00 pm to 4.00 pm Monday to Friday	Web: https://www.swansea.gov.uk/aln Email: ALNIT@swansea.gov.uk Phone: 01792 636162
Education: School Admissions	Apply to change school in the school year	Write to you with the outcome of your application in line with the timescales	15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk Phone: 01792 636550
	Apply for a school place because you have moved into the area	Write to you with the outcome of your application in line with the timescales	15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk Phone: 01792 636550
	Apply for a school place for entry to reception or year 7	Make sure we publish all the relevant information on our website and write to		Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
		you directly if you are currently registered with a Swansea school		Phone: 01792 636550
	Admission Appeals	Make sure we publish all relevant information on our website to advise of the process to follow	Notification of right to appeal 15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk Phone: 01792 636550
	General enquiries about school admissions	Ensure all the relevant information is available on our website. Answer emails on specific questions Provide a limited phone services for those without internet or email access	10 working days to respond to email queries Phone line will be open between 10 and 12 a.m. and 2 and 4 p.m. Monday – Friday (excluding bank holidays)	
Empty properties	Report details of an empty property which is open to access	We will visit the property, try to identify and contact the owner and make sure the property is secured if there is a risk of unauthorised access.	Visit the property within 2 working days	E-mail: evh@swansea.gov.uk Phone: 01792 635600
Food hygiene enquiries or complaints	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5	Web: https://www.swansea.gov.uk/food Email: foodandsafety@swansea.gov.uk Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			working days of receipt	
Freedom of Information requests	Make a Freedom of Information Request in writing	On receipt of a written request for recorded information the Council will notify you whether we hold that information. We will provide it in the way you requested	20 working days	Web: www.swansea.gov.uk/freedomofinformation Email: freedomofinformation@swansea.gov.uk Phone: 01792 637345
Grants and funding	Find out about grant funding options or opportunities	Help to signpost you to the most appropriate funding source(s)	Within 28 working days for initial request	Email: ExternalGrants@swansea.gov.uk GrantiauAllanol@abertawe.gov.uk
Grass verge cutting	Report locations where long grass is limiting driver visibility and creating a hazard	Cut visions splays as necessary	Within 5 working days	Email: parks.section@swansea.gov.uk Phone: 01792 280210
Health and Safety advice and complaints	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: https://www.swansea.gov.uk/healthandsafety Email: evh@swansea.gov.uk Phone: 01792 635600
Highways: Active Travel	General enquiries	Ensure all the relevant information is available on our website. Answer emails on specific questions.	Officers will respond to your enquiry, complaint or request for a service within 10	Web: https://www.swansea.gov.uk/activetravel Email: activetravel@swansea.gov.uk Phone: 01792 843330 (Highways)

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			working days of receipt	
Highways: Emergency	Report an immediately dangerous situation on the Highway	To react within 4 hours/ 24 hours depending on severity.		Phone to Highways Front Desk 01792 843330
Highways: Pothole Pledge	Report a pothole	We will repair the pothole where able.	48 hours for action and further 48 hours for response when an email address is provided.	Using the online "Report it" form, Email to highways@swansea.gov.uk or By Phone to 01792 843330
Highways Service Request	Reporting requests for works or routine service, ice, road condition, flooding etc	Log the call, investigate action appropriately.	Non safety defects no agreed response time. Dealt with by routine programmes of work.	Using the online "Report it" form, Email to highways@swansea.gov.uk or By Phone to 01792 843330
Houses in Multiple Occupation (HMO) Licensing	Make a licence application or request a variation of an existing licence	Log the application and contact you to confirm details, take payment and explain next stages.	Within 10 working days of you submitting the application.	E-mail: hph@swansea.gov.uk Phone: 01792 635600
Housing Standards	Report issues with the condition of your privately rented property	Take the details from you, including details of your landlord/agent, give you advice and arrange an inspection of the property, after contacting your landlord/agent.	Contact you to arrange an inspection within 5 working days of your report	Web: Get advice on private rented housing - Swansea E-mail: evh@swansea.gov.uk Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Housing	General enquiries	We will refer your query to the correct section/team	General email enquiries: an initial acknowledgement within 1 working day and full response within 10 working days from the relevant team.	General enquiries: https://www.swansea.gov.uk/housingenquiryform email: housing@swansea.gov.uk housing portal: https://housing.swansea.gov.uk Area Housing Office emails: westarea.housingoffice@swansea.gov.uk eastarea.housingoffice@swansea.gov.uk northarea.housingoffice@swansea.gov.uk centralarea.housingoffice@swansea.gov.uk
Housing	Apply for Housing	Your application will be assessed in accordance with our Housing Allocations Policy.	30 working days	Housing Options Web: https://www.swansea.gov.uk/applyforcouncilhousing https://www.swansea.gov.uk/contacthousingoptions Email: housing.options@swansea.gov.uk Phone: 01792 533100
Housing	Make a Homelessness application	If you are at risk of becoming homeless, contact Housing Options and we will take initial details from you and arrange for you to be contacted by a homelessness caseworker who will carry out an assessment with you.	On the day if homeless that night. 10 working days if at risk of homelessness	Housing Options Web: https://www.swansea.gov.uk/helpforhomeless https://www.swansea.gov.uk/atriskoflosingyourhome https://www.swansea.gov.uk/contacthousingoptions Email: housing.options@swansea.gov.uk Phone: 01792 533100
Housing	Discuss your rent account	We will offer advice and support if you are	You will be contacted within 5	Rents Team Queries:

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
		struggling to pay your rent, or have a query about your account.	working days to discuss your query	Email: rentsteam@swansea.gov.uk Tel: 01792 534094 Ways to pay: https://www.swansea.gov.uk/rentsteam Pay your rent online: https://www.civicaepay.co.uk/Swansea/Webpay_public/webpay/default.aspx?Fund=21 Housing portal: https://housing.swansea.gov.uk
Housing	Report a repair	We will respond to your request and deal with your repair.	Repair categories: A - Emergency repairs – Attended to and made safe within 24 hours. Out of hours service available B - Urgent repairs – complete in 5 working days C - Non-urgent – complete in 20 working days (maybe subject to pre-inspection) D - Specialist Repairs – complete in 80 working days (may be subject to pre-inspection)	Repairs Web: https://www.swansea.gov.uk/requesthousingrepair Email: housingrepairscentre@swansea.gov.uk Housing portal: https://housing.swansea.gov.uk Tel: 01792 635100 Monday - Thursday 8.30am - 5.00pm and Friday 8.30am - 4.30pm Out of office hours emergencies: 01792 521500 Monday - Thursday 5.00pm - 8.30am Friday 4.30pm - Monday 8.30am

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			<p>Pre-inspections carried out via an appointment arranged with the tenant</p> <p>Damp and mould – inspected within 5 working days and work needed carried out within 20 working days</p>	
Housing	Report anti-social behaviour (ASB) on council estates	Your initial complaint will be responded to either by the Area Housing Office or by the Neighbourhood Support Unit (NSU)	Your initial report will be responded to within 5 working days if a name and address is left.	<p>Report ASB - NSU</p> <p>Web: https://www.swansea.gov.uk/reportantisocialbehaviour</p> <p>Tel: 01792 648507 (24 hours)</p>
Housing	Request support from the Tenancy Support Unit (TSU)	The Tenancy Support Unit will provide housing-related support and advice to home owners, housing association tenants, council tenants and those who rent from the private sector.	An initial assessment of support needs will be undertaken within 5 working days.	<p>Web: https://www.swansea.gov.uk/requesttenancysupport</p> <p>Email: tsu@swansea.gov.uk</p> <p>Phone: 01792 774360</p>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Housing	Council Housing Major Improvement Programme	Provide advice and guidance to tenants of council properties about major repair and improvement work being undertaken or proposed in the future	Replies to emails will be made in 5 working days	Enquires to HousingILT@swansea.gov.uk Phone: 01792 635117
Housing	Renewals – enquire about grants and loans for eg Council House adaptations, Disabled Facilities Grants and repairs eg HomeFix Loan and Welsh Government loans	Provide initial advice and assistance on the forms of assistance available and signpost to most suitable service. Assist client in applying for that form of assistance.	Contacted within 10 working days to complete an initial enquiry for housing grants / loans assistance.	Renewals – Housing Grants Team Email: urbanrenewals@swansea.gov.uk Tel: 01792 635330
Land searches	To request Local Authority Con 29 searches, copies of documents, make payments and queries on all searches	We carry out local land searches which are part of the property conveyancing process. It allows prospective purchasers of properties and mortgage lenders to find out information that we hold about a property.	10 working days	Web: www.swansea.gov.uk/locallandcharges Email: locallandcharges@swansea.gov.uk Phone: 01792 635728
Licensing		Log the application and process in accordance		Web: https://www.swansea.gov.uk/licensing Email: evh.licensing@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	<p>Submit a completed application for a licence</p> <p>-----</p> <p>Make a complaint, submit an enquiry or request for a service</p>	<p>with statutory requirements</p> <p>-----</p> <p>Investigate the complaint, respond to the enquiry or request for a service and take appropriate action</p>	<p>Applications will be processed in accordance with statutory timescales where applicable</p> <p>-----</p> <p>Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt</p>	<p>taxilicensing@swansea.gov.uk</p> <p>Phone: 01792 635600</p>
Litter/dog bins	<p>Report locations where overflowing litter/dog bins are creating a hazard and/or nuisance</p>	<p>Remove the nuisance and/or hazard</p>	<p>Danger – by end of next working day Nuisance – within 5 working days</p>	<p>Web: https://www.swansea.gov.uk/reportit Email: evh@swansea.gov.uk Phone: 01792 635600</p>
Local Development Plan	<p>Understand, raise queries about, and get involved in the production of, the Swansea Local Development Plan</p>	<p>To provide clear, consistent advice and opportunity for the public and key stakeholders to be active participants in the LDP process in accordance with the agreed Community Involvement Scheme</p>	<p>Respond to queries within 2 working days</p>	<p>Web: https://www.swansea.gov.uk/RLDP Email: ldp@swansea.gov.uk</p>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Noise nuisance and Pollution	Report a problem about noise, water, land or air pollution	Take the details from you and investigate and action appropriately	An officer will contact you for further information, where necessary within 5 working days.	Web: https://www.swansea.gov.uk/reportpollution E-mail: pollution@swansea.gov.uk Phone: 01792 635600
Parking ticket appeal	When you make representations in writing appealing against the issue of a Parking Charge Notice	Consider your reasons for appealing the Parking Ticket and make a decision to either uphold or reject these representations.	Pre Notice to Owner (NTO) appeal – respond in writing within 6 months. Post Notice to Owner (NTO) appeal – respond in writing within 56 Days	Web: Challenge Entry - City and County of Swansea Email: Car.parks@swansea.gov.uk
Passport to Leisure (PTL)	Make a new application for a PTL or to tell us about a change in your household circumstances that might affect a PTL you already hold	If you have provided all the information we need, we will work out if you are entitled to a PTL and tell you	28 Working days	Web: Passport to Leisure - Swansea Email: PTL@swansea.gov.uk Phone: 01792 635353
Placemaking and heritage	Obtain advice or information relating to placemaking and heritage in Swansea, including for Conservation Areas and Heritage Protected Assets	To provide clear, consistent advice and information	Respond to queries within 2 working days	Web: https://www.swansea.gov.uk/placemakingandheritage Email: ldp@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	such as Listed Buildings			
Planning Pre-application advice	To explain how the Pre application service works, including the different types of pre applications provided and to make Payments	To provide clear and concise advice on the feasibility of proposals submitted	<ol style="list-style-type: none"> 1. Statutory advice service – 21 days of receipt of valid application 2. Non-Statutory advice service – 28 days of receipt of valid application or as agreed for larger schemes. 	Web: www.swansea.gov.uk/preplanningadvice Email: planning@swansea.gov.uk Phone: 01792 635701
Planning applications	To explain how the planning application process works, updates on planning applications, request application forms and to pay planning fees	To process as many applications as possible within Statutory targets, to approve developments assessed against current planning policies that bring social and economic benefits to all residents and communities within Swansea	56 days (for most applications)	Web: www.swansea.gov.uk/planningapplications Email: planning@swansea.gov.uk Phone: 01792 635701
Playgrounds - dangerous	Report playgrounds where there perceived hazards	Remove the hazard	Danger – by end of next working day	Email: parks.section@swansea.gov.uk Phone: 01792 280210
Pest Control	If you have problems with pests like mice, rats, fleas and wasps you can	Arrange a visit by a pest control officer after payment of the relevant	Due to the volume of calls the pest control service is receiving it can	Web: https://www.swansea.gov.uk/pestcontrolenquiryform

