



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Programme Committee

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

On: Tuesday, 16 April 2024

Time: 4.00 pm

Chair: Councillor Peter Black CBE

Membership:

Councillors: A Davis, E W Fitzgerald, V A Holland, M Jones, W G Lewis, P N May, F D O'Brien, S Pritchard and T M White

Statutory Co-opted Members: Beth Allender and Elizabeth Lee

Councillor Co-opted Members: C A Holley, P R Hood-Williams, S M Jones, L R Jones and S E Keeton

Watch Online: <http://tiny.cc/SPC164>

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Agenda

Page No.

1 **Apologies for Absence.**

2 **Disclosures of Personal & Prejudicial Interest.**

www.swansea.gov.uk/disclosuresofinterests

3 **Prohibition of Whipped Votes and Declaration of Party Whips.**

4 **Minutes.**

To approve and sign the Minutes of the previous meeting(s) as a correct record.

1 - 5

5 **Public Question Time.**

Questions can be submitted in writing to Democratic Services democracy@swansea.gov.uk up until noon on the working day prior to the meeting. Written questions take precedence. Public may attend and ask questions in person if time allows. Questions must relate to

items on the open part of the agenda and will be dealt within a 10 minute period.

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|-----------|---|------------------|
| 6 | Crime & Disorder Scrutiny - Safer Swansea Community Safety Partnership. | 6 - 83 |
| 7 | Scrutiny Performance Panel Progress Report: Service Improvement, Regeneration & Finance (Councillor Chris Holley, Convener). | 84 - 91 |
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| 10 | Scrutiny Letters. | 121 - 150 |
| 11 | Date and Time of Upcoming Panel / Working Group Meetings. | 151 - 152 |

Next Meeting: Tuesday, 14 May 2024 at 4.00 pm

Huw Evans

Huw Evans
Head of Democratic Services
Tuesday, 9 April 2024

Contact: Democratic Services - Tel (01792) 636923

86 Prohibition of Whipped Votes and Declaration of Party Whips.

In accordance with the Local Government (Wales) Measure 2011, no declarations of Whipped Votes or Party Whips were declared.

87 Minutes.

Resolved that the Minutes of the Special Scrutiny Programme Committee held on 1 February 2024 and Scrutiny Programme Committee held on 13 February 2024 be approved and signed as correct records.

88 Public Question Time.

None.

89 Welsh Language Standards Annual Report 2022-23.

The Cabinet Member for Culture, Human Rights & Equalities and the Cabinet Member for Education & Learning presented the Welsh Language Scheme Annual Report 2022-2023. The report provided a summary of the activities relating to Welsh Standards within the financial year ending 31st March 2023; including new projects and activities during the year.

The Cabinet Member for Culture, Human Rights & Equalities stated that since 30 March 2016 all local authorities in Wales have had a statutory duty to comply with the Welsh Language (Wales) Measure (2011) and with Welsh Language Standards imposed by the Measure through sub-legislation (Welsh Language Regulation Standards), commonly referred to as the 'Standards'.

It was noted that Swansea Council was required to comply with 163 standards across 5 categories. Standards 158, 164 and 170 require the Council to produce an annual report which detailed how it has complied with the standards.

Committee questioning and discussions focussed on the following:

- Signage – The Cabinet Member for Culture, Human Rights & Equalities stated that the Welsh Language requirements were that when we erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must also be displayed in Welsh. Therefore it is possible that some older signs still in place are not bilingual, but would need to be when they are replaced in the future. A specific query was raised about signage in and around Parks, and a specific location which the Cabinet Member undertook to follow up with the Committee Member.
- Translation Service – following up on an issue raised when discussing last year's report, the Cabinet Member for Education & Learning detailed the cost comparison between the in-house Welsh Translation Service and external translation services. Whilst the provision of external translators, or an external translation service was significantly more cost effective per annum, there were reasons why an internal translation service was preferred. He referred to

improvements being made / explored to improve the efficiency and cost effectiveness of the service.

- Service Delivery Standards – the Cabinet Member for Culture, Human Rights & Equalities highlighted action taken to introduce new automated processes to improve the service in order that users access to services bilingually..
- Simultaneous Translation – there was a query about a reference in the report to Zoom licences having also been procured for facilitators to enable simultaneous translation. As the Council was corporately using MS Teams, which has functionality for translation, the Cabinet Members were asked why this was necessary. A written response would be provided.
- Welsh Language Complaints – there was some concern about the Council response to some of the complaints received, e.g. stating no action was taken. The Cabinet Members stated that they would look into this after the meeting and respond.
- Welsh Translation Unit – the Deputy Chief Legal Officer stated that a formal contractual arrangement existed in relation to the joint service with Neath Port Talbot Council, and that costs were recharged to Neath Port Talbot based on usage.
- Visibility of the Annual Report – whilst available online it was suggested that a hard copy of the Annual Report being available in Libraries would be positive. The Cabinet Members would clarify whether this is already the case and respond.
- Welsh Medium Education – Cabinet Members were asked about what arrangements should be in place for translation provision for School Governor Meetings within Welsh Medium Schools, and whether individual schools were responsible for the cost. The Cabinet Member for Education & Learning stated that a response would be provided to the Committee regarding expectations and arrangements, including funding.

The Chair thanked the Cabinet Member for Culture, Human Rights & Equalities, the Cabinet Member for Education & Learning and the Chief Legal Officer for their input.

Resolved that the Chair write to the Cabinet Member for Culture, Human Rights & Equalities, the Cabinet Member for Education & Learning reflecting the discussion and sharing the views of the Committee.

90 Annual Complaints & Compliments Report 2022-23.

The Cabinet Member for Service Transformation presented the Annual Complaints & Compliments Report 2022.

It was noted that the two reports at appendices A and B detailed performance on the operation of the Corporate Complaints Policy and Social Services Complaints Policy between 1st April 2022 and 31st March 2023.

The Complaints reports had a new format in response to a request from the Governance & Audit Committee. The Annual Reports were also presented to the Governance & Audit Committee as it had a responsibility to consider the Authority's ability to handle complaints effectively, so assurance was provided to it on the complaints handling process.

It was highlighted to the Committee that the number of complaints received by the Council was a very small percentage of the vast number of interactions with citizens each year. However, the report stated that the Council recognises that complaints were a valuable resource, helping the Council to understand the needs and concerns of members of the public and to improve services. All complaints were taken very seriously and provide valuable customer insight. The report also highlighted the positive comments that the Council had received.

It was also noted that an internal audit of Complaints began at the end of 2022-23 and concluded in 2023-24 with the overall assurance level of substantial.

The Committee noted that the Social Services Annual Report had been considered by the Social Services Scrutiny Performance Panels on 12 March.

Committee questioning and discussions focussed on the following:

- Breakdown of Complaints – the Cabinet Member for Service Transformation referred to number of complaints that had not been upheld, which amongst other reasons could be due to issues or circumstances being beyond the Council's control, e.g. flooding, or complaints against parking tickets which were the subject of a different process.
- Ombudsman Cases – the report stated that in 2022-23 the Ombudsman received 94 complaints but closed 99 cases relating to the Council. The Head of Digital & Customer Services clarified that the discrepancy in these figures related to some Ombudsman cases still being considered from previous years.
- Reporting Timescales – the Head of Digital & Customer Services advised that every effort would be made to ensure annual reporting on Complaints and Compliments would be made available earlier. However, the compilation of information takes several months, but every effort would be made to produce the next report as soon as possible following receipt of the Ombudsman's Annual Letter in September / October.
- Process for Registering Complaints & Compliments – The Head of Digital & Customer Services outlined the process, with the majority of complaints being made online, however there were other methods and, in future reports, figures around the source of registration could be detailed, e.g. whether online, email, letter, etc. There was also a discussion around the logging of compliments, to ensure that positive comments received from the public are not missed.

The Chair thanked the Cabinet Member for Service Transformation and the Head of Digital & Customer Services for their input.

Resolved that the Chair write to the Cabinet Member Service Transformation and the Head of Digital & Customer Services reflecting discussion and sharing the views of the Committee.

91 Scrutiny Performance Panel Progress Report: Education (Councillor Lyndon Jones, Convener).

Councillor Lyndon Jones provided the Committee with a progress report on the work / activities of the Education Scrutiny Performance Panel.

In the Convener's absence the Chair shared some comments made by the Convener in respect of the Partneriaeth Regional Partnership as there had been a recent announcement by the Welsh Government proposing a review of education partnership arrangements. There was some concern about the implications of such a review on Partneriaeth and on individual councils moving forward.

Resolved that the Scrutiny Performance Panel Progress Report: Education be noted.

92 Membership of Scrutiny Panels and Working Groups.

No changes to report.

93 Scrutiny Work Programme.

The Chair presented the regular report on the Scrutiny Work Programme for 2023/24 which the Committee is responsible for monitoring.

He confirmed that the main item for the next Committee on 16 April comprised:

- Crime & Disorder Scrutiny Session - Safer Swansea Community Safety Partnership.

94 Scrutiny Letters.

The Chair referred to the following letters, reflecting on recent Committee Scrutiny activity:

- Committee – Call In of Cabinet Decision – Customer Charter & Service Standards Framework - Letter to / from Cabinet Member for Service Transformation (Deputy Leader).
- Committee – Scrutiny of Workforce Strategy - Letter to Cabinet Member for Corporate Services & Performance (Deputy Leader).

95 Date and Time of Upcoming Panel / Working Group Meetings.

The Chair referred to upcoming Panel/Working Group/Regional Scrutiny meetings, for awareness.

The meeting ended at 4.33 pm

Chair

Agenda Item 6



Report of the Cabinet Member for Wellbeing

Scrutiny Programme Committee – 16 April 2024

Crime & Disorder Scrutiny – Safer Swansea Community Safety Partnership

Purpose	To update the Scrutiny Programme Committee on Safer Swansea Community Safety Partnership objectives and priorities, and significant Partnership activities and achievements during 2023.
Content	The report provides an overview of the work undertaken by the Safer Swansea Partnership with more detailed information attached as Appendices.
Councillors are being asked to	Make comments, observations and recommendations as necessary.
Lead Councillor(s)	Cllr Alyson Anthony, Cabinet Member for Wellbeing – Safer Swansea Partnership Representative Cllr Hayley Gwilliam, Cabinet Member for Community Support – Safer Swansea Partnership Representative
Lead Officer(s)	Jane Whitmore, Strategic Lead Commissioning & Resources, Swansea Council Superintendent Mark Kavanagh, Head of Community Safety and Partnerships, South Wales Police
Report Authors	Paul Thomas, Community Integration Partnership Manager, Swansea Council Jessica Williams, Community Safety Manager, South Wales Police
Legal Officer	Debbie Smith
Finance Officer	Chris Davies

1. Context

- 1.1 The Community Safety Partnership was established in 1998 as a result of the Crime and Disorder Act 1998. In Swansea this is known as the Safer Swansea Partnership.
- 1.2 The Partnership consists of key representatives from statutory partners and other organisations with an interest and influence in community safety issues.
- 1.3 The Safer Swansea Steering Group is the management and leadership group for the Safer Swansea Partnership where all key decisions are made on behalf of the Partnership.

2. Overview

- 2.1 Working across the partnership the **Safer Swansea Annual Partnership Review 2023 Report (Appendix 1)** provides an overview of Safer Swansea Community Safety Partnership objectives and priorities, and significant Partnership activities and achievements during the year.
- 2.2 The report also addresses the Scrutiny Programme Committee request for further details as identified in the previous session held in April 2023 as outlined below;
 - **Community Cohesion** – detailed information on this area of work is included under Priority 2 of the Safer Swansea Partnership Annual Review. **(Appendix 1)**
 - Progress on tackling **Anti-Social Behaviour** – detailed information on this area of work under Priority 1 of the Safer Swansea Partnership Annual Review **(Appendix 1)** and under 3.4 and 3.5 below.
 - Learning from the **Mayhill Disturbance** - a report in response to the Independent Learning Review recommendations and the findings of the internal Police Review and actions to address the issues raised are detailed in Mayhill Progress Report **(Appendix 2)**
 - Progress on the new **Safer Swansea Strategic Priorities** – detailed information on all priorities is contained in the Safer Swansea Partnership Annual Review **(Appendix 1)**
 - **Hate Crime** figures and trends – detailed information on this area of work under Priority 2 of the Safer Swansea Partnership Annual Review
 - **Co-production** – Examples of how the partnership approach to co-production has helped to problem solve anti-social behaviour issues and VAWDASV is attached as **(Appendix 3)**

3. Main Report

- 3.1 Community Safety Priorities - The Safer Swansea Partnership is focussed on working together to make Swansea a safer, more cohesive and confident place to live, work and to visit and deliver on the Safer Swansea Community Safety Priorities 2023-26.

3.2 The current priorities for the Safer Swansea Partnership are:

- Reducing Neighbourhood Crime and Anti-Social Behaviour
- Tackling Hate Crime, Community Cohesion and Extremism
- Challenging Substance Use
- Reducing reoffending and tackling the drivers of crime
- Violence against Women, Domestic Abuse and Sexual Violence
- Safeguarding those at risk of violence and exploitation

These priorities are complemented by two over-arching themes:

- Reassurance Communication - effective reassurance provided at every available opportunity to help change perceptions of crime, reduce fear of crime, and promote positive outcomes of Safer Swansea.
- Community Engagement - improving the way partners engage with members of the public to build relationships based on trust and respect.

3.3 The Safer Swansea Partnership Annual Review outlines how local agencies and partners have worked together to make Swansea a safer, more cohesive and confident place to live, work and visit and reduce the fear of crime during 2023. The full report highlighting performance and achievements is attached as **Appendix 1**.

3.4 The Anti-Social Behaviour Scrutiny Inquiry report was submitted to Cabinet on the 21 December 2023 after the Anti-Social Behaviour Scrutiny Inquiry Panel completed a detailed inquiry.

3.5 Having considered the contents of the Scrutiny report, and specific recommendations made, advice to Cabinet on whether it should agree, or not agree, with each recommendation is detailed in the Anti-Social Behaviour Scrutiny Inquiry Cabinet Member Report and Action Plan. This on the agenda for the next Cabinet on 18th April 2024. There are 24 recommendations and an action plan for consideration and agreement.

4. Key Points for Discussion

4.1 The Safer Swansea Partnership six key priorities provide the focus of its work for 2023 - 2026. The Safer Swansea Partnership Annual Review is attached as **Appendix 1**.

4.2 Serious Violence Duty: Police, Crime, Sentencing and Courts Act 2022

The outcome of a 2019-20 consultation was to bring forward legislation to create a new duty on organisations to collaborate, where possible through existing partnership structures, to prevent and reduce serious violence. There is an intention to ensure serious violence is an explicit priority for community safety partnerships. This has been included in Priority 6 of the new Safer Swansea Partnership priorities.

A strategic needs assessment was completed in 2023. The plan now is for a local problem profile for Swansea to be undertaken and once finished, an action plan will be completed by the Autumn of 2024.

A local partnership group has been established for both Swansea and Neath Port Talbot to deliver on the local profile and respective action plans. Progress will be monitored by the respective community safety partnerships.

5. Operation Viscaria – City Centre Anti-Social Behaviour

5.1 On 20th November 2023, Swansea, Neath Port Talbot BCU launched a proactive policing response, Operation Viscaria, to deliver an effective and proportionate policing response to incidents of antisocial behaviour and crime within the Town Centre. The Operation Viscaria team consisted of 2 Sergeants and 10 Police Constables that were split into two distinct shifts, working opposite days to deliver on the following aims:

- To provide a consistent and visible policing presence that provides reassurance to the public, business sector and wider community.
- To dynamically attend and investigate occurrences of crime and anti-social behaviour.
- To utilise a broad range of sophisticated policing tactics, resources and approaches that are justified and proportionate to achieve the overall aim.
- Gather information and intelligence from police and partnership data to support and develop the policing and partnership response.
- To minimise the effects of ASB on persons who live, visit and work within the City Centre, specifically focusing on the hot spot locations and high footfall areas.

5.2 An Operation Viscaria evaluation, highlighting performance and achievements and next steps is attached as **Appendix 4**.

6. Forward Look 2024

6.1 One of the key areas for the Partnership will be the City Centre and to review the current arrangements around problem solving. Op Viscaria has been successful and now the Partnership need to consider how we can build on that to make our work in dealing with ASB and crime more sustainable.

6.2 The Safer Swansea Partnership will also take forward partnership actions identified in the ASB Scrutiny enquiry, two key areas to take forward at pace in 2024 will be:

- undertake a feasibility study to identify a space and explore the benefits to co-location of statutory partners (Council Community Safety and South Wales Police in the first instance)

- Review of the current membership and purpose of the Safer Swansea Community Safety Partnership to ensure we are all clear on the function, the right people are around the table and that the governance arrangements of all the groups that feed into the Community Safety Partnership are fit for purpose, current and relevant.

7. Legal implications

- 7.1 There are no legal implications associated with this report.

8. Finance Implications

- 8.1 There are no immediate financial implications associated with this report.

9. Integrated Assessment Implications

- 9.1 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.

- 9.1.1 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'.

- 9.1.2 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.

- 9.2 This is an information report, an IIA screening will be completed before taking forward new actions during 2024.

Background papers:

The Committee is required to hold a session, at a minimum, annually, and follows the last meeting on 18 April 2023. Link to meeting agenda / minutes:

<https://democracy.swansea.gov.uk/ieListDocuments.aspx?CId=188&MId=10872&Ver=4&LLL=0>

Appendices:

Appendix 1	Safer Swansea Partnership Annual Review 2023
Appendix 2	Mayhill Progress Report
Appendix 3	Co- Production Examples
Appendix 4	Operation Viscaria Evaluation



Safer Swansea Partnership Annual Review 2023

Under each priority in the Safer Swansea Partnership strategy there are three headings:

- Why is this a priority?
- Our aims and strategic intentions
- Outcomes we want to achieve.

This annual review provides evidence, performance and data against the outcomes we want to achieve with contributions from Stakeholders and Partners in the Safer Swansea Partnership i.e. Local Authority, South Wales Police, Swansea Bay University Health Board

Below is an infographic that highlights statistics in relation to demand and occurrences / incidents. The figures provide evidence and performance data relating to each of the Community Safety Partnership priorities.

SAFER SWANSEA PARTNERSHIP

March 2024



January 2023– December 2023 figures compared with April 2019 - March 2020.

DEMAND



Swansea



<p>Emergency and Priority Incidents (SN&PT BCU) 45,628 incidents (5,172 fewer)</p>	-10.2%	<p>Anti-Social Behaviour 4219 occurrences (685 fewer)</p>	-14%
<p>Primary Arrests 4,421 (58 fewer)</p>	-1.3%	<p>Rape and Other Serious Sexual Offences 580 offences (103 more)</p>	+21.6%
<p>Violence With Injury 2,164 offences (15 fewer)</p>	-0.7%	<p>Stalking and Harassment 2,826 offences recorded (112 more)</p>	+4.1%
<p>Knife Crime (excluding possession) 116 offences (29 fewer)</p>	-20.0%	<p>Domestic Abuse 3,015 offences (72 fewer)</p>	-2.3%
<p>Drugs Offences 551 offences (333 fewer)</p>	-37.7%	<p>Missing People Investigated 1,571 reports (89 fewer)</p>	-5.4%
<p>Burglary 559 offences (615 fewer)</p>	-52.4%	<p>Mental Health (SN&PT BCU) 139 offences (30 fewer)</p>	-17.8%
<p>Robbery 63 offences (58 fewer)</p>	-47.9%	<p>Shoplifting 2,023 offences (20 fewer)</p>	-1.0%

PRIORITY 1:



Reducing neighbourhood crime & ASB

Anti-Social Behaviour (ASB)

Public Space Protection Order (PSPO) - Targeting problem locations

Evening & Night Time Economy

Contextual Safeguarding

Street Vulnerability MARAC

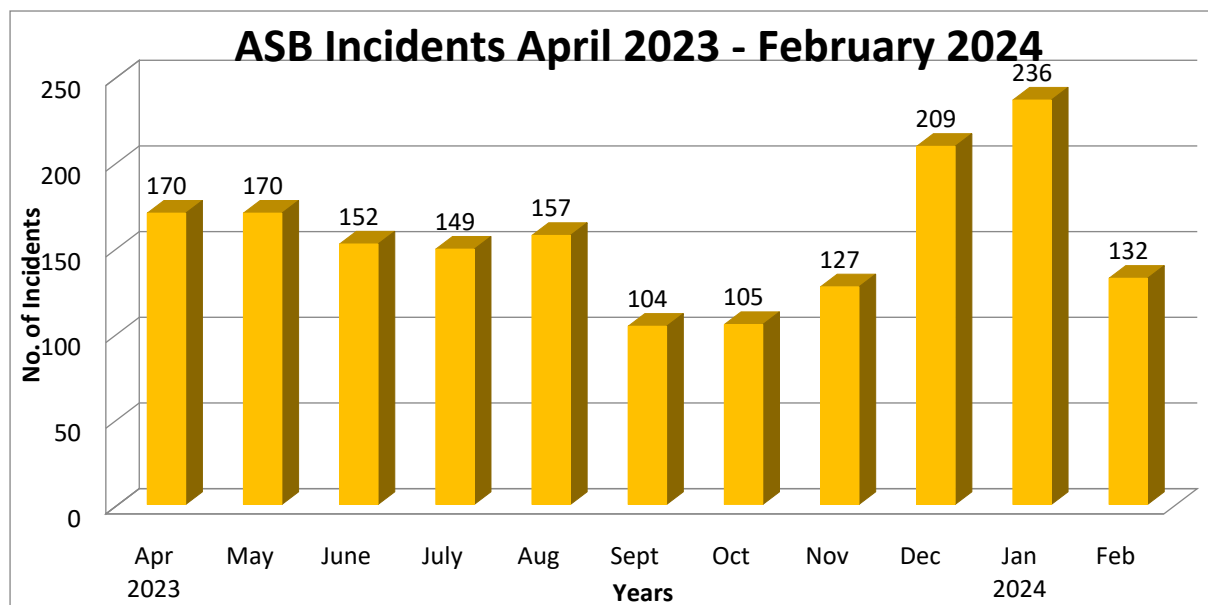
Seek to reduce the number of repeat victims to incidents of Anti-Social Behaviour (ASB) and neighbourhood crime

Anti-social behaviour is not as a series of isolated incidents but is a pattern of behaviour that is almost always repetitive and oppressive, often directed at victims who are vulnerable and live in more deprived areas and is often a prediction of more serious offending later down the line.

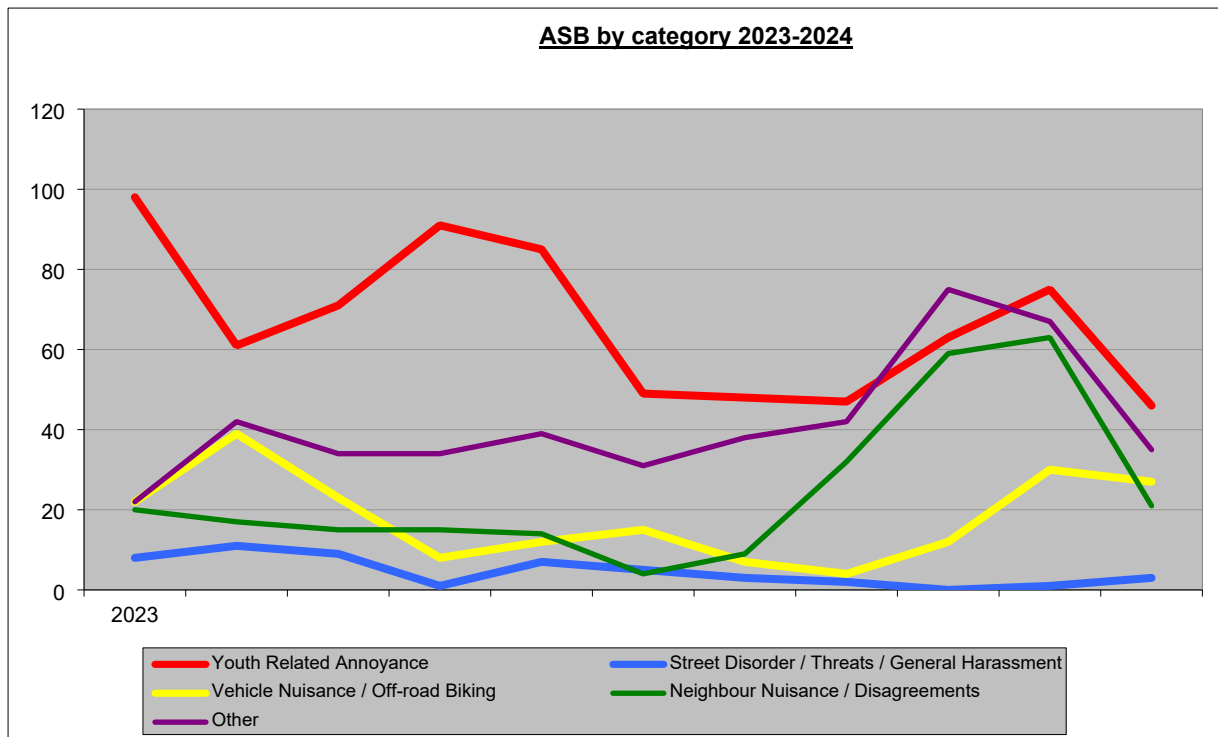
People deserve to feel safe where they live as ASB can devastate communities and can have a profound impact on victims. Any behaviour that intimidates residents or puts them and visitors at risk in our communities is completely unacceptable and will not be tolerated.

Proactively dealing with ASB and providing sustainable solutions will increase public confidence in the partnership and will facilitate increased reporting in this area and the levels of community intelligence.

First table below highlights the number of incidents occurring per month.



The following table highlights the trends by category



Every month the neighbouring policing Inspector for each sector chairs a problem-solving group (PSG) meeting with partners. Within the agenda for this meeting are the top 5 ASB victims and perpetrators recorded on the police business intelligence tool. The neighbourhood teams regularly implement problem solving plans, working in partnership to address individual behaviour as well as hotspot areas. Safer Streets funding was approved to purchase 'community home safe kits' consisting of target hardening equipment for homes to reduce neighbourhood crime and support victims to feel safe in their own homes. Forensic property marking kits were also funded and will be disseminated to members of the community. Both these initiatives will be undertaken within the Castle wards. Significant policing operations are in place across the policing area, particularly 'Operation Viscaria' which is addressing issues in the city centre.

Between November 2022 and October 2023 Swansea Neath Port Talbot Youth Justice Service worked with 341 young persons who were responsible for 383 offences during that time

- The average age of a young person was 14.8 years (males) and 14.7 years (females) in Swansea.
- 15.9% of young persons in Swansea 9.6% of children were looked after children.
- The most common offences committed by children were violence against the person offences (40 Swansea).

Comprehensive ASB profile for Swansea to inform operational tactics

Each Neighbourhood Inspector reviews their ASB statistics ahead of their monthly problem-solving group meeting. Analytical products can be produced which profile ASB in more detail across the Swansea area, however this information is readily available for neighbourhood policing teams to extract themselves via the business intelligence tool. The profiling of ASB informs the operational tactics that are undertaken in each Sector or as a BCU. For example, we know that off road motorcycles

continue to be top of the ASB issues both from public engagement and statistics. Temporal analysis and mapping of the problem informs police operational tactics. 'Op Sentinel' is a detailed analysis of where the ASB issues are and identifies these areas as microbeats to better inform patrols.

Evening & Night Time Economy (ENTE) strategy links to Safer Swansea priorities and works to reduce the impact of ASB

The ENTE strategy complements the overarching Safer Swansea priorities. There is a multi-agency governance structure to ensure a partnership response to the ENTE. South Wales Police Community Safety Team has responsibility for the policing of the NTE with a specific emphasis on tackling vulnerability and preventing crime, disorder and anti-social behaviour. A Funding bid has been approved under Safer Streets 5 and working in partnership will look to provide safe routes home, additional street lighting and to fund additional Police patrols to specifically target predatory behaviour within the NTE. On the 28th of October a multi-agency operation took place between the NTE partners with new initiatives to manage the dangers associated with increased footfall. This operation was successful and has given partners a template for managing future key dates.

Aim to promote and raise awareness of the correct procedures to report ASB

Youth Justice Service deliver sessions in school that cover ASB, the effects and how to report so that young people have an awareness of the process. They undertake this work when there is a request from schools or as part of the CMET partnership Carousel Events that are run through Swansea Secondary schools.

The ASB scrutiny process and report has been completed. One of the 24 recommendations included in the report for Cabinet on 18th April highlights the need to raise awareness of ASB reporting mechanisms in addition to providing stats on ASB. This is in line with the Home Office principles in their ASB Action Plan which will be considered. Once the recommendations have been agreed a multi partnership group will be established to deliver on the action plan.

The Community Safety Anti-Social Behaviour Team in conjunction with the force ASB lead co-ordinator has delivered a raft of training to local officers, PCSO's and partners to reinforce the procedure around submitting ASB referrals. This has led to an increase in referrals and the quality of forms.

Regular messaging is communicated via our communications officer on several of our social media platforms. We have also adopted a new engagement platform called South Wales Listens where residents of Swansea have been approached in person by their Neighbourhood Policing team to sign up and receive regular messaging. Various engagement events are regularly conducted where neighbourhood policing teams highlight means to contact police via approved literature. These events are often held in collaboration with the Safer Swansea or other partner agencies which assists in delivering a collaborative message.

ASB PCSO's will be completing up-skill sessions with Neighbourhood Policing colleagues in the run up to summer to ensure correct processes are followed, particularly around the submission of ASB forms where the offender is not known to ensure we are identifying 'hot spot' areas. Reports to police can be made online, by phone, by email and by QR code.

'See it, Report it' booklets have been produced and delivered to Council buildings, PCSOs have helped deliver them to libraries, hubs and home addresses too. This is encouraging members of the public to report ASB and other incidents providing contact numbers, email addresses and QR codes.

Improve the way issues and concerns are and escalated to Problem Solving Groups and outcomes monitored.

Child & Family Services and YJS are now included in Problem-Solving Groups across Swansea which allows for a more co-ordinated approach to intervention.

Neighbourhood inspectors analyse data from the business intelligence tool to ensure the correct ASB and crime issues are being discussed in local problem-solving groups. Whilst problems are identified through analysis of data, engagement and consultation with local communities through Op Perception and South Wales listens surveys also inform identification of priorities for problem solving groups. Partners are encouraged to raise concerns into the problem-solving groups and we are aware that some groups are operating more effectively than others. Op Sentinel (Home Office hotspot policing) also informs areas that are discussed in the meetings. Each Sentinel microbeat area has an identified PCSO who works with partners to reduce the issues occurring within that specified area. Problem solving groups are being reviewed to ensure the original terms of reference and attendees are being met. Neighbourhood Police Inspectors are now fully aware of the escalation process for issues that experience blockers through the PSG process and we have seen an increase of escalations specifically from PSG's to the Safer Swansea Community Safety Partnership Board. There are also escalation routes from a number of other governance structures including the ENTE meeting and Street Vulnerability MARAC.

Seek to reduce the number of deliberate fire incidents/ off road biking incidents

South Wales Police has Operation Lorocco to tackle the issue of illegal off road vehicle use. A force problem profile has been completed to inform partnership activity. The Safer Swansea Community Safety Partnership are also looking at viable options to provide diversional activities to encourage the use of organised off road vehicle sites across Swansea.

This offer has gone out to Evolve to invite young people with an interest in scrambling/biking to attend two free sessions at the Enduro World site in Ystalyfera. The dates were the 17th February and 2nd March. Unfortunately, no young people took up the offer. This will be revisited as it is a positive initiative, and we will look to offer free tack usage for individuals to use at a day/time to suit young persons. We have also been able to arrange free transport for themselves and bikes via the PCC office.

SWP has a Problem Profile for "E-Bikes, scooters – motorcycles & quads" to inform patrols and problem-solving activity.

Off road bike incidents are tackled by regular off road bike operations utilising specialist force assets, we have improved our response to off road bikes due to the community concerns and while we are acutely aware that the issue remains high on the agenda, we are responding robustly with innovative tactics. Operation Greyla was launched in March 2023 to tackle the illegal use of off road motorcycles and e-bikes. The first operation that includes partners and specialist resources from across the force resulted in a rider of a Su-Ron being followed by the drone team until they stopped which enabled officers to seize the bike and report the rider for motoring offences. This operation will continue throughout 2024 and represents our best chance of success along with community intelligence.

Police work in collaboration with MAWWFRS each year on OP Dawn Glaws which seeks to reduce the number of deliberate grass fire incidents through the Spring and summer months.

Operation Berberis is the multi-agency response to grass fires in partnership with fire service to link with local landowners to identify high risk areas particularly where the urban and rural interface merges. There are specific patrol strategic in place to provide high visibility presence in these areas.



PRIORITY 2:

Tackling Hate Crime, community tensions & extremism

Community Cohesion

Hate Crime

Prevent

Any acts or threats of violence, property damage, harassment, intimidation, or other crimes motivated by hate and bias have debilitating effects on victims and wider communities and impact directly on community cohesion.

Confidence in the partnerships ability to both educate and deal effectively with these issues will increase reporting and ensure our joint response is both informed and robust.

Community cohesion is critical to maintaining safer communities and both an understanding and the implementation of strategies to calm local and regional tensions will achieve this goal.

Doing our very best to be proactive as a partnership to deliver locally on the Government's CONTEST Strategy¹, i.e., Prevent, Pursue, Protect and Prepare, to counter any rise in extremism and acts of terrorism that is critical to community cohesion and safety of the public.

We need the support and confidence of communities to improve our ability to identify those people who are most vulnerable to radicalisation and who may need support and intervention.

Community Cohesion

Refugee Week – The Experience of Refugees and Asylum Seekers

Cohesion coordinated an awareness session on the 23rd June 2023 for Refugee Week, delivered by Displaced People in Action. The session focused on terminology, support pathways for victims of hate crime, misinformation and the lived experience of a person who has gone through the Refugee/Asylum process. Purpose of this session is to help build trust between practitioners and the community to encourage the sharing of information.

Training on Controversial Language: Misogyny and Sexism

Cohesion delivered two training sessions in partnership with Camau to education staff across the region on the topic of Controversial Language: Misogyny and Sexism. Purpose of this session was to support frontline staff during the height of school aged children being influenced by controversial public figures such as Andrew Tate. During the session, participants took part in discussions on the changing landscape of misogyny and how this looks in our communities, the content that pupils are exposed to, how to deescalate controversial conversations and challenge negative behaviours to ensure a safe environment for female pupils and staff. 35 members of education staff from across the region took part in the sessions.

Hate Crime Awareness Week

A Regional Community Cohesion Small Grant Fund launched during Hate Crime Awareness Week 2023. The objectives of the fund was based on welcoming initiatives, monitoring community tensions, supporting significant social and cultural times of year such as Hate Crime Awareness Week and Black History Month and initiatives that help build community resilience. 32 applications were received and

13 groups were awarded the grant. Initiatives varied from welcome initiatives for new arrivals to the development of hate crime awareness materials.

All Wales Hate Support Centre – Social Media Campaign

A social media campaign for Hate Crime Awareness Week 2023 took place across the region. Materials from the All Wales Hate Support Centre were promoted for the campaign which included information on 2023's theme of Antisemitism and broader support for all forms of hate crime and incidents.

Regular attendance from the Cohesion Team

Weekly tension monitoring meetings with key partners

HSAI Prevent Extremism Forum

SIGCE Roundtable Israel/Palestine Conflict

Forum for Tackling Anti-Asylum Activity

All Wales Tension Monitoring Board

Monthly Tension Monitoring Meeting – Welsh Government and Regional Community

Cohesion Coordinators

Channel Panel support across the region

Swansea

Islamophobia Awareness Month

In response to community feedback and an increase in community tensions due to the Palestine/Israel conflict, cohesion delivered a Hate Crime Awareness Session in partnership with the Wales Hate Support Centre to local community leaders and students among the Muslim community. In total 13 members of the community joined the session which varied from community leaders to students recently arriving in Swansea.

Flip the Streets – Project Background

Flip the Streets is an initiative led by Swansea University with the support of Swansea Council. Purpose of the project is to focus on graffiti hot spot areas, particularly areas prone to hateful graffiti and to replace this with positive artwork. The key aspect of the project is to deliver a series of engagement sessions to young people from the chosen area and to discuss the 'big' topics such as hate discrimination and global and national changes. Through these sessions, the young people determine what they would like to see in their community instead of the hateful symbols and narratives and the message they would like to convey. A local artist then works with the young people to help create a community art mural based on their feedback.

The Cohesion team supported Swansea University secure their first funding bid for Flip the Streets from Race Council Cymru's Black History Wales Fund 2023. The first location of the project took place at Manselton Community Centre. After the success of this first project, the council has secured funding for Flip the Streets to deliver 5-6 further sessions across Swansea.

[Flip the Streets: Replacing Hate With Hope - Swansea University](#) (Manselton)

Flip the Streets – Gorseion

The Cohesion and Swansea University worked with Evolve Youth Service to deliver Flip the Streets at Gorseion Youth Centre. Engagement sessions took place with young people at the Centre on topics such as hateful narratives and the representation of young people in the area. Young people then had the opportunity to help a local artist create an art mural on the wall of the Youth Centre. This also supported International Youth day in August 2023.



Flip the Streets – St. David's



Cohesion engaged with local businesses and Evolve Youth Service to support Swansea University deliver their third location for Flip the Streets. This took place at the hoardings by St. David's shopping centre in Swansea City Centre. A series of engagement sessions have been delivered by Evolve Youth Service to a group of seven young boys from Dylan Thomas Comprehensive School. These sessions have been based on topics such as misogyny, sexism, consent and the respect of girls and women. The boys designed the art work along with the message they wanted to convey to passers-by

in the city centre. This has received significant positive feedback from the school, local community and via social media.

Hate Crime Awareness Week – Engagement at Swansea Central Library and the Grand Multi-Cultural Hub

Cohesion delivered an event for young people at Swansea Central Library during Hate Crime Awareness Week. Purpose of the event was to raise awareness of hate crime and the support that is available to a younger audience. A film screening took place for the younger children that took part with their chosen activity being 'The Diversity Flower' in which the young people write different/unique aspects about themselves on each petal of the flower. An engagement stall also took place with partners at SWP at Swansea Grand Multi-Cultural Hub to raise awareness of Hate Crime Awareness Week and the support available.

Anti-Semitism Webinar

Antisemitism Webinar delivered in partnership with Swansea Council's Religion, Values & Ethics Advisor. This seminar was well attended and was prompted by feedback of fear within the local Jewish community in the wake of Palestine/Israel conflicts.

Hate Crime Information Session

In partnership with Victim Support, the team delivered an awareness session on hate crime support on 19th October and included a segment on the work of the cohesion team with 20 attendees.

Seek to improve the number of reported hate crimes and to respond

Between the 1st April 2023 and 16th March 2024 Swansea had 571 hate crimes reported. This is an increase of 11.1% from the SPLY. The increase in hate crimes is largely due to increased tensions due to the Israel / Palestine conflict. Discrimination based on race is the largest contributor with 297 offences.

If you require a breakdown of the reported hate crime figures above based on protected characteristics, this can be provided on the day of the scrutiny committee meeting.

The Community Safety Hate Crime and Cohesion Team is currently in the process of finalising a pilot for a third-party Reporting Scheme to help increase hate crime reporting across Swansea. Third party reporting is about helping individuals to report a crime or incident so that the level of hate crime can be recognised, and action taken. The aim is to place a trusted person in each corner of the community and train them to assist in the reporting process. Only Crimes/Incidents that have happened and pose no immediate threat, risk or harm can be reported by this method. This can be used for Incidents such as Verbal Abuse, Damage, Graffiti, Neighbour Issues etc. The objective is to provide an approachable and accessible source for members of the community to report hate crimes and/or incidents.