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	arrange a pest control visit by completing the on-line enquiry form.	fee, as most of our services have a charge.	take up to 10 working days for a visit date to be made, from date of enquiry	Phone Environment Call Centre on 01792 635600
Port Health	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: https://www.swansea.gov.uk/swanseabaypha Email: Port.Health@swansea.gov.uk Phone: 01792 635600
Register to vote / Elections / Voting	Enquire about vacancies, and standing for election	We will give you advice according to current legislations	We will follow statutory timetables during election time, otherwise we will respond within 5 working days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
	Enquire about elections in your area and how and where to vote	We will advise you of the correct procedure and where and when to vote	Within 3 working days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
	Report a change of name, address, add or remove an elector from your property	We will write to you confirming of the change	Within 28 days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
	Enquire about your registration details	We will confirm your registration status	Within 3 working days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
Paying for Adult Social	Make a new application for help	If you have provided all the information we need,	28 Working Days	Web: Paying for residential care - Swansea

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Care – Residential Care	towards the cost of Residential Social Care or to tell us about a change in your circumstances that might affect an existing application.	we will work out how much help you are entitled to and explain how we have arrived at our decision.		Email: - SCIF@swansea.gov.uk Phone: 01792 636380
Paying for Adult Social Care – Non-Residential Care	Make a new application for help towards the cost of Non- Residential Social Care costs or to tell us about a change in your circumstances that might affect an existing application.	If you have provided all the information we need, we will work out how much help you are entitled to and explain how we have arrived at our decision.	28 Working Days	Web: Charges for care at home - Swansea Web: www.swansea.gov.uk/chargesforcareathome Email: SCIFhomecare@swansea.gov.uk Phone: 01792 636160
Social Care – Direct Payments Finance	Query the Finance side of Direct Payments	The Finance Directorate will make payments as instructed by Social Services, based on the client's support plan.	28 working days from when the instruction is received from Social Services	Web: Social care direct payments - Swansea Email: - DPFinance@swansea.gov.uk Phone: 01792 636511
Social Care – Childcare Payments	Query the Finance side of Childcare Payments including Fostering, Special Guardianships and Adoption	The Finance Directorate will make payments as instructed by Social Services, based on the client's support plan.	28 working days from when the instruction is received from Social Services	Web: Fostering and adoption - Swansea Email: - softbox.remittances@swansea.gov.uk Phone: 01792 636310

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Paying for Adult Social Care-	Make a payment	We will take the payment from you promptly	3 days	Web: Pay - Swansea Residential Care Phone: 01792 636380 Non Residential Care Phone: 01792 636160
Adult Social Care	Information, advice or assistance Reporting a safeguarding concern	We will work with you to live well and safely in our community	We will respond within 2 working days via telephone or email.	Web: Social care and wellbeing - Swansea Common Access Point: CAP@swansea.gov.uk Phone: 01792 636519 Safeguarding: AdultSafeguardingTeam@swansea.gov.uk Phone: 01792 636854 Emergency Duty Team (out of hours): Emergency Duty Team - Swansea Email: edt.edt@swansea.gov.uk Tel: 01792 775501
Social Services	Make a comment, complaint or compliment about Social Services	When things go wrong and a service user or someone sufficiently concerned with their welfare, may wish to complain, the law says you have a right to get your views heard about Social Services	You will get an acknowledgement within 2 working days. We will contact you to discuss your complaint within 10 working days, We will write to you within 5 working days of the resolution date,	Phone: 01792 637345 Or contact the <u>Council Complaints Team</u>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			confirming the outcome.	
Child and Family Services	Seek information, advice or assistance or to report a safeguarding concern	We can help families to get support from the right people at the right time to live happy, health and safe lives	We will respond within 48 hours via telephone or email	Swansea Single Point of Contact (Monday to Thursday, 8.30 am – 5.00 pm; Friday 8.30 am – 4.30 pm) Email: singlepointofcontact@swansea.gov.uk Phone: 01792 635700 Emergency Duty Team is available outside of normal working hours on 01792 775501
Child and Family Services	Enquire about becoming a foster carer	We provide dedicated support on your fostering journey, from specialist training to financial allowances, so you're never alone	We will respond to your initial enquiry within 24 hours	Email: fosterwales.swansea@swansea.gov.uk Fostering Enquiry Line: 0300 555 0111
Child and Family Services	Enquire about becoming an adoptive parent	Western Bay Adoption offer support to not only adopters going through the assessment but also so adopted young people affected by adoption	We will respond to your initial enquiry within 5 working days	Email: enquiries@westernbayadoption.org Phone: 01639 685396
Stray Dogs	Report a dog straying in your area or contact us to see if your dog has been picked up by the Animal Warden	We will take the details from you and try and collect a straying animal or check our register to confirm whether your stray dog has been picked up. Take the release fee from you and explain how you	We will respond within 1 working day	E-mail: pest.control@swansea.gov.uk Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
		can collect your impounded dog.		
Trading Standards	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: https://www.swansea.gov.uk/tradingstandards Email: trading_standards@swansea.gov.uk Phone: 01792 635600
Trees - dangerous	Report trees which are considered to be creating a hazard	Remove the hazard	Immediate Danger – by end of next working day Non immediate hazard - within 5 working days	Email: parks.section@swansea.gov.uk Phone: 01792 280210
Waste & Recycling: Assisted waste collections	When all residents of a property are unable to put waste out for collection due to disability or infirmity	Our waste team will be advised and will agree a safe position on the premises to collect the bags/bins	On your normal bin collection day, (Mon-Fri)	Web: Assisted collections - Swansea Email: evh@swansea.gov.uk Phone: 01792 635600
Waste & Recycling: Collections - missed	Report that your waste, correctly put out on time, has not been collected on the correct collection day, giving us your contact details	If put your waste out correctly and on time, our Waste Team will return to collect it	Within 5 working days	Web: Missed recycling and rubbish collection - Swansea Email: evh@swansea.gov.uk Phone: 01792 635600