Ensure that anyone experiencing hate crime feels empowered to report and feel safe and supported when they do. Housing Service works closely with the police and other relevant partners in relation to hate crime. Hate crime is recorded separately within our ASB data base.

Violence Prevention Nurses working in the Emergency Department, Morriston Hospital report incidents of assaults with or without weapons and disclose if this is believed to be a hate crime.

Support and protection for victims of hate crime

Two full time Hate Crime Police officers are now established in post, along with a Sergeant who is experienced in this area of business, having come from SWP's headquarters Equality Diversity and Inclusion (EDI) team. The community cohesions team now have a constant dialogue with the cultural HUB and provide a wide range of support to protect victim's of crime. This includes the monitoring of all hate crime and incidents that take place within Swansea offering bespoke support to victims and identifying Repeat Victims who are given enhanced protection. This data is also fed into local PSG's to inform patrols and problem solving by local neighbourhood teams.

Tenants who find themselves victims of hate crime will be supported and on a practical level Housing Service can assist with target hardening, NSU patrols etc to make the victim feel safe in their home whilst also considering environmental improvements to reduce opportunities for hate crime. Housing will also support a victim who might choose to move.

The local authority community safety officer also undertakes target hardening work and the installation of home security packs for residents who are not Council tenants.

Violence Prevention Nurses offer support to victims, who have attended the Emergency Department or Minor Injury Unit. Referrals are made to appropriate services and if the patient will not report to the Police, then the VPN undertakes this, reporting the crime via 101.

Prevent and Channel

Of the 120 referrals received in South Wales between 1st April 2023 and 29th February 2024 a total of 17 were received in Swansea. This is 14% of the overall total of referrals received in South Wales.

Ideologies

ERWT	5
Mixed/Unclear/Unstable/Conflicted Ideology	2
No Risk, Vulnerability or Ideology Present	4
Vulnerability present but no Ideology or CT risk	6
Grand Total	17

Referral Sources

FE	4
HMRC	1
National Probation Service	2
Policing (CT)	3
Policing (Non CT)	1
School	5
Social Services	1
Grand Total	17

Of the 17 Prevent referrals in Swansea a total of 4 were adopted into Channel where a multi-agency partnership commissioned an Intervention Provider from the Home Office to work with the referrals to reduce the risk and susceptibility to radicalisation and extremism.

Regular training and awareness of hate crime and Prevent for front line staff.

The Western Bay Counter Terrorism Local Profile will be released in the next two months. It is not anticipated that there will be any unforeseen issues. Following this a new BCU 'Prevent Delivery Group' will be set up with police and the L'A co-chairing it. All Hate Crime and Cohesion staff undergo regular continuous professional development. In addition all SWP staff undergo, 'lets talk about race' training sessions. SWP has an Incident Advisory Group (IAG) that review a number of police stop searches on BAME individuals. The feedback from these groups form the basis for individual and collective training.

Swansea children services respond to those at risk of grooming and radicalisation as a safeguarding concern. If there is a significant risk of harm to the child or others as a result of this grooming and radicalisation then a child protection response is initiated. This supports the protection or further harm but also disrupts potential grooming of others. YJS have a victim officer that will become involved if there is a hate crime where a young person has been arrested and seek to take a restorative approach to manage these situations.

All Hate Crime and Cohesion staff undergo regular continuous professional development. In addition all SWP staff undergo, 'lets talk about race' training sessions. SWP has an Incident Advisory Group (IAG) that review a number of police stop searches on BAME individuals. The feedback from these groups form the basis for individual and collective training.

Training opportunities are regularly identified and promoted with appropriate front-line staff.

Health Board staff currently undertake Prevent training e-learning packages and this is incorporated into Level 3 Safeguarding Exploitation Training.

Prevent Training delivered by Small Steps

The Cohesion Team have commissioned Small Steps to deliver a series of training sessions across the region.

Who are Small Steps?

Small Steps is at the forefront of using education, engagement, mentoring and grassroots activity to combat the ideology, activity, and influence of the Extreme Right-Wing (ERW).

Small Steps is in the unique position of having staff members who are either former Extreme Right Wing (ERW) activists, organisers, or even family members who have had a loved one involved, having lived experience of the impact and reality of extremism first-hand. Working in partnership, Small Steps is a strong advocate of developing local answers and upskilling local people to be able to challenge the influence and activity of extreme right-wing organisations and their operations.

Topics include:

Far-Right Extremism Awareness (two sessions 48 in attendance)

Antisemitism and Islamophobia (30)

Debate Not Hate (38)

Patriotism and Identity (34)

Three out of five of the planned sessions have been delivered and this will continue until the end of March 2024.

115 members of staff and key partners across the region have signed up to the sessions.

The area of work of attendees has varied broadly. Those that have signed up to the sessions are from education, social services, police, local third sector organisations, equality teams, community safety partnership teams and frontline services such as local authority graffiti removal teams, security, teaching staff and youth services.

Seek to increase the number of Prevent Referrals through education and training

Swansea children services respond to those at risk of grooming and radicalisation as a safeguarding concern, if there is a significant risk of harm to the child or others as a result of this grooming and radicalisation then a child protection response is initiated. This supports the protection or further harm but also disrupts potential grooming of others. YJS have a victim officer that will become involved if there is a hate crime where a young person has been arrested and seek to take a restorative approach to manage these situations.

Cuckooing and vulnerability training has been in place for several years resulting in officers being able to recognise individuals that are susceptible to exploitation and extremism. 'Op Amdiffyn' is the most recent training which has been mandated to ensure all SWP staff undergo the training. A future risk has been created by Welsh Government withdrawal of funding for dedicated 'Schools Police Officers'. This will potentially lead to the complete removal of Schools Officers, breaking the line of communication between police and schools / pupils. The SWP Community Safety team is looking to

provide additional training for Swansea Neath Port Talbot officers on Prevent to ensure that appropriate referrals are being made.

Staff are alert to signs which might indicate radicalisation via appropriate training and would refer as appropriate.

Staff are advised of the availability of Prevent training and this information is also included on our Safeguarding SharePoint and the Council website and Staffnet.

Improved public trust and confidence that support is available and that everybody is treated fairly.

Swansea children services have been trying to establish a working group to consider Exploitation within ethnically diverse communities led by those supporting the communities with the hope that we develop stronger links within communities we serve. We have struggled to find a consistent chair for this working group but will hopefully be resuming this working group in August jointly with YJS.

Swansea Neath Port Talbot Community Safety Hate Crime and Cohesion Team has a fully resourced team to provide a wide range of support to protect victim's of crime. This includes the monitoring of all hate crime and incidents that take place within Swansea offering bespoke support to victims and identifying Repeat Victims who are given enhanced protection. Hate crime officers maintain a spreadsheet to monitor the progress of all hate crimes. The spreadsheet forms the basis of the bi monthly BCU 'Hate Crime Scrutiny Panel' chaired by a Chief Inspector to ensure that all hate crimes have sufficient oversight at all levels. The crimes are BRAG rated with supervising Inspectors providing updates on all Black, Red and Amber crimes. This governance is already improving the service that SWP provides to victims which is hoped will lead to increases in trust and confidence.

Tenants are asked about confidence in Swansea council as a landlord via 2 yearly satisfaction surveys. Any tenants who experience ASB would receive ongoing support and a follow up questionnaire / interview to understand their experiences and to provide opportunities for learning and ongoing service improvements.

Ensure people know what to do if concerned about someone who is vulnerable to radicalisation or think are being radicalised.

There is an established cohort of Prevent Champions who can provide advice and support for anyone with concerns around radicalisation. This list has recently been refreshed and re-circulated to staff to provide a network of support. The Western Bay Counter Terrorism Local Profile will be released in the next two months. It is not anticipated that there will be any unforeseen issues. Following this a new BCU 'Prevent Delivery Group' will be set up with police and the local authority co-chairing it.

Staff receive training to ensure they would know how to refer someone of concern. If wider communication was produced to be shared with the wider community then the Housing service could assist with pushing out messages via our methods including social media, posters in Area Housing Offices, engagement events, Tenants and Leaseholder magazine

Radicalisation is included in our Level 3 Safeguarding People training and the Health Board facilitate Level 3 Exploitation training. Our Safeguarding SharePoint has information for staff related to Exploitation and the Corporate Safeguarding Team has a Duty Desk Monday-Friday manned by a Safeguarding Specialist providing staff with advice and support.

Establish a Hate Crime Perpetrator MARAC.

Work is ongoing to establish a process where a Hate Crime MARAC can be called as needed. This is currently managed on each sectors PSG. However, repeat victims are being monitored via the BCU's Hate Crime Scrutiny Panel and a bi monthly analytical product.

Produce counter-narrative to assist in deconstructing and delegitimise propaganda/fake news/conspiracy theories around hate crime and extremism

This is a challenging area and guidance and work is ongoing with NPCC and CTPHQ before any public communications are attempted. (National Police Chiefs Council) (Counter Terrorism Police Headquarters).

PRIORITY 3:



Challenging Substance Use

Engagement

Interventions and Treatment

Prevention and Health Improvement

Enforcement (SWP)

Reducing the number of drug related deaths in Swansea (and Neath Port Talbot).

Staff from Swansea & Neath Port Talbot continue to work with partner agencies from within SNPT and the Welsh Government to reduce drug related deaths (DRDs). SNPT staff attend regular meetings where fatal and non-fatal poisonings occur and what further harm reduction initiatives can be considered. Staff regularly engage with support agencies to build trust and break down barriers.

Figures held by the local harm reduction officer will show that SNPT had a decrease in DRD figures for the calendar year 2023, however due to delays in ONS figures, this will not be shown for another 12 months, though local figures would also indicate that the DRD's for 2024 have increased. There are numerous reasons why this is the case, however it is not through the lack of effort and partnership working.

Supt Mark Kavanagh who is the head of the SWP Community safety partnership department within SNPT is also the force drugs lead and was central to developing the force drug strategy. DCI Stuart Johnson who was the SNPT lead for Project ADDER is now the BCU DCI for Intelligence and organised crime teams and is force lead for naloxone, as such there is a strong 4 'P' element within the BCU. Currently the force have 544 volunteers who carry nasal naloxone with 63 positive administrations. Following the positive feedback of the SWP drugs market profile which incorporated the views and expertise of support providers and service users a local profile has been produced and will be shared in due course.

Based on initial reporting circumstances there were 47 potential drug related deaths November 2022 to October 2023 across Swansea Neath Port Talbot. This is a decrease of 21.7% (13 deaths) compared to November 2021 to October 2022 and a decrease of 20.3% (12 deaths) compared to November 2020 to October 2021.

The Housing service works with partner agencies to identify persons at risk through officer knowledge and surveillance.

Reducing the harms associated with substance use

CMET partnership and Barod Choices service have recently put together a joint proposal for the Swansea Safety advisory group for special events in Swansea. We now offer a package that can be bought in by companies running events in our area, this support includes a harm reduction module of supporting young people to understand the risks around substances and support with anyone

presenting in such events under the influence of drink and drugs as well as supporting the events with other forms of extra familial harm such as youth violence and exploitation. We have provided support to 2 company's during the summer of 2023.

A lot of work has been done and continues to be done in relation to police recognising the harm caused by substance use to individuals, friends/families and communities. Often, the individual is a victim themselves and the targeting of the dealers is the main focus, with referrals, out of court disposals, diversion and support (for those eligible) for substance users. SWP and SNPT BCU continue to work with local support services and partners to explore new ways of working and are open to 'piloting' progressive harm reduction initiatives when applicable. SWP understand the importance of early intervention and work with the school liaison officers to improve their knowledge of the changing 'drug scene' and ensure early prevention is shared. BAROD have an embedded support worker within the early referral HUB and are key to the Youth justice process.

A pilot has recently concluded where through DYFODOL (triple S) they deployed staff to assist with the night time economy help point to provide further expertise to those who may present with drug issues. It has been agreed going forward, that Triple S would deploy on key dates to the NTE to provide the additional support and any referrals.

BAROD (and potentially ADFERIAD) have an embedded worker within the early referral HUB and are key to the Youth justice process.

The Housing service engages directly 3rd sector support services and also via our Tenancy Support Unit and Rapid Re-housing strategy to support those who use substances to minimise harm.

Housing teams will identify and refer those at risk of harm to ensure they receive specialist support

Housing teams will identify and report illegal activities such as dealing, cuckooing and associated harm.

Members of the Safer Swansea Partnership have participated in the Western Bay Drug Commission consultation.

Embedding Service User involvement into delivery and planning of services.

SNPT BCU has been designated an Operation ADDER site. ADDER has assisted in providing additional finances and also employed a service user engagement officer to ensure the voice of those directly effected by substance use is heard. The recent SWP drugs market profile ensured that the voice of service users were taken into account with bespoke focus groups taking place. Through ADDER, it has been recognised that improvement has been made in communication between Police, support agencies and service users.

Substance use issues are identified and challenged early through strong partnership working and information sharing.

CMET operational sits on a fortnightly basis and considers monthly non-fatal and fatal overdoses of young people under the age of 25. We discuss themes and trends of substance misuse and any information relevant to preventing harm from substances can be disseminated via this network. We also share intelligence though this network around issues such as illegal sale of alcohol and nicotine products which has contributed to a number of successful disruption warrants across Swansea. YJS have a Choices worker seconded to the team which allows any young person linked to crime to access substance misuse support from the service.

SNPT BCU trailed the fast testing of drugs which were located at scenes of fatal and non-fatal drugs deaths. This was to support the local harm reduction lead to ensure early warnings would be shared with partners and service users if required. This trail has now been rolled out force wide. SNPT BCU working with BAROD and Swansea LA have embedded BAROD resources within the early referral HUB. This process will hopefully start in NPT in the near future with ADFERIAD and NPT LA agreeing to it. Joint visits have been agreed between SNPT BCU and BAROD to individuals who may require additional support for their substance use. SNPT BCU in conjunction with the harm reduction lead co-coordinator have worked closely on a information sharing WASPI, and have been integral in forming an all WALES WASPI to ensure information is shared at the earliest point possible. In an effort to continually evolve and improve the safeguarding provision at the NTE Help Point Dyfodol substance misuse specialisers are now an active partner within the Help Pont as part of a harm reduction/prevention trial aimed at recreational drug users. The reasoning behind this trial is that Agencies and Police are well equipped and understand how to assist individuals within the 'problematic' drug population/market, however the nighttime economy and the risk posed through use of 'recreational drugs' is very much unknown. What we do know is that the use of recreational drugs is on the increase and those who are more likely to be use drugs recreationally and less likely to seek support and assistance.

Housing teams work in people's homes and will often identify substance use issues. Officers will work with partners both to ensure appropriate support is offered but also to tackle behaviours which might impact on others.

Everyone across the region affected by substance use issue can access timely, evidence based, safe and effective quality services

CMET and Barod Choices service offer detached work on regular basis in the community with a particular focus on areas where there has been identified worries around substances, this is in line with the CMET partnership purpose of ensuring young people have the right service at the right time, from people they trust, in a place that is safe. We have developed a strong ethos of taking support to young people in places and spaces they spend time.

Officers and staff within SWP and specifically SNPT BCU are aware of how to refer individuals into support. This can be done via DAN24/7, direct referrals to the support agencies which Neighbourhood officers have excellent contacts, via PPN's or the early help process. Work through ADDER has assisted in rapid access prescribing and other initiatives to ensure assistance is provided ASAP.

Effective signposting to support agencies is in place.



PRIORITY 4:

Reducing reoffending and tackling the drivers of crime

Supporting offenders & vulnerable (IOM, MAPPA, SV MARAC)

Drug market

County Lines

Serious & Organised crime

Increase in number of CTSR's for appropriate individuals in Swansea

Community Service Treatment Requirements is the umbrella term given to the three forms of community resolutions at sentence from Court. They are:

1. Mental Health Treatment Requirement.
2. Drug Rehabilitation Requirement.
3. Alcohol Treatment Requirement.

The supervision of these requirements is robust and is managed by Probation, Dyfodol and the Court service. In addition to this, partners are seeking Community Behaviour Orders (CBO's) which place a positive obligation on individuals to engage with support services. Failure to comply will result in arrest.

Reduction of reoffending rates across fixed, flex and free IOM cohorts within Swansea

Swansea Neath Port Talbot IOM department, currently has 72 offenders between the Fixed and Flex cohorts. Of the 72, 59 are in the Fixed cohort and 13 are in the Flex cohort. The Fixed cohort supervises the acquisitive crime offenders and the Flex cohort manages offenders who are linked to drugs supply / DV concerns. The Free cohort is also known as The WISDOM project, where there are currently 32 offenders in this cohort. These offenders are classed as high risk of causing serious harm and as a result they are engaged with, supported and monitored on a regular basis to prevent reoffending. (WISDOM - Wales Integrated Serious and Dangerous Offender Management). Definitions of the Fixed, Flex and Free Cohorts is attached as **Appendix A**.

Successful disruption and enforcement of SOC nominals

South Wales Police targets the supply of controlled drugs on all levels. TARIAN is responsible for national and regional detection and disruption of individuals operating at the higher end of the supply chain. Tarian works closely with the three Organised Crime Teams in SNPT who target the middle market suppliers. Operations are undertaken on a very regular basis but of note, Operation 'Silk Leaf' ran for three weeks in July where officers worked closely with the Metropolitan Police Service to tackle drugs lines coming in to the area. 21 drugs lines were subject of enforcement action, 32 arrests were made with prosecutions pending. Operation shelduck took place week commencing 18th March 2024 with 7 drugs warrants executed across SNPT, Somerset and the Dyfed Powys areas. 5 persons have been arrested so far with numerous others anticipated. 6 kilos of cocaine, 1 kilo of MDMA, multiple kilos of cannabis a large quantity of Ketamine and £50,000 in cash were seized. Operation

'Pester' tactics continue to be utilised to bulk message drug users interacting with known drug lines. Operation Bridport saw nine individuals convicted as part of a modern day slavery investigation in to a Newport based OCG exploiting children in the Swansea, Neath & Port Talbot areas. Op Sceptre, response and Neighbourhood officers then operate on a local level targeting street dealers and users.

Visible drug and alcohol use and dealing reduced

The exploitation of young people into dealing drugs is an issue being closely considered by CMET partnership and the YJS. A multi-agency network is set up to consider having visible support in hot spots where visible drug dealing occurs with the purpose of disrupting those exploiting children and offering support and safeguarding to those children and young people affected. Detached multi agency youth work takes place when referrals are received to tackle these issues and we work closely with the police with any intelligence we receive.

Housing have invested in additional surveillance across a number of high-rise blocks which have a history of drug dealing activity, recently increased activity has been observed. Teams gather intelligence and evidence which is routinely shared with the police. It is the intention of the Housing service to extend such technologies across all high-rise blocks over the coming years.

Targeted policing, concentrating on County Lines drug dealing, by PPT teams, identify drug lines, sometimes with the assistance from other police forces. The disruption of these drug lines has a knock on effect to the use and supply of drug dealing in Swansea Neath Port Talbot. 'Operation Viscaria' has targeted all forms of crime and ASB in the city including substance misuse. The operation is now 5 months old and is continuing to make improvements in all of these areas in the city centre.

Reduction in the reoffending rate for adults and juveniles

The IOM approach to help reduce reoffending is aided, greatly, by being co-located with probation and the integrated approach with the partner agencies. The data sharing protocol which exists between SWP and probation also is a huge part of tackling reoffending. The close working relationship with the partner agencies assists in the management of offenders and also tackling reoffending.

Reduce reoffending behaviour through Integrated Offender Management

Through the identification of the offenders on the various cohorts, management of the individuals begins almost straight away after their selection. Working closely with probation, Drug intervention / Alcohol intervention, DWP and local housing providers, our integrated management approach takes place. The individuals are subject to at least three contacts a week from police and or Probation. If there is any form of lack of engagement, then we utilise the "catch and convict" policy, where we begin breach / recall to prison processes.