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: Digital and Customer Services

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 initiative is a Customer Charter and Service Standards as part of delivering the first goal in the Digital Strategy 2023-28. Customer Charters are considered good practice and provide a framework for communicating how the Council will meet the expectations of our residents. In addition, a Customer Charter provides clear and concise statements detailing ways by which the organisation can measure customer service levels.

The Service Standards demonstrate what each front facing service within the Council will adhere to, with the timescales for dealing with a query.

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix B - Integrated Impact Assessment Screening Form

Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Consultation and engagement has begun following discussion at the Service Transformation Committee on the 25th July 2023. A survey was undertaken to gather feedback and input from residents. The Service Standards are already in place, some of which are statutory, therefore changes will not be possible for some areas. As part of the process consultation and engagement will continue with key stakeholder groups, including for example:

- Disability Liaison Group and Parents and Carers
- 50+ Network
- Poverty Forum
- Organisations that support Welsh Language
- LGBT Forum
- Business Improvement District (BID)

Services may also undertake their own consultation and engagement where changes are being proposed, this may include co-production where 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

This work delivers on the Transformation and Financial Resilience well-being goal and steps in the Corporate Plan. The aim of the Charter and Standards is to provide clear guidance to residents and businesses when they access Council services.

Appendix B - Integrated Impact Assessment Screening Form

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 Charter and Standards will be adopted across the Council

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?

(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.)

The cumulative impact is considered to be positive at this stage in development and the IIA will be reviewed following the consultation and engagement work.

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 (Q7)

Summary of findings:

- The Customer Charter and Service Standards will have a medium positive impact across all groups as residents and businesses will know what level of service to expect when they contact the Council.
- The Service Standards are already in place, some of which are statutory, therefore changes will not be possible for some areas.
- The Charter and Standards are dynamic and will be subject to change, for example, as a result of legislative or service changes. Moving forward, services may therefore also undertake their own consultation and engagement where changes are being proposed, this may include co-production where appropriate.
- A broad survey consultation has been undertaken and changes have been made to the Charter and Service Standards as a result, including:
 - A framework to reflect the dynamic nature of services.
 - Providing access to services and information in alternative formats, e.g. large print, braille etc.

Appendix B - Integrated Impact Assessment Screening Form

- Strengthening the need for telephone and face-to-face to support online channels.
- Strengthening the timeliness of responses, especially when responding by phone.
- In addition to the survey, further views are being sought before the Charter and Standards go to Cabinet for approval on the 18th January 2024, including for example:
 - Disability Liaison Group and Parents and Carers
 - 50+ Network
 - Poverty Forum
 - Organisations that support Welsh Language
 - LGBT Forum
 - Business Improvement District (BID).
- This work delivers on the Transformation and Financial Resilience well-being goal and steps in the Corporate Plan. The aim of the Charter and Standards is to provide clear guidance to residents and businesses when they access Council services
- Risks are considered to be low as Service Standards are in already in place, some of which are statutory.
- The cumulative impact is considered to be positive at this stage in development, providing a firm framework for residents and businesses accessing Council services.

(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: Sarah Lackenby
Job title: Head of Digital & Customer Services
Date: 13th July 2023 updated 20th November 2023
Approval by Head of Service:
Name: Ness Young
Position: Director of Corporate Services
Date: 13th July 2023

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

Agenda Item 5



Report of the Head of Communications and Marketing

Corporate Services & Financial Resilience Service Transformation Committee - 12 December 2024

Co-production Policy

Purpose:	To adopt the Co-production Policy
Policy Framework:	None.
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that: 1) The Co-production policy is presented to Cabinet for adoption
Report Authors:	Rhian Millar
Finance Officer:	Ben Smith
Legal Officer:	Debbie Smith
Access to Services Officer:	Catherine Window

1. Introduction

- 1.1 The council is committed to co-production where opportunities exist and are appropriate. This intention is set out in our Corporate Plan (2023-2028) by involving local people in council decisions that affect them, their families, and our communities. We will accomplish this by incorporating co-production behaviours and thinking into the way we work.
- 1.2 During the last 12 months Co-Production Lab Wales have been working with the council to increase our knowledge of co-production and develop a co-production policy.
- 1.3 Alongside the development of a policy, we have established a Co-production Champions network to provide a dedicated space for peer support and learning. In addition, we have invested in staff training and are developing a co-production toolkit to help with co-production implementation.

2. Purpose of the Policy

- 2.1 The purpose of this policy is to:

- ensure that co-production is considered alongside other methods of engagement and applied in all areas where it can add value, across the entire scope of the council's work.
 - ensure the term 'co-production' is understood consistently throughout the council
 - encourage a consistent approach to co-production across council departments and when talking about co-production with other organisations and residents.
- 2.2 This policy provides council staff and Members with the framework to incorporate co-production behaviours in the work they do and the services they deliver.
- 2.3 The policy draws on the good work undertaken within Social Services, specifically the West Glamorgan Regional Partnership Board Strategic Co-production Framework and the Swansea Council's Co-production for Social Care Strategy.