Fewer first time entrants into the criminal justice system

Child and Family Services and Youth Justice Service are working preventatively on a number of projects to support and prevent young people coming into the criminal justice service. YJS have recently received new funding for a "turnaround project" which looks at supporting those vulnerable to becoming involved in crime from entering the system, Swansea CMET team have been successful in a funding bid which seeks to prevent and respond to extra familial harm including youth violence and intend to work closely with schools in targeting those young people with early indicators of harm such as school exclusions.

There are a number of projects, in place, which divert first time offenders away from the criminal justice system. This begins at the various custody units across the force. The main initiative is known

as 18 -25 early intervention service. This service is currently run by Future 4, who receive referrals from custody. Youth justice teams also receive referrals from custody and also from other avenues such as directly from officers who identify low level crime suitable for out of court disposal. SWP, the Fire Service and Youth Justice Service have also recently introduced a scheme whereby young persons under the age of 18 are dealt with by the YJS for low level motoring offences rather than through prosecution.

The purpose of the Swansea Street Vulnerability MARAC is to increase effectiveness and co-operation between statutory and non-statutory partners and to deliver a more integrated approach to offering support to vulnerable persons.

The multi-agency partnership will collate and gather information about a referred individual, assess vulnerability and develop an early intervention support plan to reduce risk and to improve their health, wellbeing, and safety.

The SV MARAC has received 63 referrals.

PRIORITY 5:

Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV)



Challenging attitudes to VAWDASV

Holding perpetrators to account

Ensuring victims have equal access to all services

Early Intervention, protection and support

Training professionals

Educating children and young people

Ensure the voice of the service user is heard and listened to

Victim's /Survivors were consulted throughout the development of the new VAWDASV Strategy 23-26 and were integral to process. We have worked closely with the Co- production Centre over the last quarter and will be continuing to work together to develop a 'Language Toolkit'.

We have met with the Wales Cymru LGBT+ community and Bawso to strengthen partnerships, raise awareness, ensuring that victims have access to services.

We have promoted the Remote Evidence Site through the VAWDASV Partnership sharing the animations and information ensuring that victims are fully informed and supported.

We continue to deliver training on the National Training Framework through Ask and Act level 2 &3. We are in the process of developing training for the DASH Risk Assessment which should be completed in the next quarter.

Attended the VAWDASV Collaborate Board in quarter 1, where the new Online Safety Bill was discussed as a result the PCC will be attending the VAWDASV Leadership Group in quarter 2 to discuss further.

Safe Spaces training package sited and comments shared.

CMET youth panel is attended by young people who have experienced EFH, some of these are victims of CSE, it gives the young people a platform and a voice to share their views on the services they received.

Housing service supports those affected by domestic abuse.

All high-risk domestic violence cases are assigned an Independent Domestic Violence Advisor. The IDVA works collaboratively with police to enhance the service provided to victims and promote enhanced safeguarding. Swansea, Neath and Port Talbot hold twice weekly Domestic Abuse Marac Meetings, each week approximately seventy cases are discussed. The meetings are attended by IDVA's who are the voice of the victim and ensure that all partners have an understanding of the needs and wishes of the victim.

Neath & Port Talbot are the first areas in South Wales Police to have independent crisis support officers embedded in stations. RIT have piloted a new investigative structure which will put the needs

and views of the victim at the centre of the investigation. This will provide more structure to listening to the victims needs and wishes. Consideration around 'telling not Reporting' is now part of investigative strategies in relation to RASSO Investigations. The pilot was put in place as part of Operation Soteria and following the success within Swansea Neath/Port Talbot this will now be in place in all RIT's within SWP. There will also be an expansion into other departments that deal with Serious Sexual Offences. The introduction of the Victim Progression Officer is supported by the ISVA's and the victim is considered throughout the investigative process.

Held a focus group with survivors to develop a language toolkit ensuring that their voice is capture and heard.

We continue to promote the Remote Evidence Site through the VAWDASV Partnership sharing the animations and information ensuring that victims are fully informed and supported.

We continue to deliver training on the National Training Framework through Ask and Act level 2 &3 where professional are trained and supported to be more confident in reporting abuse.

Referrals through to our IDVA service from the Police and external agencies continue to increase. They have continued to support victims through the Criminal justice system utilising the Remote evidence site in Swansea.

Discussions held with Adult Safeguarding to look at how we can work together ensuring that older victims are safeguarded and have the appropriate support. (ongoing) .

SBUHB have representatives from appropriate Services Groups at MARAC (Multi-agency Risk Assessment Conference) to help inform decision making processes for both Victims. Individuals who have been supported by our health based IDVA have the option to provide feedback via a QR code which is displayed in our acute hospital sites.

All high risk domestic violence cases are assigned an Independent Domestic Violence Advisor. The IDVA works collaboratively with police to enhance the service provided to victims and promote enhanced safeguarding. Swansea, Neath and Port Talbot hold twice weekly Domestic Abuse Marac Meetings, each week approximately seventy cases are discussed. The meetings are attended by IDVA's who are the voice of the victim and ensure that all partners have an understanding of the needs and wishes of the victim. Operation Prunella started in November that is a domestic abuse based initiative which aims to target local hairdressers, beauticians, nail bars and barbers.

The initiative was created by the domestic abuse unit, the aim being to visit these establishments and inform / educate about claires law / safeguarding.

Often when visiting a salon / hairdressers customers have one on one time with their hairdresser / beautician and it may be the customers only time to talk 'freely'. With this in mind and the natural ability a lot of hairdressers have to encourage clients to 'chat' the idea was born.

SNPT DAU officers are working with community safety and local psco's in and will visit local establishments on foot. Advice and information will be passed as well as the request for relevant literature to be left at the establishment.

2 x Victim Progression officers are now embedded within the SNPT RIT due to increased demand.

To stop 'victim blaming'

In the last quarter through our Ask and Act Training we have educated staff, ensuring they have a better understanding of the complexities of VAWDASV and the impact on victims.

We have promoted the WG 'Sound Campaign' which tackles negative attitudes around toxic masculinity.

Swansea CMET youth panel have produced a language guide aimed at shining a light on victim blaming language, some of this includes issues around victimising girls who have experienced CSE and sexual abuse.

South Wales Police has provided DA training to all front-line officers. The training emphasise the importance of officers not using any victim blaming Language. At the end of 2022 Swansea, Neath and Port Talbot BCU held a Vulnerability Day for Sgts and Inspectors. The day included guest speakers: Ann Williams – Head of Live fear free Wales and Ruth Dodsworth – Survivor of DA. Both discussed the direct impact use of language can have upon both the victim and the perpetrator.

Where victim blaming language is identified the officer is provided with a one to one attachment with the Domestic Abuse Unit to upskill them and prevent recurrence.

Within RASSO (Rape And Serious Sexual Offences) investigations this is a primary focus, with the investigations now being suspect focussed and considering their behaviours, patterns and the accounts they provide. The use of language is now carefully considered when providing updates and concluding investigations. Officers within investigations have now had inputs regarding victim blaming language, Rape myths and these are considered throughout the investigative process. All front line South Wales Police officers have body cameras, the use of which is mandatory for most instances. This footage is reviewed daily to ensure officers body language, demeanour and choice of words is also focused towards supporting the victim. leading questions such as, "you don't want to go to court do you?" have been outlawed and a great deal of work has been done to ensure this does not happen.

Within RASSO (Rape And Serious Sexual Offences) investigations this is a primary focus, with the investigations now being suspect focussed and considering their behaviours, patterns and the accounts they provide. The use of language is now carefully considered when providing updates and concluding investigations. Officers within investigations have now had inputs regarding victim blaming language, Rape myths and these are considered throughout the investigative process.

In the last quarter through our Ask and Act Training we have educated staff, ensuring they have a better understanding of the complexities of VAWDASV and the impact on victims.

We have met with survivors of VAWDASV and co-developed a Language toolkit which looked at victim blaming language and the impact it can have on victims (ongoing into Q3)

Prevent and reduce VAWDASV

We continue to work with all key partners to end VAWDASV. There has been 3 meetings in the 1st with our Specialist providers where we discuss any emerging themes, issues so that we can take a multi-agency response.

In the 1st quarter we have developed a HBA Regional Forum which includes, Specialist Partners, Police and Health.

We are contributing to the WG Blueprint implementation ensuring that actions are completed and any information is provided.

Through our Regional Sexual Exploitation steering group we have developed a 'Transition Pathway' and this will now be shared with the All Wales Sexual Exploitation Steering Group in the next quarter.

CMET team recognise the risks faced by girls linked to organised crime, safeguarding work is undertaken with girlfriends of males who are being criminally exploited due to the potential risk of violence and harm through exploitation that can occur. This happens on an individual basis and we have also worked with groups of girls affected by criminal exploitation.

A Safer Streets 5 bid has been submitted to the Home Office from SWP and the Safer Swansea Partnership Board. Part of the bid is a concentration on VAWG and public spaces. An intervention that has been put forward as part of the bid is increased street lighting in areas where people may feel unsafe, and has been identified as an area of need for new / improved street lighting. This intervention will lead on to a prevention and reduction in VAWDASV. Patrol - POR is discussed in SMT fortnightly and DaPG monthly where the focus is on Ops to capture golden hour evidence. This with PSS reviews ensures that any learning that is required is captured and identified and POR remain focused and improve.

We continue to work with all key partners to end VAWDASV. The monthly meetings continue with our Specialist providers where we discuss any emerging themes, issues so that we can have a multiagency response and report to the relevant governance meetings.

We continue to promote and develop a HBA Regional Forum which includes, Specialist Partners, Police and Health.

We are contributing to the WG Blue- Print implementation ensuring that actions are completed, and any information is provided. Having met with First Minister Jane Hutt to discuss the VAWDASV landscape and the challenges faced by Statutory and Non-Statutory services in Q2.

Our CMET Team presented the transition pathway in the All -Wales Sexual Exploitation Steering Group. This was very positive feedback and agencies from all over Wales wanted more information on our approach.

Finalisation of our VAWDASV Strategy ensuring that it is accessible to all, developing and easy read version and a summary version.

Attended the FGM Conference ensuring that we have an inclusive response to VAWDAV and are meeting the needs of minority communities.

SBUHB have a full time Health based IDVA funded by the PCC until 31st March 2025. SBUHB also have a VAWDASV Lead Practitioner post to support the HB to meet its requirements under the VAWDASV (Wales) Act (2015). SBUHB have implemented the IRISi programme across the Swansea Bay Region ensuring that residents across Swansea are able to access VAWDASV support at the first point of contact with a health professional. By implementing IRISi this enables hard to reach areas also have access to specialist support services in their communities. The HB delivers Group 1,2 and 3 "Ask & Act" training as per the National Training Framework. The HB Safeguarding SharePoint has information for staff and our HB VAWDASV Policy acknowledges staff victims and provides relevant information.

Increase referrals to DV specialist agencies and Police and Health

Housing service works with partner agencies to refer and support victims.

Swansea, Neath & Port Talbot will implement a new MARAC online case management system. The new MANTA system is set to go live in October 2023 and will provide a direct portal for agencies to refer cases to MARAC and other agencies for support. The new MANTA system will enhance information sharing to promote safeguarding.

SBUHB have continued to provide Ask and Act training in alignment with the VAWDASV National Training Framework. The Health Board submitted their annual training plan to Welsh Government in April 2023 and the HB are on target to exceed the aim of providing Group 2 Ask and Act training to 960 staff.

All victims to have equal access to appropriate services

Housing service has increased and continuing to explore increasing temporary accommodation options to ensure those needing to access alternative accommodation can do so and are supported.

All victims are treated as individuals and without prejudice. All male high-risk victims of domestic abuse are assigned a specialist Male IDVA provided by CALAN DVS. The male IDVA attends MARAC and provides the voice of the victim.

During MARAC onward referrals are made for support and this includes LGBTQ+ referrals to access specialist support via the Equilibrium program. We continue to monitor and drive compliance in respect of Claire's law applications and victim support referrals.

SBUHB Primary, Community & Therapy Service Group continues to fund the IRISi (Identification and Referral to Improve Safety) programme. Following a successful pilot IRISi has now expanded across the whole of the Health board area, and refresher training is set to commence in 2024-2025

Negative attitudes are challenged and communities are educated and better informed of the issues

South Wales Police robustly challenges any negative attitudes. Sex workers, high service users and substance dependent individuals are more likely to be perceived in a negative light but officers are repeatedly educated around their responsibilities in all areas of VAWAG. Officers Body Warn Video is regularly reviewed to ensure that officers are providing the best possible service to all area of our communities.

SBUHB supported partners from Safer Swansea Partnership with events for White Ribbon Day in November 2023. These events allowed the opportunity for further awareness raising around VAWDASV .

Take a multiagency approach to ending VAWDASV

The MARAC is attended by a number of statutory and non-statutory agencies. Whilst it is chaired by police it is a multi-agency forum where each voice is heard. Swansea, Neath and Port Talbot Marac's will implement the 'share the chair', this will be the first in SWP and has been recommended as a result of a MARAC review to promote multi agency working.

Alongside DA Marac Swansea, Neath and Port Talbot is the only part of SWP to hold a SWOT MARAC (Sex workers). This focus of sexual exploitation of adults promotes safeguarding and multi-agency working. Sexually exploited adults are highly vulnerable which is why SNPT continue to promote this forum. RASSO Investigations considered the needs of the victim and provide support to them by working with key partners such as SARC & CPS. In addition to this RASSO Investigations will now consider disruptive tactics for offenders and utilise other agencies to assist with this. This is targeted to reduce offending.

Child and Family services link in with the VAWDASV operational group and have recently produced a transition pathway with adult services to support those exploited sexually as children access appropriate support as adults. CMET team also deliver school workshops to school based staff encouraging them to take a contextual approach to reducing extra familial harm utilising examples of

toxic masculinity and the 2021 Estyn report we don't tell our teachers as an example of how sexual harassment affects school children. WE have also worked in partnership with community safety and the Domestic abuse team on CMET primary school referrals for harmful gender perceptions to help a school support pupils with toxic masculine views.

Housing is represented on the VAWDASV corporate group and will participate in DHR as appropriate to ensure lessons are learned and information shared.

SBUHB are represented at Swansea VAWDASV Leadership Group, Swansea MARAC Steering Group, the Regional Ask and Act Steering Group and the Regional VAWDASV Commissioning Group. Group 3 Ask and Act training is facilitated in a multi-agency format with attendees from all statutory partners, and specialist support from Third sector partners.

VAWDASV is 'everyone's business'

We work together across the Region where it is identified there is a need . Through our Engagements and Communication Regional group we have shared information and are working together to promote and deliver the White Ribbon Day Campaign and launch the new VAWDASV Local Strategies.

Attended the WG VAWDASV Blue Print implementation meetings.

In the 1st quarter it was identified the Local Sexual Exploitation Steering Group would benefit from being Regional, which has now been implemented.

We have been successful in securing the IDVA post for the new DRIVE Prison Project which works across the Region.

Our Court IDVA continue to drives success across the Region building relationships/networks ensuring that the victims voice is central in criminal VAWDASV cases.

All staff undertake VAWDASV training.

South Wales Police work closely with statutory and non-statutory agencies to enhance safeguarding. These include, DA support Services, Local authorities, Housing providers, BAWSO, Substance misuse agencies, National Probation Service, Perpetrator Intervention Program providers and the health authority. This is not an exhaustive list and is constantly reviewed as the needs of victims change.

We worked together across the Region where it is identified there is a need. Through our Engagements and Communication Regional group we continue to share information and are work together to promote and deliver the White Ribbon Day Campaign and launch the new VAWDASV Local Strategies which will fall in Q3.

Attended the WG VAWDASV Blue- Print implementation meetings.

Our Court IDVA continues to drives success across the Region building relationships/networks ensuring that the victims voice is central in criminal VAWDASV cases. She has trained Magistrates and the prison case managers around VAWDASV.

Held a meeting with the VAWDASV Blue- Print Lead around the implementation of a sexual harassment Policy within our workplace. (Ongoing)

All MARAC partners attended a 2 day training for the implementation of the MANATA system which is a multiagency platform for MARAC teams to improve engagement, accountability and service delivery.

Violence against Women, Domestic Abuse and Sexual Violence Group 1 training via E-learning is mandatory for all staff in SBUHB. Group 2 Ask and Act training is required for all staff with direct patient contact.

Victims and perpetrators are offered support at the earliest possible time and prevent cases reaching a point of crisis

The IDVA project continues to support those at highest risk of VAWDASV , referrals continue to increase

The Equilibrium project offers behaviour change for perpetrators ensuring that those who are identified as low - medium risk are offered the opportunity to change their behaviours. In quarter 1 they developed a training package for schools as it was identified by teachers that some boys were displaying negative misogynist attitudes.

We also launched the new Drive Prison Pilot in quarter 1, where those who have a sentence of 6 months where domestic abuse has been identified, will be offered the behaviour change work holding them to account. There now 9 referrals and this project is attracting many referrals.

We secured additional funding from the PCC for a CHIDVA to work part time with Children whose perpetrator is engaging with the Prison Drive Pilot.

Housing is represented on VAWDASV Leadership Group. Tenancy support is immediately available to those at risk of / fleeing abuse.

Following all DA related incidents a Public Protection Notification is Submitted. This is reviewed by a Sgt, then a specialist DA Risk Assessor. Where consent has been provided and this is not considered to be a high-risk case this information is shared with partner who can offer specialist DA Support before escalation.

Routine Enquiry is carried out within Emergency Department, Minor Injuries Unit, Midwifery, Sexual Health and Health Visiting services across SBUHB. The Health Board Ask and Act Pathway requires all staff to make a targeted enquiry where there are indicators of possible VAWDASV and to signpost to appropriate services depending on level of Risk.

Regional and national collaborative approach to VAWDASV

Participate at MARAC. Work with partner agencies to assist in target hardening allowing individuals to remain safe in their own home.

SWP are committed to working collaboratively with partners on a regional and national level. An example of this is the Rapid Project which has been implemented as a result of a joint application by SWP and Thrive Women's Aid to secure half a million pounds funding. This Project illustrates SWP commitment to improve support for victims of DA whilst working innovatively with partners and alternative funding streams. SWP is a Pathfinder force for Operation Soteria which has ensured that there is a joint approach in relation to RASSO Investigations. The approach ensures that all forces work with the same National Operating Model and other agencies that are part of Operation Soteria are CPS, SARC and the Criminal justice System. This will ensure consistent investigations with regards to RASSO offences.

SBUHB have supported the development of a Regional VAWDASV Strategy. SBUHB work collaboratively with Partner agencies in facilitating Ask and Act training across the region. SBUHB are represented at all regional and National VAWDASV groups.

Perpetrators are held accountable

When appropriate, the Housing Service is able to use housing legislation to deal with individuals carrying out ASB, this can be achieved through support and enforcement.

Positive action is taken where DA is identified. It is the officer's objective to complete a thorough investigation and secure a conviction. Where a conviction cannot be secured SWP seek alternative routes to protect the victim, these include the use of orders. For example, Domestic Violence Protection Order, Stalking Protection Order and Forced Marriage protection Orders.

A Neath Sgt recently secured the BCUs first SPO. SWP has recruited two new members of staff to promote and enhance these applications. SNPT has also been instrumental in securing two FMPO to protect a learning disabled adult and also the children of one family who were all at considerable risk.

Whilst police accept that conviction via the criminal justice system isn't always possible police to consider alternative methods to prevent further violence and abuse.

SBUHB have representatives from appropriate Services Groups at MARAC (Multi-agency Risk Assessment Conference) to help inform decision making processes for both Victims and Perpetrators

Victims are fully informed and supported through the Civil and Criminal Justice system

The Housing Service supports those affected by ASB, it manages the expectations of complainants in respect of likely outcomes.

During all criminal investigations victims are kept informed and updated. This is recorded on the computer system and regularly reviewed by supervising officers.

SWP have put in place Victim Progression Officers within Rape Investigation and this will be extended to Serious Sexual Offence Investigations. This ensures that the victim has a single point of contact through their entire investigation and provides the updates needed.