3. Developing the Policy

- 3.1 The policy has been co-produced with council staff and members:
- **Whilst the main aim of this policy is to increase co-production for Swansea residents, the main users of this policy will be council staff.** For this reason, Co-Production Lab Wales have involved council staff and members in their research and engagement during their work of designing the corporate policy.
 - **The scope to influence/shape the policy from a citizen perspective is limited.** The policy builds on and fits around a number of existing council policies and strategies, governance arrangements and is based on best practice in the field of co-production. Co-Production Lab Wales were commissioned to draft the policy based on their co-production practice expertise.
 - **This policy is helping to build the infrastructure needed to co-produce with citizens in the future.** Whilst some departments and projects are further ahead in their co-production journey, the council as a whole is at an early stage in its journey.
 - **Co-producing policy is one of the most advanced types of co-production.** The council should aim to do more co-production at this level in the future, after staff have gained more experience and built more confidence in co-production. It is also important to have built more relationships with citizens who are equipped and trained to take part in strategic co-production.
- 3.2 As the main audience of the policy is council staff, we involved a wide range of internal stakeholders to co-produce the content and feed into its development:
- Discussions with Corporate Management Team
 - Corporate Services & Financial Resilience Service Transformation Committee
 - Leadership team session
 - Cabinet discussions
 - Co-production champions

4. Public consultation on the policy

- 4.1 A public consultation exercise was carried out of the draft policy. The consultation ran from the 25 September until the 10 November 2023. We used an online survey and offered a number of face-to-face and virtual opportunities to discuss the draft policy. The survey was widely promoted via social media and through our existing mechanisms. We also held specific sessions with council staff and the Corporate Services & Financial Resilience Service Transformation Committee.

How we consulted on the draft policy:

- Online Survey
 - Three drop-in sessions at the Waterfront Museum
 - Three Teams sessions
 - Consultation champions session
 - Corporate Services & Financial Resilience Service Transformation Committee session
- 4.2 Through this consultation we received 120 views and comments on the draft policy. We had 76 responses to the survey and the others were gathered from the opportunities listed above.
- 4.3 The draft policy was largely well-received and respondents were very supportive of the council's approach and commitment to take this work forward. All views received have been considered in developing the final policy and will also be used to support the development of the toolkit.

5. Next Steps

- 5.1 The policy once adopted will be promoted widely across the council and all services areas will be encouraged to consider how the policy could be used in their areas.
- 5.2 To support implementation Co-Production Lab Wales are developing an extensive toolkit which will provide guidance and support for delivering co-production activities.
- 5.3 Co-Production Lab Wales will continue working with the council until the end of March 2024. Their knowledge and expertise will be used to support co-production activity in live projects, using the principles outlined within the co-production policy.

6. Integrated Assessment Implications

- 6.1 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.

6.2 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’.

6.3 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also considers 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.

6.4 An IIA Screening Form has been completed and no adverse implications have been noted (Appendix B). The policy will have a positive impact on communities.

7. Financial Implications

7.1 All costs associated with the policy will be contained within existing budgets.

8. Legal Implications

8.1 The proposals identified are in accordance with relevant legislation.

Background Papers:

None

Appendices:

Appendix A Co-production Policy
Appendix B IIA screening

Swansea Council

Co-Production Policy

Foreword

Our ambitious vision to deliver a successful and sustainable Swansea (outlined in the [City and Council Corporate Plan 2023-2028](#)) can be realised by tapping into the wisdom and expertise of residents in our communities. We are committed to involving our communities in decisions that affect them, building on existing good work and partnership working to pave the way for doing co-production more frequently when appropriate. Co-production extends beyond simply asking for feedback. Residents and Swansea Council work together to commission, design, deliver, and evaluate projects and services. We believe that working in this way will lead to better outcomes for individuals and for our communities.

This won't happen overnight, it will be an ongoing journey with lots of learning along the way. To support the skills and culture required for high-quality co-production, we are expanding our active partnership working to effectively collaborate with partner organisations. We also support staff learning and development so that we can be confident and skilled co-producers. Within the council, there are pioneering individuals and teams who are already co-producing with residents. We have established a Co-production Champions network to provide a dedicated space for peer support and learning. In addition, we have invested in staff training and are developing a co-production toolkit to help with co-production implementation.

Finally, the development of this corporate policy demonstrates our commitment to co-production. It will be accompanied by a toolkit to help us transition to this new way of working and start to embed co-production in our organisational culture. We are putting these foundations in place with the introduction of this policy to enable more council departments and teams to begin to incorporate co-production in their work.

Cllr Rob Stewart
Leader of the Council

Martin Nicholls
Chief Executive

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Background

Purpose of this policy

Within the council, there is a greater emphasis on co-production. We share our intention in the Corporate Plan (2023-2028) to involve more local people in council decisions that affect them, their families, and our communities. We will accomplish this by incorporating co-production behaviours and thinking into everything we do.

As a result, co-production approaches are being considered more frequently alongside other methods of consultation and involvement. Co-production can be used for a variety of small to large-scale plans, services, and policies. Swansea Council will consider co-producing with residents whenever possible.

The adoption of this corporate co-production policy aims to:

- ensure that co-production is considered alongside other methods of engagement and is applied in all areas where it can add value, across the entire scope of Swansea Council's work
- ensure that the term 'co-production' is understood consistently throughout the council
- encourage a consistent approach to co-production across council departments and when talking about co-production with other organisations and residents
- Support creating the conditions for building trusted relationships between the council and the communities it serves, enabling co-production to eventually take place

This policy draws on the [West Glamorgan Regional Partnership Board Strategic Co-production Framework](#) and the [Swansea Council's Co-production for Social Care Strategy](#). It aims to build on existing work and good practice at Swansea Council and other organisations.

We recommend reviewing and updating the policy every five years. Any policy reviews could be co-produced with residents who are involved in policy development work with the council. Any policy changes must be reflected in the toolkit and any accompanying documents.

What is co-production?