Professionals are more informed and confident in reporting incidents of abuse

Ongoing briefings, training and research into best practice and using the knowledge gained

The new MANTA system will be implemented following a three day training course for all attendees of the MARAC. The training consists is roles and responsibilities, understanding of Risk and swift reporting of DA concerns.

Swansea Neath and Port Talbot Domestic Abuse Unit work closely with partner agencies such as the National Probation Service. To enhance their understanding of DA Probation officers have a full day attachment with the unit. The day also consists of input from IDVAs.

Regular Ask and Act training sessions are offered to all patient facing staff. The Health Board have a full time Health based IDVA, funded by the PCC, who provides support to staff when receiving disclosures from patients. THE HB has a VAWDASV Policy which is available on the HB Safeguarding SharePoint

A decrease in the fear of this type of criminality

Good Communication is a fundamental in promoting support. The SNPT Police communication team utilise positive news stories or projects such as Rapid or DAU Safe packs (basic toiletries provided by Tesco to those fleeing DA) to raise awareness of support and how to access it.

A positive increase in the perception of Swansea as a safe space

CMET team are working in partnership with Community spaces to create Safer Spaces in Swansea, combining work developed for children and young people with that of adults to produce a guide on responding to harm or risk of harm in our communities.

A Safer Streets 5 bid has been submitted to the Home Office from SWP and the Safer Swansea Partnership Board. Part of the bid is a concentration on VAWG and public spaces. An intervention that has been put forward as part of the bid is increased street lighting in areas where people may feel unsafe, and has been identified as an area of need for new / improved street lighting. The funding will also increase patrols of plain clothed officers working around the NTE identifying vulnerable females and predatory males. This intervention will lead on to a prevention and reduction in VAWDASV.

PRIORITY 6:

Safeguarding those at risk of violence & exploitation



Exploitation/ victimisation

County Lines

Knife crime

Modern slavery

Serious violence

Domestic Homicide Reviews

Contextual safeguarding

Strategic Needs Assessment to be completed for the South Wales Police force area relating to the Serious Violence Duty

A SWP Strategic Needs Assessment and Problem profile has been completed via the Violence Prevention Unit, and next steps will involve the development of a local problem profile and action plan with support from the VPU and key Partners. The local Serious Violence Strategic group will undertake this action alongside the VPU.

Serious violence (Homicide, Personal Robbery, Violence with Injury) has reduced slightly in comparison with the SPLY (3496 v 3614). 1252 in Neath Port Talbot and 2244 in Swansea respectively. A third of Serious Violence was domestic related.

The Office of National Statistics knife crime data shows that for the period of July 2022 to June 2023, 50,833 offences involving a knife or a sharp instrument were recorded by the Police across England and Wales, an increase of 3% compared with the SPLY (49,435).

SNPT recorded 180 knife crimes between November 2022 and October 2023, a 14% increase on the 158 recorded in the previous year. Sectors recording the highest numbers of knife crimes were City (50), Neath Pontardawe (36) and Port Talbot (25).

Serious Violence Problem Profile completed for Swansea

Links are being developed with the VPU to establish a problem profile specific for Swansea. This work will commence in 2024 and be undertaken by a newly formed Serious Violence Strategic Group covering Swansea and Neath Port Talbot.

Development of a Serious Violence Action Plan to address issues and provide partnerships solutions to tackling the issues

A Serious Violence Strategic group has been established in SNPT, which will in turn will develop a serious violence action plan with partners to address the local problem profile and develop solutions to tackling them.

Development of prevention and intervention initiatives

CMET team have submitted a large funding bid that has been successful which will mean 2 community teams will be developed which consider extra familial harm including violence and how we tackle this with a community based approach. These teams will be multi agency teams which will focus on prevention, early intervention and reducing the impact of those that are or have experienced harm. We will use our already established CMET network to support this work. We intend to work closely with the schools in the area to provide support to reduce incidents of violence. YOS have a project called the turnaround project currently running which focuses on early intervention to prevent young people becoming involved in the criminal justice system.

CMET have secured funding for 12 month feasibility pilot in responding to youth violence, this project aims to work in the Penderry and east areas of Swansea targeting those age 10--20 with a contextual team around the young person approach to tackle the vulnerability and risk of violence related harm. For full information on the project please see attached delivery plan.

The CSP department are currently exploring the feasibility of issuing banning orders to prevent individuals who have been arrested for a relevant offence from entering any licenced premises within the NTE environment. Intelligence is also being built around individuals who have been identified by 'Op Ferndown patrols'. Two taxi licencing operations have taken place between SWP and the L.A in recent months. The NTE forum has recognised that many taxis are declining to take card payment, preferring to have cash. This results in many females who are vulnerable making their way home on foot. This is being addressed with the L.A who produced a cheaper card system and are trying to mandate that card payments cannot be declined. Taxi Marshals are capturing the frequency of this and feeding it in to the NTE forum.

Swansea Bay University Health Board has a Violence Prevention Team based in Morrision Emergency Department, the service began in April 2022 funded by the Youth Endowment Fund via the PCC. The Team consists of 2 full time Violence Prevention Nurses, working from 8am - 8pm Monday to Friday. The aim of the service is to break the cycle of crime in relation to injuries from violence. The Nurses see patients who have attended the Department, with injury through violence including from the use of weapons. The intended focus is the age group 10 -25 years, however children as young as 8 years old have been seen and supported as well as adults over 25 years of age. Referrals are received by different means and if individuals are not seen by the Violence Prevention Nurses in the Department, they are contacted within 72hours of attending.

Referrals received 1263 (1st April 2023 - 29th February 2024). Referrals made 828 (1st April 2023 - 29th February 2024)

A holistic safeguarding approach offered to all young people who experience significant Extra Familial harm

Young people who experience harm outside of the family home are now considered in the same way in Swansea to those that experience intrafamilial harm. Children service have a pathway to managing individuals at risk and also look at contexts in which the harm occurs.

SWP safeguarding officers are involved in discussions and meetings, working closely with the relevant partners in their efforts to protect and prevent further harm (abuse & exploitation) to the children of SNPT. SNPT CSE officers make efforts to speak to the young persons identified at most significant risk and likewise the exploitation distribution team are involved in undertaking face to face visits with those individual children at greatest risk of criminal exploitation with a view to gathering further evidence / intelligence to enable disruption to perpetrator activities.

We continue to develop our contextual safeguarding approach to create a safeguarding response to places and spaces where harm may occur. We have developed a training package for local businesses raising the awareness of child exploitation and changing the narrative around the negative language used towards exploited young people. We have a strong multi agency partnership that sit around CMET panel, the panel has around 25-35 professionals that attend on a fortnightly basis. A newsletter is produced every month from this as well as a quarterly report.

Children and young people (CYP), who attend Morriston Childrens Emergency Unit (CEU), Paediatric wards and the Minor Injuries Unit (MIU) in Neath Port Talbot are assessed for Safeguarding concerns during their admission. A system is in place in CEU and MIU where all CYP are asked if they have a Social Worker on admission. Staff are trained to Level 3 Safeguarding as per Intercollegiate documents and Health Board mandatory training, to ensure that staff are able to recognise the signs of extra familial harm, undertake an assessment and make the appropriate Safeguarding reports/referrals to support the individual and the family.

Operational and Strategic approach to disrupting those that exploit young people

Operational CMET panel sits on a fortnightly basis - discuss disruption and support. Strategic CMET quarterly basis.

Organised crime groups are identified, mapped and scored with those posing the greatest threat to exploitation of adults and young persons being prioritised. The intelligence cell are now present in strategy meetings where there is suspected to be an organised crime element to exploitation. An example is Operation Bridport where an evidence led prosecution was successfully run against an OCG who were exploiting young persons in the Neath area.

No young person recognised themselves as being exploited or supported the investigation. The SNPT exploitation distribution team are also involved in undertaking face to face visits with those individual children at greatest risk of criminal exploitation (often subject of NRM's) with a view to gathering further evidence / intelligence to enable disruption of perpetrator activities.

Housing service actively participates in CMET

The Violence Prevention Nurses attend multiagency Contextual Safeguarding meetings both in Swansea (CMET) and Neath Port Talbot (Contextual Strategy Meeting). The arrangements for these are different, however cases are discussed at operational level and each agency shares responsibility of actions to be completed to help disrupt exploitation. For Health a 'key note' can be added to the electronic record systems, which in turn highlights concerns to nursing and medical staff, who are then able ask more pertinent questions as to how the injury has been obtained or contact other services e.g. social services or police, depending on the agreement at the meeting. The Violence Prevention Nurses also feedback to nursing and medical staff, any specific injuries to look out for in relation to

exploitation, which have been highlighted at the meeting attended. Any specific issues highlighted at operational level, are then escalated to strategic meetings as and when necessary.

A multi agency approach to recognising and preventing early indicators of youth violence and exploitation

CMET meetings are well established and attended by partners, Neighbourhood Insp's and SWP public protection staff. Individuals are discussed in detail to explore intervention opportunities and diversionary activities. The relationship between local inspectors and CMET Local authority staff is so well established that officers engage CMET staff very early when they identify emerging youth related issues. Examples of this are joint proactive plans to target seasonal issues in the marina and the city centre. Schools police officers also play a vital part in having a relationship with young persons that transcends from the school environment into the community. SPO's are responsible for submitting high numbers of safeguarding referrals.

SWP Schools police officers are currently developing a process with schools whereby we will be informed in the event of a pupil being excluded from a school environment. This information will be treated as intelligence for local neighbourhood teams to be better informed of who is in their local areas but to also conduct follow up visits where appropriate.

The Violence Prevention Nurses (VPN) alongside other agencies are able to refer and report any contextual safeguarding issues to the Local Authority, to highlight the need for intervention in a multiagency approach. The VPN's maintain a database and amongst other information, are able to highlight specific geographical areas of concern or venues e.g. schools. To date the VPN's have highlighted schools and interventions from other agencies have been put in place.

Effective multi agency information sharing that supports the disruption of youth violence and child exploitation

Dedicated staff with the SWP Community safety department work closely with local authority staff processing ASB referrals. This information is shared with the youth offending team who engage with youths who are repeat offenders. They work closely with these individuals, supporting them and finding diversionary activities. The intelligence cell are now present in strategy meetings where there is suspected to be an organised crime element to exploitation. CMET and Triangulation meetings along with strategy scoping meetings have been used to bring all partners together to share information and coordinate responses where exploitation of young persons is suspected. Vulnerability report now gets shared with SS. The ASB Case review process has been refreshed for 2024 to ensure that YOS and the Early Help Team have a place on the review panel to provide a full range of support, intervention and diversion opportunities.

There are 42 active Criminal Exploitation flags created November 2022 to October 2023 on 41 distinct persons under the age 18 with a current residence address in SNPT. 13 mention drugs in the flag details; 7 mention County Lines, 3 mention sex and 2 mention CAWN (Child Abduction Warning Notice).

There are 29 active Child Sexual Exploitation flags created November 2022 to October 2023 on 21 distinct children with a current residence address in SNPT. 17 were created because of Child Abduction Warning Notices (CAWNs) being issued in relation to the child.

Housing are active members of all relevant groups

We continue to have multi agency meetings for individuals, peer networks and places that seek to disrupt any exploitation and we have developed partnerships with policing teams that are in the best positions to support this disruption. We are looking at joint ways of tackling significant issues and seeking support from areas across the UK that have achieved this.

Violence Prevention Nurses attend contextual safeguarding meetings as described above and also attend individual young persons strategy & review meetings to support with any extra information that needs to be shared, or if any other recommendations can be suggested. VPN's refer all safeguarding concerns as per Safeguarding Policy to the appropriate Local Authority.

Identification and disruption of exploitation by organised crime groups (OCG's)

Peer group mapping and contextual safeguarding lends itself to identification of OCG's, Children services sit on the SOC board and also take part in Extra Ordinary SOC board meetings. Extra Ordinary CMET meetings are arranged where there is an incident that links to SOC.

SWP utilises markers on an individual within our systems to identify that a young person is potentially subject to exploitation. These are often young individuals being drawn into the world of county lines and are not aware of the dangers. They are vulnerable and as such, when they go missing, the marker encourages officers to increase the risk assessment resulting in greater focus on promptly locating them.

Visibility on council estates and high-rise blocks using the resources available including housing CCTV

The Housing Service is represented on the Local Organised Crime Group

Children services sit on the Serious organised crime board, we feed in concerns on a quarterly basis and have feedback from police on OCG threats, we have staff that are able to identify potential links to OCG and map out peers and associates safeguard. Our team understand what can be achieved by multi agency partnership to increase safety for those that are exploited.

The local Serious Organised Crime Board has oversight on how Partners respond to the threat of organised crime groups.

SWP utilises markers on an individual within our systems to identify that a young person is potentially subject to exploitation. These are often young individuals being drawn into the world of county lines and are not aware of the dangers. They are vulnerable and as such, when they go missing, the marker encourages officers to increase the risk assessment resulting in greater focus on promptly locating them.

There are currently 15 mapped OCG's in SNPT BCU as of 21st December 2023. 10 of the 15 mapped OCG's in SNPT BCU are drug related.

The number of unmapped OCGs is difficult to quantify as police may be unaware of their criminal activity or they are operating below the radar. The national EncroChat investigation discovered numerous unmapped OCGs because they had not come to the attention of law enforcement prior to the operation. In addition, due to the quick turnaround nature of County Lines they are often identified and disrupted prior to meeting the threshold of Organised Crime Group. Between November 2022 to October 2023 there have been at least 35 County Lines and 68 deal numbers identified as being active in the SNPT BCU and at least 40 persons arrested for County lines operating within Swansea Neath Port Talbot were resident outside of South Wales areas including London, Birmingham, Liverpool and Manchester.

Development of safety within places and spaces young people spend time

Safety plans are developed in areas that are open contextually. There is work in conjunction with community safety team to upskill community members in recognising exploitation. There is also a business pack that is in development helping local businesses to understand safeguarding vulnerable people in the community. Training has begun to be rolled out in the city.

Work around developing Safe Spaces for young people, within the Swansea area has been commenced by CMET staff in the city centre with the aim of raising awareness of child exploitation and increasing guardianship from local business premises. This has included face to face engagement and also information sharing e.g. how to report concerns to Police and Partners.

The Housing Service, when it can, helps support the development of play areas which contributes to the Swansea Paly Network.

We continue to work with places and spaces to create safety and to disrupt attendance if safety cannot be achieved. We have a number of examples of creating safe spaces amongst peers and within areas that can be shared.

Young people who attend health departments are in a safe place to disclose any issues related to their safety, if they so wish and are not being watched or intimidated by anyone whilst in the department. If young people are accompanied and staff have concerns, there are options that can be undertaken to determine a safe space to speak individually with the patient and action plans can be put in place, to ensure their safety whilst on Health Board premises. Staff are then able to contact Police or Social Services to ensure that the young person has a safety plan in place when they leave.

Conclusion

This annual review highlights significant achievement on each of the Partnership's six priorities in 2023 and showcases a number of projects.

In 2024, one of the key areas for the Partnership will be the City Centre and to review the current arrangements around problem solving. Op Viscaria has been successful and now the Partnership need to consider how we can build on that to make our work in dealing with ASB and crime more sustainable.

The Safer Swansea Partnership will also undertake a feasibility study to look at the benefits to co-location of statutory partners.

Glossary of Terms

ASB	Anti-Social Behaviour
PSPO	Public Space Protection Order
MARAC	Multi Agency Risk Assessment Conference
PSG	Problem Solving Group
YJS	Youth Justice Service
CMET	Contextual, Missing, Exploited & Trafficked
SNPT	Swansea Neath Port Talbot
BCU	Basic Command Unit
ENTE	Evening Night Time Economy
MAWWFRS	Mid & West Wales Fire & Rescue Service
EDI	Equality Diversity Inclusion
NSU	Neighbourhood Support Unit
CT	Counter Terrorism
IAG	Incident Advisory Group
BAME	Black, Asian, Minority Ethnic
ERW	Extreme Right Wing
BRAG	Black, Red, Amber, Green
NPCC	Nation Police Chiefs Council
CTPHQ	Counter Terrorism Police Headquarters
DRDs	Drug Related Deaths
WASPI	Wales Accord on Sharing Personal Information
IOM	Integrated Offender Management
MAPPA	Multi Agency Public Protection Arrangements
SPLY	Same Period Last Year
CBO	Community Behaviour Order
PPT	Public Protection Teams
DWP	Department for Work & Pensions
VAWDASV	Violence Against Women, Domestic Abuse & Sexual Violence
EFH	Extra Familial Harm
IDVA	Independent Domestic Violence Advisor
RASSO	Rape and Serious Sexual Offences
DaPG	Demand and Performance Group
SOC	Serious Organised Crime
VPU	Violence Prevention Unit

FIXED

- This cohort is the IOM priority cohort focusing on **persistent offenders**.
- Nominals with a **High or Very High risk of re-offending** – This means their risk of serious recidivism **OGRS score is 75 +**
- Includes nominals with both community and custodial sentences (under 2 years)
- This cohort will be weighted towards more serious neighbourhood offences such as **Robbery and Burglary**
- Cases selected onto the Fixed cohort should have a **current** neighbourhood crime offence (Neighbourhood crime includes burglary, robbery, theft from the person) and vehicle theft.

FLEX

- This cohort is locally driven and weighted towards **local priority** offenders (i.e. each area is slightly different)
- Includes those who have committed neighbourhood crimes but have a medium to low risk of serious recidivism **OGRS score 65 or below**
- In Wales this includes our **Y2A transitional cases** who sit in the cohort for 3 months prior to a review
- Likely to include some **females** who have acquisitive offending profiles but not meet criteria for Fixed.
- In Gwent and North Wales this is also likely to include **EMS cases** that are eligible for GPS trail monitoring pilot but do not meet criteria for the Fixed cohort
- This cohort might include lower level acquisitive offenders such as shoplifters who are judged to have the potential to progress onto committing more serious neighbourhood crime. It may also include those persistent offenders with non-acquisitive index offences but who have a similar needs and risk profile to the fixed cohort.

FREE

- The Free cohort will likely absorb the existing Wales Integrated Serious and Dangerous Offender Management (**WISDOM**) **nominals** (This is PDU specific where WISDOM operates)
- For those without WISDOM, Police and Probation can choose local priority offenders to include on this cohort i.e. gangs SOC etc.
- This cohort has freedom to utilise resources to run IOM schemes for other cohorts that would benefit from a similar IOM approach
- Surplus IOM resources can be utilised so local areas can continue to run existing schemes that address cohorts of offenders with different needs risks and offending patterns
- This will encourage good practice to continue in line with local priorities.





Mayhill Disorder Progress Report Swansea Crime and Disorder Scrutiny Panel

Date: April 3rd 2024
Author: Chief Superintendent Chris Truscott
Governance Meeting: Other
Version: 1.1

Context

On the 18th May 2021, a report was received by the Ambulance Service of a 19 year old male Ethan Powell in cardiac arrest in an address in Swansea. The male was conveyed to hospital but he sadly passed away. On 20th May 2021 a vigil was planned to celebrate Ethan's life and crowds gathered in Mayhill, Swansea. The vigil escalated quickly from a balloon release into a spontaneous incident of large-scale disorder. The incident resulted in significant damage to property including vehicles and dwellings with missiles being thrown. Stolen vehicles were set on fire and rolled downhill which caused danger and a significant risk to the community with some expressing fear of their lives. On police attendance, they were also subjected to the attack. A criminal investigation was launched, and numerous charges and convictions were brought against those involved.

Post Incident Review Phase

Following the disorder, an internal and a separate external review was commissioned. The external independent learning review was commissioned by South Wales Police, South Wales Police and Crime Commissioner and Swansea City Council. The independent panel comprised of the former chief executive of Swansea City Council Jack Straw, retired chief superintendent of SWP Martin Jones and Professor Elwen Evans QC.

Following the publication of the external independent learning review South Wales Police commissioned Operation Kendall Phase 2, to undertake a detailed review of the issues and identify lessons as well as any successes of the response and management of the incident. The purpose was to identify areas of learning or issues that could be addressed with the intention of implementing recommendations that would inform a response to similar incidents that may occur in the future.