Definition

Co-production is an asset-based approach to public services that involves people providing services and people receiving services to share power and responsibility, through working together in equal, reciprocal and caring relationships. It creates opportunities for people to access support when they need it, and to contribute to social change.

We have adopted the definition used by West Glamorgan Regional Partnership and Swansea Council's Social Care strategy, based on the Co-Production Network for Wales' definition.

There is no one single way to 'do' co-production but all good co-production shares values that ensure the voices of people with lived experience are heard equally alongside other people. Co-production starts from the idea that no one group or person is more important than any other group or person. This means no 'them and us'. In co-production we are all 'us'.¹

Co-production is a mindset and a way of working, based on these five principles:

1. Value all participants and build on their strengths.
2. Develop networks of mutual support.
3. Do what matters for all the people involved.
4. Build relationships of trust; share power and responsibility.
5. People can be change-makers, and organisations enable this.

The council frequently needs to work with its own staff or with outside providers. This is referred to as employee engagement, stakeholder engagement, partnership working, or collaboration. This is often required as a prerequisite for co-production, but something can only be called 'co-production' if it involves residents as well as those who commission or deliver services.

Co-production and other engagement approaches

"Engagement" is an umbrella term referring to any interaction between public services and their service users or members of the public. Co-production is a type of interaction that involves 'doing with' people in an 'equal and reciprocal partnership' and is based on values and shared decision-making. The spectrum of engagement diagram² below shows where co-production fits in relation to other engagement approaches.

¹ Taken from the [Council's Co-production for Social Care Strategy](#)

² Spectrum of engagement diagram is based on the work of Sherry Arnstein and Co-Production Network for Wales

<u>doing to</u>		<u>doing for</u>			<u>doing with</u>
coercion protection	education persuasion	information	consultation	participation	co-production
e.g. safeguarding	e.g. recycling education programmes	e.g. Council website info about bus passes	e.g. budget proposals survey	e.g. Neighbourhood watch projects, youth forums	e.g. Person-centred care, service co-design, co-commissioning
We have a duty to act to ensure people's safety.	We know what people need to do, we need to get them to do it.	We provide information where/when/how people need it.	We decide what questions to ask, and collect data to inform our decisions.	We listen to people's lived experience, to inform our thinking and decisions. People are involved, but we hold the power.	We listen to people's experience and share ours. There is shared power in our decision making. We value different experiences.
Council as regulator		Council as provider			Council as partner

While approaches to engagement involve thinking through the decision-making processes that underpin a piece of work, it is possible that a single project or programme will incorporate a variety of approaches.

For example, in the case of a council as a regulator, it is still possible to involve parents in ensuring effective family support programmes, or to involve children in effective care services, even if they may not have a choice whether to engage with those services or not. The first step in putting co-production into practice is determining where various aspects of your project or service fall on this spectrum, whether it could sit further towards 'doing with' approaches, and how to involve people accordingly.

Once the different engagement approaches are identified within a programme or piece of work, thought can be given to methods. Generally co-production requires conversation and accessibility so certain methods are more aligned with co-productive practice than others. Whilst consultation or participation may be a necessary part of overall engagement, in themselves these are not processes that enable shared power or decision making. It should be made clear from the start about the extent to which co-producing with residents will affect change and openly manage expectations as the work develops.

This policy's accompanying toolkit will provide guidance to help staff choose the right approaches and methods.

Levels of co-production:

Co-production can take place in a variety of settings and circumstances. In the council, co-production occurs at three levels:

1. **Individual Level:** Co-production relating to individual needs and support plans. For example, residents actively contributing to identifying needs at an assessment .
2. **Service level:** Co-production at the service level refers to how services are designed or delivered. For example, residents participating in the planning of activities within a residential setting, being involved in staff recruitment, giving training to providers, developing service specifications, and playing an active role in the monitoring and evaluation of those services.
3. **Strategic level:** Co-production at the strategic level relates to future service delivery planning. For example, reviewing how well services are performing, deciding how budgets are allocated, defining good practice and quality improvement at a 'high-level'.

Applying co-production

When and under what circumstances to co-produce

The toolkit includes instructions for understanding these indicators of readiness and feasibility. These are the circumstances under which Swansea Council should consider co-production in the first instance:

- **When the Council lacks a clear solution for at least some aspects of the problem or opportunity.** The problem could be approached from multiple, sometimes conflicting perspectives, and there could be multiple solutions. The more unknown elements there are and the higher the level of complexity, the more valuable a co-production approach is. If there is already an obvious solution that requires some feedback before implementing, consultation or participation would be more suitable approaches.
- **When expertise from both lived and learned experiences is required to provide answers.** By lived experience we mean the knowledge gained from our background and day-to-day experiences in life. By learned experience we mean the knowledge we acquire through work and education. It is necessary to gather a group who are a mixture of council staff and residents who don't work for the council. For example, if co-producing a service, the group should include people who deliver the service and people who use (or might in the future use) the service. If it is a problem or opportunity that only requires learned experience (e.g. a highly technical challenge), then information and consultation around its implementation would be more suitable approaches.

- **It is possible to gather people in the same location at the same time.** Genuine co-production necessitates bringing together people with lived experience, professionals, and others involved (e.g. policymakers, architects). Everyone involved in the process has something to learn and something to offer. While co-production may require people to work separately at times, it usually involves people coming together at least some of the time. The needs, preferences and safety of underserved communities should always be prioritised when making decisions around how and when the group collaborates. When people cannot be brought together, dividing them into different groups and utilising participation methods may be more appropriate.
- **When the group of people gathered to co-produce can make at least some decisions.** Co-producers should make decisions, not just suggestions. While it's unrealistic to expect that everything can be co-decided, co-production supports some decision-making by co-producers (including people with lived experience). Some decisions may need to be escalated and passed on to others as proposals or recommendations. Consultation or participation may be more appropriate approaches if there is little room for any decision making.

When it might be difficult to do co-production well

These are the circumstances under which Swansea Council should consider whether a different approach is more appropriate, or if co-production needs to happen at a later stage in the process.