On February 16th, 2022, a detailed timeline of the events in Mayhill was commenced overlaying all matters. The objective was to ensure the production of a complete picture of the chronological order of South Wales Police's (SWP's) operational response to the disorder, and significantly to create a comprehensive timeline that would include and overlay all information, data points and decisions. To do so, the following activity was undertaken:

- Review all calls received by the Force Control Room (FCR).
- Review all incidents created.
- Review all intelligence received throughout the incident (partnership information, social media, direct reports to officers).
- Examine body worn video, CCTV, and other digital media which had been made available during and since the incident.
- Review all radio transmissions.
- Review all available telephone recordings between officers.
- Review command and tactical decisions and the subsequent tactical deployments.

The findings of this Stage 2 review have received scrutiny and oversight by the College of Policing (the professional body for policing in England and Wales whose role is to support improvement and drive change across the service). These findings are outlined below together with the issues identified therein.

Progress on actions identified:

In total, 44 actions were identified to be progressed and nearly all of these have now been completed. A summary of these actions and their progress is described below:

Thematic Area	Number of Actions	Number of Actions completed	Number of Actions in Progress
Training	11	10	1
Resource Management	13	13	0
Equipment	2	2	0
Force Control Room	9	8	1
Command & Control	9	7	1
Total	44	40	4

Summary of activity

240 Police Commanders in SWP at strategic, tactical and operational levels have received additional training in preparing for, responding to and operating in major incident scenarios. This includes the recognition of and declaration of incidents that meet this criteria, together with adopting the principles of the Joint Emergency Services Interoperability Programme (JESIP) that sets out how blue light services must work together to save life and reduce harm. The College of Policing is developing an accredited training product that will further enhance knowledge and skills in this area.

All Police Commanders, and those wider personnel who form part of the initial response to major and critical incidents, have been provided with role specific action cards that act as an aide memoir in the very early stages of an evolving incident. Action cards have also been created in relation to activating key resources and supporting infrastructure. These action cards form part of the new Force Major Incident Plan which is continuously refreshed, updated and recirculated to Commanders and the wider force.

A daily document is also circulated across the force to those in command roles which outlines the availability of specialist resources and their capabilities. This includes Public Order trained officers and importantly how to mobilise them from across the force area as well as the process for seeking mutual aid support from neighbouring forces.

The force is working through a plan with the aim of increasing the number of public order trained officers on duty. A number of recommendations have also been completed that relate to the improved availability of suitably protected police vehicles that can be deployed more rapidly.

Nine actions were identified for the Force Control Room. This included a review of standard operating procedures to simplify them for staff and to ensure that, where large numbers of calls are being received relating to a single incident, these are linked and escalated to the Force Incident Manager in the FCR. This ensures that a comprehensive picture is provided of what is occurring to inform decision making.

Issues with accessing and viewing the Swansea Local Authority CCTV in the FCR have been resolved. This allows staff in the FCR to view CCTV cameras across the city. A new police system has been implemented which has improved the ability of the FCR to receive and view digital footage that is submitted in order to improve situational awareness.

Likewise, the ability now exists for the body worn video cameras carried by all frontline police officers and staff to be live-streamed into the FCR. This is proving critical in aiding situational awareness and decision making in the FCR and by Commanders.

Consistent with the review undertaken, SWP has recently increased the out of hours capacity and capability of the force intelligence functions. This supplements the intelligence function in the FCR, and for major and critical incidents provides a crucial resource in supporting the intelligence requirements for dynamic situations.

Ongoing work

Force Control Room

Further refinement of the Standard Operating Procedures in the FCR is taking place as the Force has implemented a new call assessment process. A new Command and Control IT platform is also in development and due to be implemented in 2025.

Ongoing work to raise the awareness of FCR staff regarding JESIP principles is also continuing.

Training

Work is ongoing to develop a new approach to capability assurance, testing and exercising to ensure that those involved in major incidents are provided with ongoing continuous professional development.

Command and Control

The effective management of major incidents requires suitably equipped and located command facilities that can bring those involved in responding, including Partners, together. This is a key element of the JESIP principles. The Force has commissioned work to upgrade Command facilities across the force. A user requirement has been developed and work is being progressed to upgrade the facilities in the Command room at Swansea Central Police Station.

Assurance

The College of Policing has retained oversight and scrutiny of our work to address the findings from both reviews.

The force has contributed to and taken part in the national JESIP review with many forces adopting the major incident plan that has been created.

In addition, the force commissioned an independent subject matter expert in JESIP who recently led and delivered the national multi-agency command course to assess our capabilities in this area. Again, our position and progress is seen as best practice.

Finally, the force response to the disorder experienced in Ely, Cardiff last year demonstrated the progress that has been made in the planning for and response to major and critical incidents indicating that we have learned and improved. We are not complacent in this regard.

Appendix 3 – Co-production

Young Voices project:-

Young Voices aims to provide a mechanism for SWP to proactively engage and seek feedback from young people between the ages of 11 and 25 about issues relating to policing, crime and community safety.

We want to encourage and empower young people to:

- Have their voice heard and express their views
- Share their personal knowledge, awareness and experience of community issues.
- Speak directly with the Police and Crime Commissioner and his team, Police Officers, Senior Police Leaders and other organisations.
- Share their ideas and suggestions with us.
- Work with us in developing creative and positive solutions for young people.

South Wales Listens

South Wales Listens gives people the opportunity to tell your local neighbourhood police team about the issues that matter most to you, as well as taking part in surveys that will enable us to better understand concerns in your community.

Through South Wales Listens members of the general public are invited to sign up and tell us what concerns you have in your local community. SWP will also let you know about local engagement events, crime prevention advice, and occasionally about significant policing activity in your area.

South Wales Listens is all about enabling the general public to send messages directly to your local PCSO and Neighbourhood Policing team. SWP will listen to what you have to say and then we will share with you the actions we have taken to address your concerns.

Engagement and consultation portal – Police record consultations and engagement they have with the local community and there is a process of evaluation, outcome and how messaging updates were communicated back.

Operation Dunlin – an example of co-production in action

- Asset mapping in Blaenymaes undertaken in partnership due to ASB.
- Identification of concern for the community.
- Local working group set up with key individuals from local community, Police, Safer Swansea, Pobl, Swansea Kicks – group chaired by community.
- These partners formed the core stakeholders in the area and as time went on more people came on board or others took more of back seat.
- Op Perception was completed with multi agency approach which included Ward Councillors, neighbourhood policing, local authority officers and Pobl housing officers. We had a successful return with a high number of completed surveys. Showing if that you go to the community and ask, they will respond. The survey confirmed what was good about BYM - feelings of community and neighbourhood.
- There was public multi-agency consultation to discuss Op Perception results. Or in simple terms, a public meeting that was chaired by Cllr. Erika Kirchner. If advertised as “police” meeting or even the old PACT meetings, the community wouldn’t have attended. By utilising partners including police and advertising it as a public meeting, attendance was much greater than anticipated.
- The aim to demonstrate to the local community that services including the police are dedicated to hearing their concerns.
- Weekly Kicks event which is now sustainable and plans afoot to develop MUGA.

VAWDASV

Victim's /Survivors were consulted throughout the development of the new VAWDASV Strategy 23-26 and were integral to process. We have worked closely with the Co-production Centre over the last quarter and will be continuing to work together to develop a 'Language Toolkit'.



Appendix 4

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Operation Viscaria

Swansea City Centre

TCI Lindsey Sweeney

WHY?

- During 2023 there was a significant rise in Crime and ASB within the City Centre.
- 5 Grip Sentinel hotspots
- 10 ASB Sentinel hotspots
- Repeated concerns from partners and key stakeholders.
- Staff concerned with policing response and capacity to effectively target and problem solve in line with delivery plan & Town and City Centre plan.
- Low trust and confidence issues with police and City being deemed as unsafe with negative reporting in local press.

The neighbourhood in Wales with the most anti-social behaviour

One security guard claimed he was assaulted by a teenager. Others witness drunken fights in the middle of the day and say it's not a good look for businesses



RESPONSE

On 20th November 2023, Swansea, Neath Port Talbot BCU launched a proactive policing response, Operation Viscaria, to deliver an effective and proportionate policing response to incidents of antisocial behaviour and crime within the Town Centre. The Operation Viscaria team consisted of 2 Sergeants and 10 Police Constables that were split into two distinct shifts, working opposite days to deliver on the following aims:-

- **To provide a consistent and visible policing presence that provides reassurance to the public, business sector and wider community.**
- **To dynamically attend and investigate occurrences of crime and anti-social behaviour.**
- **To utilise a broad range of sophisticated policing tactics, resources and approaches that are justified and proportionate to achieve the overall aim.**
- **Gather information and intelligence from police and partnership data to support and develop the policing and partnership response.**
- **To minimise the effects of ASB on persons who live, visit and work within the City Centre, specifically focusing on the hot spot locations and high footfall areas.**



RESULTS

From 20/11/23 to the 11/02/24 the Op Viscaria team had the following overall results:-

- 63 S.35's issues
- 175 Arrests/ PCR's/ VA's
- 148 Stop searches
- 14 ASB referrals
- 55 intelligence submissions
- 989 Retailer visits
- 147 incidents attended
- 88 24 hr occurrences actioned

NON-PROCESS ARRESTS: 11 for Breach of peace, warrants & recalls.

VISCARIA ARRESTS FOR OTHER DEPT/ PARTNERS: 24 (Priority suspect, RIT, CID, NHS)

VISCARIA ARRESTS: 84 (City offences such a shoplifting, violence, drugs)

Of the above arrests 8 were handed to patrol, and 2 to the HUB. Of the prisoners handed to patrol, I am informed all had full files created as opposed to just a hand on package.

The Viscaria team dealt with 74 of their arrests for matters which would have ordinarily been processed by patrol which equates to 88% overall.



Analysis of the arrest disposal report on BI tool for crimes relating to SNPT between 20/11/23 -12/02/24

Supervisor	Total No. records	Positive outcome	POR% of overall records
(Viscaria)	54	36	67%
(Viscaria)	75	53	71%
patrol	50	20	40%
patrol	48	15	31%
patrol	41	15	37%
patrol	42	18	43%
patrol	33	16	48%
(NPT)	16	9	56%

OP Viscaria officers have OIC'd on average 18 crime occurrences each in the last 90 days. Team 2 City in comparison have averaged 10.2.

The niche supervisor report currently shows the teams active investigations at 172. This demand spread across 5 patrol teams would equate to an extra 34 investigations per team.



CRIME STATISTICS

Swansea City sector is split into 6 distinct beat codes. The original terms of reference set for Operation Viscaria was devised to ensure the team focussed on the Town Centre. Extracted data from the City and Marina beat codes.

Between 20/11/23 – 12/02/24 there has been:-

- A 12.18% YOY increase with all crime reports rising from 922 – 1040.
- A 7.2% and 10.3% YOY decrease with violence with/ without injury offences.
- A 19.7% YOY increase for shoplifting.
- A 100% YOY increase on robbery offences, ***of note there were no offences of this type recorded in December. The first 3 months of the financial year from April to June showed a 433% increase on the previous year.***
- Of note there are rises in both drug trafficking and possession cases and Public order which the team have impacted upon.

ONS Group	Volume	Comparison	% Change
Shoplifting	255	213	19.7%
Violence with injury	129	139	-7.2%
Violence without injury	122	136	-10.3%
Public order offences	103	91	13.2%
All other theft offences	83	76	9.2%
Criminal damage	63	52	21.2%
Stalking and Harassment	62	49	26.5%
Possession of drugs	46	24	91.7%
Vehicle offences	39	25	56.0%
Bicycle theft	25	20	25.0%
Other serious sexual offences	21	21	0.0%
Theft from the person	21	17	23.5%
Business and community burglary	17	4	325.0%
Residential burglary	13	15	-13.3%
Drug trafficking	9	3	200.0%
Possession of weapon offences	9	8	12.5%
Rape	9	9	0.0%
Miscellaneous crimes against society	7	6	16.7%
Robbery	6	3	100.0%
Other sexual offences	1	8	-87.5%
Arson		3	0.0%
Death or serious injury caused by illegal driving			0.0%
Homicide			0.0%
Total	1,040	922	12.8%



SHOPLIFTING DEMAND

- By increasing police resources within the City Centre there was always an expectation that there would be increases in some crime types due to the increase in trust and confidence from seeing a police response.
- The Viscaria team have responded in line with the national retail crime action plan which has become a focus nationally attracting the attention of the home office and scrutiny by NPCC.

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The City and marina beat codes had 255 shoplifting crimes recorded between 20/11/23 and 12/02/24. The Viscaria team have dealt with 121 offences of shoplifting, which equates to 47% of overall shoplifting demand.

- This would inevitably include some offences which would have never reached patrol which had been closed pending AFR submissions, G5'd with a presumption of limited solvability factors. These crimes however were having an impact on trust and confidence levels of the local business community, which is evidenced within the perception survey that was conducted prior to the commencement of Operation Viscaria.



POSITIVE OUTCOMES

Extracted data from the City and marina beat codes between 20/11/23 and 12/02/24 shows our **positive outcome rate overall has risen from 15.3% to 22.3%**.

Between 20/11/23 – 12/02/24 there has been:-

- Violence without injury has increased from 19.1% to 25.4% YOY
- Most notable rise is in shoplifting outcomes from 8.9% to 32.5% YOY.
- The team have contributed greatly to positive outcomes for Weapon and drug offences.

ONS Group	POR	Comparison
⊕ Violence without injury	25.4%	19.1%
⊕ Violence with injury	18.6%	24.5%
⊕ Vehicle offences	10.3%	8.0%
⊕ Stalking and Harassment	11.3%	18.4%
⊕ Shoplifting	32.5%	8.9%
⊕ Robbery	50.0%	
⊕ Residential burglary	7.7%	13.3%
⊕ Rape	22.2%	
⊕ Public order offences	10.7%	7.7%
⊕ Possession of weapon offences	122.2%	62.5%
⊕ Possession of drugs	43.5%	45.8%
⊕ Other sexual offences	100.0%	50.0%
⊕ Other serious sexual offences	19.0%	19.0%
⊕ Miscellaneous crimes against society	28.6%	16.7%
⊕ Drug trafficking	111.1%	133.3%
⊕ Criminal damage	14.3%	17.3%
⊕ Business and community burglary	17.6%	50.0%
⊕ Arson	0.0%	33.3%
⊕ All other theft offences	6.0%	1.3%
Total	22.3%	15.3%



DISPLACEMENT

Crime trends across BCU 20/11/23 – 12/02/24

- Most notable rise in the Eastside Sector, followed by Gower and then Neath.
- Townhill and Penlan sectors have seen a reduction in overall Crime.
- Mount Pleasant saw a rise of 31.7% YOY, Sandfields 39.6% Increase YOY, with Brynmill at 1.3% increase YOY, with Uplands Seeing a 10.5% reduction.
- Analysis of the St Thomas beat code reveals 171 crimes in Comparison to 126 SPLY which equates to a 35.7% rise.
- Shoplifting has risen by 425% YOY however the POR has risen to 31% **Between July and October 23 there was a 588.9% YOY rise with only a 6.5% outcome rate in comparison to the SPLY.**

• POR For Swansea 20/11/23- 12/02/24 stands at 15% in comparison to 12.5% SPLY. Between July- October it was 11.9% NPT has seen a reduction in POR from 13.4% to 11.4% SPLY.

BCU	Volume	Comparison	% Change
Swansea, Neath & Port Talbot	6,646	5,901	12.6%
Neath Port Talbot	2,184	1,851	18.0%
Neath & Pontardawe	1,266	1,051	20.5%
Port Talbot	914	790	15.7%
Unidentifiable sector	4	10	-60.0%
Swansea	4,462	4,050	10.2%
City	1,609	1,414	13.8%
Eastside	555	431	28.8%
Gorseinon	467	425	9.9%
Gower	468	376	24.5%
Morriston	566	549	3.1%
Penlan	470	505	-6.9%
Townhill	327	350	-6.6%
Unidentifiable sector			0.0%
Total	6,646	5,901	12.6%



ANTI - SOCIAL BEHAVIOUR

- There were 197 ASB occurrences reported between 20th November 2023 and 13th February 2024; 85% (167) related to AN18 ASB – Nuisance Occurrence Type and 80 ASB referrals were submitted.
- Between 1st July 2023 and 15th October 2023 there were 231 Occurrences relating to AN18 ASB and 92 ASB referrals submitted.

Prior to Operation Viscaria there were significant ASB issues around Plymouth St and the bus station, where there were 52 reports recorded between 1st July 2023 and 15th October 23. Between 20/11/23 and 13/02/24 these reports had decreased to 17, however there was a significant rise in ASB incidents (66) in the Wind St area. When looking at the peak time for reporting this rise can be contributed to the night time economy over the festive period with increased focus on early intervention and S.35 notices.



PERCEPTIONS

Sept 2023

- The neighbourhood policing team conducted an Op perception survey with businesses within the City Centre. The survey asked 15 separate questions relating to feelings of safety within the City Centre. During this survey only 19.1% of overall respondents felt safe within the City Centre

January 2024

- When the survey was repeated in January 72.5% of overall respondents felt safe within the City Centre. Despite positive feedback over half the respondents surveyed during January 2024 are unaware of the Op Viscaria team and improvements are needed in respect of communications strategy. 73.75% of those surveyed have seen an increase in police visibility and 82.76% support the continuation of the team.

Justin St Mary's Church Warden – “It's been so quiet – we haven't had any of the street vulnerable hanging around the Church – no drug paraphernalia discarded in the Church grounds and really reassuring seeing more Police Officers around.”



City Centre Rangers

“We’ve seen such a difference, a lot more police around and it is having a big impact on issues in the City. We’ve been approached by a number of members of the public who have said they feel much safer while in town and it’s really reassuring to see more police around.”

LA Team Leader street cleansing

This is fantastic! We’ve noticed a great improvement in town, only the other day I popped into the police stall/customer service box at Castle Gardens to thank the team for their increased presence in town. Long may this last.

Aldi Manager Parc Tawe - “Breathe of fresh air, it’s good to see so much police around and that they are focusing on issues in the City Centre.”

St Mary’s Church Warden – “It’s been so quiet – we haven’t had any of the street vulnerable hanging around the Church – no drug paraphernalia discarded in the Church grounds and really reassuring seeing more Police Officers around.”



STAFF FEEDBACK

Police Sgt

I think it's worked well. Personally I haven't had any impact of prisoners handed on to me intoxicated left for us to deal for example. I think they have certainly reduced demand on the G4. I have had one or two issues I've taken up with them myself. Overall I think it's worked well.

A/Insp (Patrol)

After the first week of Op Viscaria I made a point of emailing an Insp to say how impressed I had been with the team. Since they have started, I have been thoroughly impressed with the enthusiasm of the team and the leadership by the Detective Sgt. From a patrol perspective, the willingness of Op V to assist with calls in the city centre has undoubtedly had a positive impact on the demand which would traditionally be resourced by response. In the first few days my team made a joke saying they hadn't attended any call in the city as they had all been picked up by Op V. They are constantly on the radio and it is clear they are being pro active and looking to target, rather than just responding to any issues. I am also on their Teams chat and I can see on a daily basis the communication between the team in relation to trends, targets and suspects.

To be honest, I have nothing negative to say.



STAFF FEEDBACK

Detective Insp (HUB)

We were able to pick up a few cases from the Op, luckily we were able to assist as part of the daily business. As a dept the Op didn't have any particular effect on us either way. From my point of view, I think the Op has been really productive, I know that there has been a reduction in some violent crimes.

Swansea CID Detective Insp

The Operation has had a positive impact within the City Centre, the staff have been pro-active and from a CID viewpoint we have seen the following benefits:

1. Use of the Viscaria Teams Chat – Myself and DS's are part of this and this is a good source of information and a place we can utilise if we have outstanding suspects etc.
2. The use of resources to assist with outstanding suspects
3. The presence of the officers has impacted on serious crime within the City Centre.