- **When the timeframe is insufficient to build and nurture relationships.** The co-production process needs flexibility to 'move at the speed of trust'. This includes relationships between everyone in the co-production group. In an ideal scenario, any deadlines are flexible to make time for relationships and trust to grow. Any deadlines should be flexible in order to allow time for relationships and trust to develop. If this is not possible and existing deadlines must be met (for example deadlines set by statutory responsibilities or funders), these deadlines should be months rather than weeks away. Consultation or participation would be more appropriate approaches if there is insufficient time to build and nurture relationships.
- **If it is required by law to consult.** Where there is a statutory obligation to consult, consultation should be used. However, it is still possible to consider co-productive approaches and values when conducting the consultation process. Any new ideas sparked and new relationships built through consultation could act as a starting point for co-production.

- **When decisions must be made very quickly (for example in an emergency or crisis situation).** If the council does not have the necessary arrangements in place to co-produce in these types of scenarios, information sharing and rapid consultation is often the best engagement approach.

High level guiding principles for implementation

The toolkit provides more detailed information about the guiding principles. Any Swansea Council project or programme that uses a co-production approach must adopt these principles when doing the work:

- **Transparency about the scope for decision making from the start.** Key stakeholders from a service or portfolio must meet early in the co-production process to determine which decisions can be made by the co-production group.
- **We are generous with our hospitality.** While this isn't complicated, it is sometimes overlooked or planned at the last minute. To support the process of building trust and relationships, we must provide hospitality. Offering a cup of tea, cooking a meal, knowing and remembering people's names, and greeting them warmly are all examples of hospitality.
- **Nobody should be out of pocket for taking part.** A budget should be set aside whenever possible to cover the costs of participating in the co-production process (for example travel reimbursement or lunch/dinner provided).
- **We plan for good well-being.** Taking part in genuine co-production requires vulnerability for all involved. There should be a plan in place for how the group will look after each other's well-being throughout the process, with an emphasis on responding to the group's needs as and when issues arise.
- **Everyone's contribution should be recognised.** Co-producers give their time, stories, and intellectual property to the co-production process. People's preferences for how they want to be recognised are likely to differ. Payment, benefits from what is being designed, or something else a person values (such as access to training or a donation) could all be forms of recognition.
- **We pay attention to communication.** Good communication is essential to an inclusive co-production process. People have different preferences, and it's important to use a variety of approaches and tools to make sure everyone understands how to participate and is understood. We must avoid acronyms, jargon and abbreviations .

- **People should be informed about what happened following their participation in a co-production process.** All feedback should be provided to participants on time, concisely, and clearly, including what action is being taken, by whom, and when. This is an important mechanism for maintaining relationships and having ongoing conversations.

Roles in the process

- Relevant Council stakeholders with decision-making power (e.g. cabinet, councillors, heads of service) should be involved in conversations as soon as there is the potential for co-production in an area of their work. Their participation in the process will have to be determined on a case-by-case basis.
- Team to co-ordinate and facilitate the co-production process. This should be flexible enough to allow residents to be involved in the coordination and organisation. This should also be cross-agency; for example, partner organisations, council staff, cabinet, and/or other elected members could all be part of this team.
- Partner organisations to help with engagement, recruitment, well-being, and knowledge. It is essential to collaborate and actively partner with community-based organisations or community-based council staff and members to get the right people involved.
- Voices from different parts of the community to be heard alongside decision makers and council staff. You may start with an existing group but check whose voices are missing and plan to reach out to them and involve them. This may necessitate new approaches, collaboration with various community groups or personalised invitations to particular individuals.

Additional information

How this policy was created

Swansea Council commissioned Co-production Lab Wales to support the policy design process. The policy draws on co-production best practice from within and outside the council.

This policy has not been co-produced with residents because there was little scope for decision making by residents in this instance.

The policy was developed based on the insights gathered from numerous internal engagement activities, including:

- interviews and workshops with Swansea Council staff across departments
- interviews and workshops with Swansea Council members
- in-depth conversations with Cabinet Members
- workshop with Corporate Services & Financial Resilience Service Transformation Committee
- workshop with Corporate Management Team
- workshops to test the policy draft with the Swansea Council Co-production Champions.

The Co-production Lab Wales also interviewed staff from other Councils across the UK to understand their approach to co-production, participation and engagement at internal staff policy level.

Following the public consultation on the draft policy, further amendments were made to reflect the input received.

Strategic level co-production is also the most complex and skilled level of co-production, and it is recommended that the council establishes stronger foundations with individual and service level co-production in the short term, paving the way for more strategic level work in the long term. It is recommended that future reviews of this policy be co-produced if the conditions for co-production outlined in this policy are met.

Related policies and other resources

Accompanying toolkit (due for completion by 22nd January 2024)

[LINK] and [DESCRIPTION]

Local and Regional Policies and Plans

This policy builds on work and standards set out in specific service areas and departments of the council and partners. We recommend familiarising yourselves with these documents as they are relevant to any work which involves engaging with residents in Swansea

- [Swansea Council's Consultation and Engagement strategy](#)
- Swansea Council's [Public Participation Strategy](#)
- Swansea Council and Swansea Co-production Network's [Strategy for Social Care in Swansea - 'Working Together'](#)
- Swansea Council's Volunteering Strategy
- [Swansea Council's strategic equality plan](#)
- Swansea's [Human Rights city pledge](#)
- Swansea Public Services Board and One Swansea's [Local well-being plan 2023-28](#)
- [West Glamorgan Regional Partnership Board Strategic Co-production Framework](#)

National guidance and policies

We recommend ensuring that you are familiar with the following guidance and policies that are relevant to involving residents in the design and delivery of public services in Wales.

- [National Participation Standards](#)
- [National Children and Young People's Participation Standards for Wales](#)
- [National Principles for Public Engagement in Wales](#)
- [Practitioners Manual for Public Engagement](#)
- [Well-being of Future Generations Act \(Wales\) 2015](#)
- [Knowledge base resources page from the Co-production Network for Wales](#)
 - [Glossary of engagement terminology](#)

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

Which service area and directorate are you from?