CONCLUSION/ RECOMENDATIONS

- Operation Viscaria has had an impact on police visibility within the City Centre, which has improved feelings of safety.
- It hasn't decreased crime reports but appears to have had an impact on positive outcome rates of certain crime types.
- There is an indication that some demand is being displaced, but there are other factors that affect crime rises which we can't exclude.
- Due to the increase in protest activity within the City the team are being utilised more broadly outside the original standing operating procedures, however if this demand was not picked up by Viscaria it would impact on operational colleagues across the BCU.



- There is significant positive feedback from both staff, partners and businesses within the City, and within these comments there is data to confirm wider calls within the City are being answered by the team which contributes to demand reduction for patrol.
- Greater need from a partnership perspective to ensure data capture is accurate and orders and progress with individuals are being tracked effectively. Community Safety manager Jess Williams has already been tasked with reviewing meeting structure within the partnership to limit duplication and ensure terms of reference set are achieving the wider aims of creating a safer Swansea.
- Greater focus needed on the problem solving in locations of repeat demand and tracking progress of drug and alcohol interventions.



- Operation Viscaria to remain in it's current format. I suggest they are included in the after dark deployment plans to spread duties evenly amongst the neighbourhood establishment. NPT to align to this pattern as part of wider shift pattern review, with the third Sgt working Monday to Friday.
- From the analysis of prisoner process demand there is a requirement for additional back-office support in terms of interview and file build to ensure the team remain as visible as possible as set out within the original aims. The PCC office has been approached to fund this post which would also include work around orders to assist community safety.
- Sustain funding streams from both partners and Home office (Sentinel) to ensure visibility remains despite significant staff abstractions.
- Improved tasking of force assets and improved deployment plans for wider BCU coverage on double days.



- There is an argument for a further team to cover the East of the BCU and this will be explored further post summer. There will be a need of flexibility within the teams to deal with acquisitive crime peaks and an expectation that the summer months will bring increased youth annoyance problems, as was observed last summer. With the change in demand there will be a greater requirement to work later shifts.
- The team will need to be built onto a permanent posting sheet which will assist with wider data capture and key metrics.
- Introduction of day time economy/ quality of life meeting with greater buy in from partners with sustainable solutions and coproduction the focus.
- Improved communications strategy.







**To/
Jane Whitmore, Swansea Council &
Superintendent Eve Davis, South
Wales Police**

**Joint Chairs of Safer Swansea
Community Safety Partnership
BY EMAIL**

cc: Cllrs. Andrea Lewis, Alyson Pugh
& Hayley Gwilliam

*Please ask for:
Gofynnwch am:*

*Direct Line:
Llinell Uniongyrochol:*

*e-Mail
e-Bost:*

*Our Ref
Ein Cyf:*

*Your Ref
Eich Cyf:*

*Date
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Scrutiny

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SPC/2022-23/14

08 June 2023

Summary: This is a letter from the Scrutiny Programme Committee to the Joint Chairs of the Safer Swansea Community Safety Partnership following the meeting of the Committee on 18 April 2023. It is about the performance of the Safer Swansea Partnership. A formal written response is not required however issues raised and recommendations made will be followed up by the Committee.

Dear Jane / Eve,

Crime & Disorder Scrutiny Session – 18 April

As the Council's designated Crime & Disorder Scrutiny Committee, we are writing to you following our recent session, looking at the performance of the Safer Swansea Community Safety Partnership, with our views, reflecting on information presented, questions, and discussion. This follows on from our previous session in February 2022.

We thank you for attending the meeting and appreciated the written report and various papers provided by attendees in support of the discussion, including: a comprehensive Annual Review report highlighting how local agencies and partners have worked well together to make Swansea safer and reduce the fear of crime during 2022; and Draft Partnership priorities for 2023-26. Together with contributions from Swansea Council Cabinet Members and Paul Thomas, the Council's Community Integration Partnership Manager, and from the Police, represented by Chief Superintendent Trudi Meyrick, Superintendent Mark Brier, Chief Inspector James Ratti, and Jessica Williams, Community Safety Manager, the Committee was able to discuss

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and understand the partnership working and activities, progress / achievements against priorities and objectives, challenges over the past year, and focus for the future. It was another engaging and useful Scrutiny session, helping to ensure understanding, and helping to drive improvement.

Through questioning we were able to explore several issues including the following:

Governance

We asked about the current chairing arrangements for the Safer Swansea Partnership Steering Group which provides the leadership and management of the Safer Swansea Partnership (SSP), as we understand there have been changes in personnel. We know from previous discussions that there has been a long-standing Joint Chairing arrangement between the Council and the Police, of the Steering Group, taking key decisions, and monitoring performance against priorities, as well as reporting up to the Public Services Board. It was clarified to the Committee that this arrangement continues, with yourselves now acting as Council and Police leads respectively and chairing the Steering Group together.

We noted there have been organisational changes within the Council over the last year, with the Council's Community Integration Team now sitting within the Social Services Directorate which is headed by Dave Howes. The lead Director previously involved in the SSP was the Director of Resources / Deputy Chief Executive.

Resources

We asked about resources and spending in relation to the operation of the SSP, and whether that could be quantified, to get a better understanding of what partner organisations are putting into it, and value for money. We were told that this is difficult to quantify. Whilst the SSP is a statutory partnership we understood that there was no pooled funding or discrete partnership budget, however both the Council and the Police have resources focussed on the Partnership, working together to deliver a safer Swansea.

As well as officer time, we established that the Council makes a core financial contribution to the SSP, and there is also £120k funding from the Police & Crime Commissioner into Swansea. The SSP also takes advantage of grant funding opportunities for specific work, e.g., Community Cohesion, Contextualised Safeguarding, Anti-social Behaviour, although some of this would cover the Western Bay region, not just Swansea. Most of the spending is on officer salaries who work together daily in relation to SSP activities. From the Police side, we acknowledged developments over the past year with a new Community Safety Manager in post, embedded within the Partnership. We noted that some Economic Recovery Fund monies enabled the SSP to

deliver several 'community engagement days' which has helped to get community feedback on SSP priorities.

'Evening & Night-Time Economy' Partnership Priority

The Committee noted that Swansea has continued to maintain Purple Flag status, which reflects good standards in managing the City Centre at night. In support of SSP evening and night-time economy priorities we asked about the extent to which the SSP involves and engages with Swansea Business Improvement District in efforts to improve safety, and support / assist City Centre businesses and traders, and looked for examples of this partnership working.

It was clear from the response that the BID is a key partner and there are strong links with BID being a regular contributor, along with the City Centre Manager, in helping to tackle city centre issues – day and night-time – with businesses sharing intelligence. This has involved dealing with issues around Public Space Protection Orders, Anti-social Behaviour, and Street Vulnerability. There has been vulnerability training for night-time door staff. We also heard about joint work carried out during the pandemic which had been vital to City Centre safety. Another example given was of the 'Help Point' which is a specialist treatment facility within the City Centre, providing care to vulnerable people who require treatment because of accidents, injuries, or violent attacks - often as a consequence of excessive alcohol consumption, reducing pressure on Police and NHS Emergency Service Resources. We noted that this is staffed mostly by volunteers, and the 'Help Point' is one of the reasons why Swansea maintains its Purple Flag status.

We understand there is a promotional video made by the SSP which showcases the work and contribution of partners to making the City Centre a safe place to live, work and enjoy, highlighting the strength of the partnership. We would welcome a chance to see this – please send to scrutiny@swansea.gov.uk.

Anti-social Behaviour

Being mindful that we currently have an Anti-Social Behaviour Scrutiny Inquiry in progress and avoiding duplication, we raised concerns about the nuisance of off-road bikes / quad bikes around Swansea, not to mention damage to open spaces, impacting on numerous communities where it continues to be a problem. We asked about activities to prevent / deal with this, and what has been achieved. We can see that this is included within SSP priorities for 2023-26, to mitigate the effects and consequences of off-road biking, and reduce the number of incidents. We asked whether there were any new ideas / approaches within the Partnership on this, e.g., use of technology such as drones to track and follow perpetrators.

We understood that the Police have a specialist, albeit small, Unit dealing with this and were reassured that the Force considers it as a key area of Anti-social Behaviour affecting the quality of people's lives that needs to be tackled, both on-road and off-road. It was recognised as a high-profile but challenging issue. We noted that the team is deployed across Swansea where needed, based on reported incidents. 4 key areas of work, that were all important in dealing with this, were mentioned. As well as enforcement, the importance of messaging and education; creating safe spaces for this type of activity (we noted some promising developments on that front), and community involvement in gathering intelligence, were highlighted. One of the problems raised by the Committee was around the lack of controls in the supply and selling of these bikes. Councillors felt this was the real issue and needed to see visible action on the ground such as more confiscations. They commented that despite reporting incidents the situation has not appeared to improve. We were told that there is also close working with Housing as well to identify perpetrators and apply pressure via tenancies, though is a difficult one to crack.

Violence against Women, Domestic Abuse and Sexual Violence

At the last session in February 2022, we discussed concerns around a worryingly low rate of complaints that are received by the Police in relation to sexual offences, particularly rape, leading to charges being brought against alleged offenders. Whilst recognising there are challenges, we were told last year that South Wales Police was one of seven pilot forces that are changing the way we look to investigate rape, and heard that work is in progress to improve things including: greater focus on perpetrators and perpetrator behaviour, with support to the victim to get the best outcome which may not necessarily be an outcome through the courts; better connectivity with the CPS on the scrutiny of complaints with regular meetings; and a dedicated Rape Investigation Team being set up as it is a complex crime to investigate, very resource-intensive, and requires joined-up working with others.

We asked what has changed over the last 14 months, initiatives, and achievements. We heard that the latest data for Swansea, Neath & Port Talbot BCU showed an improvement, with 12.5% of complaints leading to charges, which is good news. We were told about the new approaches which aim to transform the whole system, including additional resources going into rape investigations, and victim support and safeguarding which aims to get a better understanding of the victim experience to improve things. It was again highlighted, however, that many complaints are subsequently dropped where complainants disengage with the criminal justice process, contributing to the low rate. We were told the decision-making on cases following investigations is reviewed and checked robustly to ensure the right outcomes.

Learning from the Mayhill disturbance

The Committee was keen to gain a detailed understanding of the policing response to the public disorder which took place in May 2021. You told us in February 2022 that an independent / internal Police review was going to be carried out. It was reported to the Committee that the review is yet to be finalised, but South Wales Police will shortly provide to the College of Policing a report summarising its recommendations from the review undertaken together with a tactical plan which details the recommendations to be addressed and the proposed action to be taken. These findings will be compiled primarily into a detailed timeline of events accompanied by an evaluation and summary report. The College of Policing will review and feedback on the contents of the same by way of a report (and copies of any knowledge or learning that may assist South Wales Police) with a view to informing the Force's response to any future incidents of spontaneous urban public disorder. We heard that at this moment in time the above process has not been fully completed and no formal findings have been published into the public domain however this is imminent. When these matters are finalised, they will be circulated with the generic recommendations. It was clarified to us that whilst the report will not be released in full, as it will contain confidential / sensitive data, a public version will be prepared and issued in due course.

The Committee looks forward to the findings and recommendations being published to see how it addresses the issues raised and ensures operational learning from the experience, to prevent this happening anywhere else in Swansea. This is, of course, in addition to the Independent Learning Review that was carried out, with findings published in January 2022 which included recommendations in relation to improvements necessary to partnership arrangements, multi-agency working, and community engagement.

We welcome the fact that a number of offenders involved in the disturbance have now been brought to justice, and thankfully there has been no disorder since this incident.

Substance Misuse

We asked about substance misuse initiatives and in particular the impact that Project ADDER has had, and how funding has been used. We thank the Chief Superintendent for sharing with the Committee following the meeting information which provided an update on Project ADDER (Addiction, Diversion, Disruption, Enforcement & Recovery). We noted that Project ADDER is now at the start of Year 3 of a 4-Year programme, with funding due to end in March 2025.

The information provided shows that during Year 2 (2022/23) an additional £700,000 ADDER funding was received, and was being used to support several developments including:

- Specialist equipment to support enforcement colleagues.
- Specialist stimulant service (12-month pilot)
- Enhanced outreach provision
- Trauma informed practitioner to support the Rapid Access Prescribing Service
- Resources to support service user involvement.

It also confirmed that the Year 3 (2023/24) delivery plan to the Home Office was approved with an allocated budget of £650,000, and that there is continuing focus on:

- Early ADDER successes / learning
- ADDER priorities and risks for 2023–2025
- Implementing Year 3 (2023/24) delivery plan
- Exploring an academic study related to stigma.

At the meeting the Committee noted that the CID continue to investigate a number of unexplained / drug related deaths which are resource intensive, these are being managed in conjunction with Operation Adder to provide additional resilience to disrupt and dismantle those involved in the supply of controlled drugs. The opportunity to capitalise on the advent of Project ADDER and additional Home Office funding across Swansea Bay provides a significant opportunity to support a reduction in Drug and Alcohol use.

It was highlighted that there is much more going on as well as ADDER, with work to support groups like WCADA (Welsh Centre for Action on Dependency and Addiction), and focus on Harm Reduction, and needle exchange service. You reported that one of the key pieces of work agreed in 2022 was the establishment of a Western Bay Substance Use Truth Commission that will review the system and improve the way people can access services.

Substance Misuse remains a big issue and whilst additional funding helps, resources are struggling to cope with the demand, for example long waiting lists to get into Drug Rehabilitation Programmes. We recognise the challenges faced by the Partnership to try to tackle misuse on the ground and support the most vulnerable people, as well as the effects of drug abuse including anti-social behaviour. You spoke about the Street Vulnerability MARAC (Multi-Agency Risk Assessment Conference) which has supported individuals who have issues with substance use.

Hate Crime

We heard that the SSP remains committed to tackling hate crime in all its forms and will continue to ensure Swansea as a place that stands against intolerance, hatred, and extremism. We discussed the extent and nature of Hate Crime in Swansea. We looked at the data provided within the SSP Annual Review Report, and commented on difficulties in drawing assumptions from the two sets of data showing reported cases and any trends, because of the difference in time period measured. We felt it may have been more useful

to show data from the whole of 2021 compared to the whole of 2022, to show more accurately what has happened over time and any issues of concern.

The commentary in the report stated that race related hate crime continues to be the predominant focus. We noted that there has been a slight rise in Transphobic incidents being reported, though overall numbers are low, however this was due to a real focus of hate-crime teams in their engagement with these communities to encourage the reporting of these incidents and this can be tracked from when the teams put a focus on this area. We would welcome updated hate crime figures, if now available, for 2022-23. These can also be sent to scrutiny@swansea.gov.uk.

We noted various proactive initiatives to tackle hate crime and multi-agency support to victims. The impact of Displaced Persons from Ukraine was also flagged up to the Committee, necessitating additional plans to assist community cohesion and pre-empt any issues. It was reported that a number of hotels are still the provision of temporary accommodation to house displaced persons throughout the area. All appropriate sectors are aware and engagement and patrol strategies in place.

The Committee was also interested in the extent to which cases are not reported and whether this under-reporting was consistent across all categories / protected characteristics. One contributor that the SSP could address is where people do not know how to report in issues or are not aware of the support available. In the case of displaced persons, you provided example of the information that is given out to ensure they fully understand routes to reporting, and are doing everything to encourage people to speak up about whatever the incident. We also noted proactive work to gather intelligence and mitigate tensions, e.g., when far-right / extremist groups rally in the area.

Community Cohesion / Integration

We thank contributors for also providing examples of work to support Community Cohesion and Integration, key themes, and achievements. This included work across Western Bay and Carmarthenshire involving training on the use of the Telegram App, now used by officers for tension monitoring purposes, specifically for far-right group activity across the region. As a result of this training, the Cohesion Team will be establishing a Cohesion Tension Monitoring/Information Sharing Teams Group, in partnership with Swansea University and academics from nearby regions. The Community Cohesion Team have also arranged training around online hate and creating safe spaces online for online group administrators.

There has also been a focus on removing graffiti and stickering with extremist language, as part of a 'Positive Messages Project' with efforts to map / track incidents and identify hot spots where community cohesion resources can be targeted to address issues. We noted that positive counter-narrative messages were placed in areas of heavy footfall across Swansea, designed to be uplifting and create unity and engagement. They were displayed on digital screens in bus stations and shelters, as well as on the side of vehicles.

Other work has brought together faith groups to support community integration, and also on breaking down barriers between people in respect of the LGBTQ community. The Committee welcomed greater visibility of Community Cohesion activity in the work of the Partnership, within annual reporting.

Community Engagement

There were many references in the reports provided to the Committee on 'community engagement' and some about 'consultation'. There was also reference to 'Co-production', mainly within the draft Violence against Women, Domestic Abuse and Sexual Violence Strategy and ensuring the voice of the service user is heard and listened to. Considering the work of the SSP as a whole, we asked to what extent Co-production was helping it to influence the SSP and improve community safety, or whether the work of the SSP was mainly about information and raising awareness, when we see reference to 'community engagement'. Essentially, we felt that it was an important question for the SSP to reflect on, whether our approach is one of service users and the public needing the SSP, or whether it is equally a case of the SSP needing service users and the public, to help deliver a safer Swansea.

You told the Committee that Co-production goes beyond consultation and other forms of engagement and we welcomed that the Partnership will be focussing on Co-production over the next 12 months to develop community involvement and working together in problem solving and designing solutions. You recognised that 'engagement' is a rather loose term and can be misinterpreted and accepted the need for the Partnership to be clear what is doing with the public and stakeholders and its purpose in specific instances, along the spectrum of participation, e.g., information giving, consultation and engagement, and Co-production, etc. One area of activity that may be appropriate to co-produce would be the Partnership's Community Engagement Days. In developing Co-production within the Partnership, it should of course learn from examples elsewhere, such as the Swansea Poverty Truth Commission.

New Safer Swansea Community Safety Strategic Priorities

We noted the Community Safety Priorities for 2023 to 2026, under the umbrella of a shared partnership aim and strategic intention of 'Working together to make Swansea a Safer, more Cohesive and Vibrant Place to Live, Work and to Visit'. We heard that the six priorities reflect continued challenges but also the changing community safety landscape, and acknowledge that the nature of crime is changing, and sets out the approach to address hidden harm crimes such as domestic violence, child sexual exploitation and serious organised crime and serious violence. The Committee was told that work is ongoing on individual action plans for each of the priorities, and that progress in the delivery of objectives will be monitored on quarterly basis by the SSP Steering Group.

The Six Priorities for 2023-26:

- Reducing Neighbourhood Crime & Anti-social Behaviour
- Tackling Hate Crime, Community Tensions & Extremism
- Challenging Substance Use
- Reducing Reoffending & Tackling the Drivers of Crime
- Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV)
- Violence reduction: Safeguarding those at risk of Violence & Exploitation

Key outcome linked to all priorities:

Improve public confidence & trust to feel safe

Scrutiny Views

Summarising from our discussion, the Committee would highlight the following in terms of providing 'critical-friend' challenge to the Safer Swansea Partnership in dealing with crime and disorder.

- Community Cohesion – the Committee would welcome greater visibility of Community Cohesion activity in the work of the SSP, within annual reporting or otherwise documented elsewhere.
- Co-production – The SSP should reflect on its Public Participation Strategy and develop its approach to Co-production. At the next session we will be interesting in hearing about progress and examples.

Please also action the following:

- Work & Contribution of Partners – please share with the Committee the promotional video made by the SSP which showcases the work and contribution of partners to making the city centre a safe place to live, work and enjoy, highlighting the strength of the partnership.

- Hate Crime – please provide the Committee with updated hate crime figures, if now available, for 2022-23.
- Learning from Mayhill Disturbance – please publish and circulate as soon as available findings and recommendations from the Internal Police Review. The Committee will then follow up on this, as well as the Independent Learning Review that published findings in January 2022 (which included recommendations in relation to improvements necessary to partnership arrangements, multi-agency working, and community engagement) at our next Crime & Disorder Scrutiny session.

Finally, the Committee supported the new SSP Community Safety Priorities showing the focus for the next three years. The Committee agreed that these priorities reflected the main issues and concerns, and we look forward to hearing about progress in next year's session.