Service Area: Communications and Customer Engagement

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:

Co-production Policy

Within the council, there is a greater emphasis on co-production. We share our intention in the Corporate Plan (2023-2028) to involve more local people in council decisions that affect them, their families, and our communities. We will accomplish this by incorporating co-production behaviours and thinking into everything we do.

As a result, co-production approaches are being considered more frequently alongside other methods of consultation and involvement. Over the last 12 months Co-Production Lab Wales have been delivering a project for the Council with the to increase our knowledge of co-production and develop a co-production policy for the Council.

Alongside the development of a policy, we have established a Co-production Champions network to provide a dedicated space for peer support and learning. In addition, we have invested in staff training and are developing a co-production toolkit to help with co-production implementation.

This policy provides Council staff with the framework and the permission to incorporate co-production behaviours in the work that they do and services they deliver.

The policy draws on the good work undertaken within Social Services, specifically the West Glamorgan Regional Partnership Board Strategic Co-production Framework and the Swansea Council's Co-production for Social Care Strategy.

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches?

Please provide details below – either of your activities or your reasons for not undertaking involvement

As the main audience of the Policy is Council staff, we involved a wide range of internal stakeholders to co-produce the content and feed into its development:

- Discussions with Corporate Management Team
- Corporate Services & Financial Resilience Service Transformation Committee
- Leadership team session
- Cabinet discussions
- Co-production champions

A public consultation exercise was carried out of the draft policy. The consultation ran from the 25th September until the 10th November. We used an online survey and offered a number of face-to-face and virtual opportunities to discuss the draft policy in person. The survey was widely promoted via social media and through our existing mechanisms We also help specific sessions with Council staff and the Service Transformation Committee.

How we consulted on the draft policy:

- Online Survey
- Three drop-in sessions at the Waterfront Museum
- Three teams sessions
- Consultation champions session
- Corporate Services & Financial Resilience Service Transformation Committee session

Through this consultation we received 120 views and comments on the draft policy. We had 76 responses to the survey and the others were gathered from the opportunities listed above.

The draft policy was largely positively received, and respondents were very supportive of the Council approach and commitment to take this work forward. All views received have been considered in developing the final policy and will also be used to support the development of the toolkit.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No
- c) Does the initiative apply each of the five ways of working?
 Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk <input type="checkbox"/>	Medium risk <input type="checkbox"/>	Low risk <input checked="" type="checkbox"/>
---------------------------------------	---	---

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

Yes No If yes, please provide details below

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?

(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.)

The adoption of this Corporate co-production policy aims to:

- ensure that co-production is considered alongside other methods of engagement and is applied in all areas where it can add value, across the entire scope of Swansea Council's work
- ensure that the term 'co-production' is understood consistently throughout the council
- encourage a consistent approach to co-production across council departments and when talking about co-production with other organisations and residents

- Support creating the conditions for building trusted relationships between the Council and the communities it serves, enabling co-production to eventually take place

The development of this corporate policy demonstrates our commitment to co-production. It will be accompanied by a toolkit to help us transition to this new way of working and start to embed co-production in our organisational culture. We are putting these foundations in place with the introduction of this policy to enable more Council departments and teams to begin to incorporate co-production in their work.

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 (Q7)**

The co-production policy and its principles will have a positive impact policy demonstrates our commitment to co-production. It will be accompanied by a toolkit to help us transition to this new way of working and start to embed co-production in our organisational culture. We are putting these foundations in place with the introduction of this policy to enable more Council departments and teams to begin to incorporate co-production in their work

We have undertaken both internal and external consultation on the policy and all views have been fed into its development.

The strategy supports the Well-being of Future Generations Act (Wales) 2015 and its goals.

(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: Rhian Millar
Job title: Consultation Co-ordinator
Date: 13.3.23
Approval by Head of Service:
Name: Lee Wenham
Position: Head of Communications and Marketing
Date: 13.3.23

Agenda Item 6



Report of the Chair

Corporate Services & Financial Resilience Service Transformation Committee – 12 December 2023

Work Plan 2023-2024

Committee Meeting	Work Programme item	Expected output	Cabinet Member and Lead Officer
20 June 2023	Policy Commitments: Human Rights City	Contribute to the HRC 2024+ action plan	Cllr Elliott King Lee Wenham
25 July 2023	Digital Transformation: Customer Customer Charter and Service Standards.	Contribute to development of Customer Service standards and service design to ensure people can and do access our services digitally	Cllr Andrea Lewis Lee Wenham & Sarah Lackenby
26 Sept 2023	a) Coproduction: Next Steps b) Medium Term Financial Plan: Presentation of background paper as preparation for meeting in October	Contribute to the council's next steps in coproduction post the CoPro Lab project	Cllr Hayley Gwilym / Lee Wenham Ben Smith
31 October 2023	Meeting Cancelled		

12 December 2023	Digital transformation: Customer Services / Communication and Engagement with the Public Customer Charter and Service Standards Framework	Contribute to development of Customer Service standards and service design to ensure people can and do access our services digitally	Cllr Andrea Lewis Lee Wenham & Sarah Lackenby
12 December 2023	a) Coproduction: Final Report.	Consideration prior to submission to Cabinet in January 2024.	Cllr Hayley Gwilym / Lee Wenham
23 January 2024	Workforce Transformation: Leadership, Management, Learning and Development	Contribute to the development of new leadership behaviours and a new learning and development offer	Cllr David Hopkins Rachael Davies
27 February 2024	Medium Term Financial Plan: Future Years' Savings Proposals (detail to be confirmed)	Contribute to the identification of potential savings in years 2-4 of the MTFP	Cllr Rob Stewart Ben Smith
23 April 2024	Preparation of Annual Report	Summary of activity and outcomes from 2023-24 work programme	Lee Wenham & Emily Davies