Your Response

We hope that you find the contents of this letter useful and would welcome any comments, however we do not expect you to provide a formal response. However, we do expect our views to be considered by the Partnership and the Committee will follow up on progress in addressing these issues.

Our next Crime & Disorder Scrutiny session will take place in the new municipal year, probably in April 2024, but arrangements will be communicated in due course. Currently the Committee looks at the performance of the Safer Swansea Partnership on an annual basis, however, will review this as we develop the Scrutiny Work Programme for 2023/24 and beyond to ensure arrangements are effective.

Yours sincerely,



COUNCILLOR PETER BLACK

Chair, Scrutiny Programme Committee

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Agenda Item 7



Report of the Chair of the Scrutiny Programme Committee

Scrutiny Programme Committee – 16 April 2024

Scrutiny Performance Panel Progress Report

Purpose	The Committee is responsible for managing the overall work of Scrutiny and its effectiveness. Performance Panel conveners will regularly provide a progress report, updating the Committee on headlines from their Panel's work and impact.
Content	This report focuses on the following Performance Panel: a) Service Improvement, Regeneration & Finance
Councillors are being asked to	<ul style="list-style-type: none">• Ensure awareness and understanding of the work of the Panels• Consider their effectiveness and impact• Consider any issues arising and action required
Lead Councillor(s)	Councillor Chris Holley (Panel Convener)
Lead Officers & Report Author	Rachel Percival E-mail: scrutiny@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Amanda Thomas

1. Introduction

1.1 There are five Performance Panels which have been established by the Committee:

- Service Improvement, Regeneration & Finance (meets monthly)
- Education (meets monthly)
- Adult Services (meets every six weeks)
- Child & Family Services (meets every six weeks)
- Climate Change & Nature (meets every two months)

1.2 Whilst the work of an Inquiry Panel leads to the production of a final report with conclusions and recommendations for Cabinet based on evidence gathered on a specific issue, the work of a Performance Panel represents regular monitoring of, and challenge to, particular services / service areas and issues.

- 1.3 Performance Panels are expected to have on-going correspondence with relevant Cabinet / lead members in order to share views and recommendations, arising from monitoring activities, about the performance of services and service delivery.
- 1.4 The Committee is responsible for managing the overall work of Scrutiny and its effectiveness. Performance Panels Conveners will therefore provide a regular progress report to the Committee to enable:
- a discussion on the work of each Panel, achievements, effectiveness and impact
 - the Committee to consider any issues arising from Panel activities which may have an impact on the overall Scrutiny Work Programme
 - awareness amongst the Committee as well as visibility across the Council and public.
- 1.5 This report is about the following Performance Panel:
- Service Improvement, Regeneration & Finance

To focus the discussion a short, written report has been provided by the Convener and is **attached**. This includes a summary of Panel activities, correspondence between the Panel and relevant Cabinet Members, recommendations and impact, since the last update provided to the Committee in November 2023.

- 1.6 This Panel involves the following 17 Members:

Labour Councillors: 4

Terry Hennegan	Matthew Jones
Dai Jenkins	Mike White

Liberal Democrat/Independent Councillors: 9

Peter Black	Mary Jones
Wendy Fitzgerald	Susan Jones
Chris Holley (CONVENER)	Michael Locke
Lynda James	Mark Tribe
Jeff Jones	

Conservative Councillors: 3

Paxton Hood-Williams	Will Thomas
Brigitte Rowlands	

Green Councillor: 1

Chris Evans	
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2. Legal Implications

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

3. Financial Implications

3.1 There are no specific financial implications raised by this report.

Background Papers: None

Appendices:

Appendix 1 – Scrutiny Performance Panel Update

Service Improvement, Regeneration & Finance Scrutiny Performance Panel Update

1. Remit of the Panel

The overarching remit of the Panel is to ensure that the Council's budget, corporate and service improvement arrangements are effective and efficient, acting as a critical friend for the Cabinet and helping to ensure accountability. In addition, this Panel is responsible for ongoing monitoring of Council performance in relation to development and regeneration, including the 'health' of the city centre, wider economic development across Swansea and discussion about progress on the Swansea Bay City Deal. The Panel meets monthly.

2. Key Activities

The last update to Committee for the Service Improvement, Regeneration and Finance Panel was November 2023. The below table updates on all meetings since the last update. From these 5 meetings, **10** letters were sent to Cabinet.

Service Improvement, Regeneration and Finance	
Meeting	Topic(s)
14 November 2023	<ol style="list-style-type: none"> 1. Q1 Revenue and Capital Budget Monitoring Report – 2023/24 2. Regeneration Project(s) Update – Skyline/Copr Bay
12 December 2023	<ol style="list-style-type: none"> 1. Mid Term Budget Statement 2023/24 2. Review of Revenue Reserves 3. Recycling and Landfill - Annual Performance Monitoring Report 4. Audit Wales Report – Digital Strategy Review
16 January 2024	<ol style="list-style-type: none"> 1. Budget Proposals 2024/25 – 2027/28 2. Q2 Revenue and Capital Budget Monitoring Report 2023/24 3. Q2 Performance Monitoring Report 2023/24 4. Tourism Destination Management Plan Update
13 February 2024	<ol style="list-style-type: none"> 1. Annual Budget and Medium-Term Financial Plan: Pre-Decision Scrutiny
12 March 2024	<ol style="list-style-type: none"> 1. Regeneration Project(s) Update 71-72 The Kingsway 2. Achievement against Corporate Priorities / Objectives / Policy Commitments for Development and Regeneration

3. Achievements / Impact

Financial Monitoring

- During this period the Panel looked at Quarters 1 and 2 of the Revenue and Capital Budget Monitoring Report – 2023/24, the Mid Term Budget Statement 2023/24, the Review of Revenue Reserves, the Budget Proposals 2024/25 – 2027/28 and the pre decision scrutiny of the Annual Budget and Medium-Term Financial Plan.
- The first quarter monitoring report demonstrated an overspend with a need for all Directorates to curb spending this year. Quarter two demonstrated that this was improving but that it would take the full year to return to a balanced position.
- The Panel were pleased to see the reintroduction of a savings tracker which forecasts 70% to be achieved by the end of the year with expectation this will improve.
- The officer explained that £20m has been set aside in central inflation pots. This was increased due to the levels of general inflation forecast for 2023/24
- It was noted that the Housing Revenue Account has some inflationary pressures.
- School transport was raised as an area of concern and strategies are being considered to make this more cost effective.
- Regarding the Budget Proposals 2024/25, it was stressed that every authority in the UK is struggling with the level of funding with plans to draw down just over £1m from the capital equalisation reserve in 2024/25. External borrowing for additional capital expenditure of up to £50m will be deferred to 2027/28 until interest rates are more advantageous so the Medium Term Financial Plan has neutralized the interest by a draw from the Capital Equalisation Reserve in 2027/28.
- The Panel discussed the use of the School's ICT Hwb infrastructure reserve of £7m to offset Schools costs in 2024/25 and were concerned it would create a "cliff edge" in subsequent years. Schools collectively will draw about £10m from their reserves of £20m.
- The Panel raised a number of points at its pre decision of the Annual Budget. The Panel recognised the need make savings. It requested a copy of the comments made in the public consultation. Additionally, despite recommendation for a larger decrease, the levy of the Corporate Joint Committee has only been decreased by 10%, it will be interested in the progress of this Committee towards its work programme. The Panel had concerns with the level of debt financing and queried whether an annual increase in service charges is necessary for sheltered housing considering that rents were also going up.

Performance Monitoring

- During this period the Panel looked at the Quarter 2 Performance Monitoring Report for 2023/24.
- The officer took the Panel through the new lay out of the report and explained how it links to the key priorities of the corporate plan, brings in qualitative and quantitative information and better describes the progress on meeting well-being objectives. The Panel felt the new layout was clearer whilst giving a lot of information in a constructive way.

Development and Regeneration Monitoring

Skyline

- At the time Skyline was discussed the development was at planning application stage with Skyline developing the next phase of the scheme with work aiming to commence on site next year.
- The Panel queried the increase in cost from £35m to £40m which was explained as inflation and the addition of a new linear park to the plans. The Leader gave assurances that Council money going into this project is replicating the support given to other companies across Swansea.

Copr Bay

- The Panel encouraged the Cabinet Member to discuss as much as possible in open session in future due to public interest.

Tourism Destination Management Plan

- The officer gave an update on the new Tourism Destination Management Plan covering 2023-26 which was approved by Cabinet in October 2023. The Panel found the layout of the report excellent, readable, and easy to understand and overall were pleased with the progress of tourism in Swansea.
- The Panel noted that the numbers for visitors from the Midlands seemed low with a much greater number coming from within Wales.
- The Panel queried how public toilet standards were being improved and heard about the work of the Public Toilet Strategy Working Group and the challenges around maintaining cleanliness and anti-social behaviour. It felt one of the main challenges with public toilets is signposting.

71-72 The Kingsway

- An update on the Kingsway development was provided with the site close to practical completion.
- The Panel asked for updates on the side entrance to Picton Arcade and bike storage.
- It raised concerns about the need for office space given the move to hybrid working. Assurance was that there is demand for grade A office space and the whole of the building will be fully let within a reasonable timescale.

Achievement against Corporate Priorities / Objectives / Policy Commitments for Development and Regeneration

- The Panel asked for an update on various developments including, former Debenhams site, Castle Square, the Dragon Hotel, the Dolphin Hotel, the Civic Centre and Copr Bay.
- It queried the commitment to invest in towns and villages and the officer explained there are seven district centres each with a draft place making plan with funding available through a number of funding avenues. Officers are working through those schemes as quickly as possible.
- Hotel provision was discussed, particularly the new hotel to be situated between the Arena and the LC. Questions were asked about gap funding and the hotel rating.

- The Panel were concerned about job sustainability for jobs created through funding. Officers gave reassurances that sustainability and cash flow are considered, and grants are not given for revenue costs.
- The Panel also asked about space for manufacturing and attracting new companies to Swansea.

Recycling and Landfill - Annual Performance Monitoring Report

- The update received included information on the 2022 Waste Strategy which sets out to achieve statutory recycling targets by 2024/25. In 2022/23 the Council exceeded the current statutory recycling target which was principally due to switching from black bag disposal from landfill to energy from waste.
- Compulsory workplace recycling legislation was queried by the Panel which is due to be introduced in April 2024. The officer reported the difficulty in judging the impact to revenue at this point.
- The Panel asked a number of questions about the trial in St Thomas using reusable containers for cans, glass, paper and card, and were informed the response overall was positive. On inquiring about storage, this had not been a major concern to officers however all feedback would be reviewed at the end of the trial. Engagement with collection crews was discussed and cost was reported as cost neutral overall.
- The issue of litter was raised, as these are part of the cleansing team's responsibility, the Panel will invite this team to scrutiny in due course.
- Issues with removing plastic liners from compositable waste was discussed and a comprehensive response from the contactor was sent to the Panel to explain this process.

Audit Wales Report – Digital Strategy Review

- The Panel were given an overview of the recommendations for improvement and Council's response to this report.
- The Panel were informed that there was one recommendation which was to formally bring review findings to relevant committees. This is the normal process; however this was not achieved due to the pandemic and the officer assured us that this will be carried out now that normal process has resumed.
- The Panel asked if any interim reviews are planned during the life span of the current strategy and heard that the digital transformation plan includes an annual review, the next is scheduled for March 2024 with one to be carried out at the end of each financial year. The officer agreed to share the review findings with Panel Members.

4. **Future Work Programme**

The programme for the remainder of this municipal year is as follows:

Meeting	Topic(s)
9 April 2024	<ol style="list-style-type: none"> 1. Annual Review of Wellbeing Objectives and Corporate Plan 2. Q3 Performance Monitoring Report 2023/24 3. Audit Wales Report – “Cracks in the Foundations” Building Safety in Wales
7 May 2024	<ol style="list-style-type: none"> 1. Planning Annual Performance Report 2. City Centre Retail 3. Audit Wales report “Springing Forward” - Workforce

5. **Action for the Scrutiny Programme Committee**

None.

Agenda Item 8



Report of the Chair of the Scrutiny Programme Committee

Scrutiny Programme Committee – 16 April 2024

Membership of Scrutiny Panels and Working Groups

Purpose:	The Scrutiny Programme Committee is responsible for appointing members and conveners to the various Scrutiny Panels / Working Groups that are established. This report advises of relevant matters that need to be considered.
Content:	This report is provided to facilitate any changes that need to be made.
Councillors are being asked to:	agree the membership of Panels and Working Groups reported, and any other changes necessary.
Lead Councillor:	Councillor Peter Black, Chair of the Scrutiny Programme Committee
Lead Officer & Report Author:	Brij Madahar, Scrutiny Team Leader Tel: 01792 637257 E-mail: brij.madahar@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Amanda Thomas

1. Introduction

- 1.1 In accordance with Council report 18 October 2012, when current Scrutiny arrangements were agreed, the Scrutiny Programme Committee is responsible for appointing members and conveners to the various Scrutiny Panels / Working Groups that it establishes.

2. Revision to Existing Scrutiny Panel / Working Group Membership

- 2.1 None.

3. Guiding Principles

- 3.1 When determining membership / conveners or agreeing any changes there are some key considerations for the Committee:

- It is necessary for more than one political group to be represented on each Panel / Working Group.
- These bodies also need to be of a manageable size in terms of team working and effective questioning.
- To ensure that all political groups have opportunities and are engaged.
- Good scrutiny practice places emphasis on respect for minority party wishes around both chairing of such bodies and the work programme.
- Being fair and balanced in the appointment of conveners, when there is interest from more than one councillor, e.g., giving opportunity to those who have not acted as convener previously.
- The Committee should reflect on the existing 'balance' of conveners to help inform future appointments.
- A minimum of three members should be present at all Panel / Working Group meetings.

4. Legal Implications

4.1 There are no specific legal implications raised by this report.

5. Financial Implications

5.1 There are no specific financial implications raised by this report.

Background Papers: None

Appendices: None

Agenda Item 9



Report of the Chair of the Scrutiny Programme Committee

Scrutiny Programme Committee – 16 April 2024

Scrutiny Work Programme

Purpose	This report shows the agreed Scrutiny Work Programme for 2023/24, which the Committee is responsible for monitoring.
Content	The agreed work programme is attached, which shows the topics being examined by Scrutiny through various Panels and Working Groups. A plan for future Committee meetings is also attached.
Councillors are being asked to	<ul style="list-style-type: none">• plan for the Committee meetings ahead• consider opportunities for pre-decision scrutiny• review the Scrutiny Work Programme (including progress of current Panels and Working Groups)
Lead Councillor	Councillor Peter Black, Chair of the Scrutiny Programme Committee
Lead Officer	Tracey Meredith, Chief Legal Officer
Report Author	Brij Madahar, Scrutiny Team Leader Tel: 01792 637257 E-mail: brij.madahar@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Amanda Thomas

1. Introduction

1.1 The Scrutiny Programme Committee is responsible for developing the Council's Scrutiny Work Programme and managing the overall work of scrutiny to ensure that it is as effective as possible.

1.2 A report is provided to each meeting to enable the Committee to maintain an overview of agreed Scrutiny activities, monitor progress, and coordinate work as necessary.

1.3 The broad aim of the Scrutiny function is to engage non-executive councillors in activities to:

- provide an effective challenge to the executive
- help improve services, policies, and performance

- engage the public in its work
- 1.4 The Scrutiny Work Programme is guided by the overriding principle that the work of Scrutiny should be strategic and significant, focussed on issues of concern, and represent a good use of time and resources.

It also needs to be:

- manageable, realistic and achievable given resources available to support activities
 - relevant to Council priorities
 - adding value and having maximum impact
 - coordinated and avoids duplication
- 1.5 The work of Scrutiny is undertaken primarily in three ways – through the Committee itself, by establishing informal Panels (for in-depth activities) or via one-off Working Groups. Panels and Working Groups would be open to all non-executive Councillors - the Committee will determine membership and conveners following expressions of interest.
- 1.6 Scrutiny will regularly send letters to Cabinet Members communicating findings, views and recommendations for improvement and, where appropriate, by producing reports. Inquiry panels will always produce a final report at the end of the inquiry with conclusions and recommendations for Cabinet (and other decision-makers), informed by the evidence gathered. Inquiry panels will reconvene to follow up on the implementation of agreed recommendations and the impact of their work – usually 6-12 months following cabinet decision.
- 1.7 Although much of the work of Scrutiny is carried out by informal Panels and Working Groups these meetings are accessible to the public. Agendas, reports and letters relating to all such scrutiny activities are published, in the same manner as the committee, on the Council's modern.gov online platform:
<https://democracy.swansea.gov.uk/ieDocHome.aspx?bcr=1&LLL=0>

2. Scrutiny Work Programme 2023/24

- 2.1.1 The Committee agreed the Scrutiny Work Programme for 2023/24 on 18 July 2023. This Work Programme is set out in **Appendix 1**.
- 2.1.2. The following paragraphs break down the Work Programme by specific ways of working to provide a brief overview.
- 2.2 Scrutiny Programme Committee:
- 2.2.1 The Committee work plan for the year ahead is attached as **Appendix 2**. This should be kept under constant review to ensure it represents a robust, manageable, and effective plan.

2.2.2 Committee members should always review and confirm items for the next and future meetings considering who should attend and confirm expectations so that meetings are always well planned and prepared for, e.g., information required and key questions that the Committee wishes to ask.

2.2.3 The main item(s) scheduled for the next Committee meeting are:

14 May:

- **Scrutiny of Swansea Public Services Board**
(Discussion with PSB Chair, Cllr Andrea Lewis, and other PSB member / officer leads on the performance of the PSB and progress in delivery of partnership objectives – this follows on from last Committee PSB Scrutiny Session on 17 October)
- **Welsh Language Standards Annual Report 2023/24**
Discussion with Cabinet Members for Education & Learning and Culture, Human Rights & Equalities and lead officers on compliance with national Welsh Language Standards and activity over the past year.
- **Committee End of Year Review**
(including discussion on Audit / Scrutiny relationship with Chair of Governance & Audit Committee)

2.2.4 The Committee will have the opportunity to review priorities and introduce issues of concern as and when they arise, e.g., pre-decision scrutiny or call-in which may require extra meetings.

2.2.5 Pre-decision Scrutiny – this is carried out by the Committee unless delegated elsewhere. The Committee is invited to consider the available information on future Cabinet business and any opportunities for pre-decision Scrutiny, taking into account strategic impact, public interest, and financial implications (see Cabinet Forward Plan attached as **Appendix 3**). Any requests will require discussion with relevant Cabinet Member(s) to confirm timescales and window of opportunity for scrutiny involvement. Pre-decision Scrutiny enables Scrutiny to develop understanding about and ask questions on proposed Cabinet reports to provide ‘critical friend’ challenge and influence decision-making.

2.3 Inquiry Panels:

2.3.1 Once membership and a convener have been appointed the first task of an Inquiry Panel will be to have a briefing on the issue and then determine the key question and terms of reference for the inquiry. Once the planning stage is complete, the inquiry will be evidence gathering, with the last stage being to develop the final report.

In Progress / Planned	Completed (follow up stage)
1. Anti-Social Behaviour (The final report was presented to Cabinet on 21 December. A response to the recommendations is expected 18 April) 2. Community Assets (evidence gathering underway)	1. Procurement (Follow up carried out 24 Oct 2023 – monitoring now complete)

2.4 Performance Panels:

2.4.1 The following Performance Panels, which enable regular and structured monitoring of performance within these key areas, have been agreed and will meet on an ongoing basis until otherwise agreed by the Committee (frequency of meetings in brackets):

Performance Panel	Convener
1. Service Improvement, Regeneration & Finance (monthly)	Cllr. Chris Holley
2. Education (monthly)	Cllr. Lyndon Jones
3. Adult Services (every six weeks)	Cllr. Susan Jones
4. Child & Family Services (every six weeks)	Cllr. Paxton Hood-Williams
5. Climate Change & Nature (every two months)	Cllr. Sara Keeton

2.4.2 Performance Panel conveners are scheduled to provide a regular update to the Committee to enable discussion on key activities and impact.

2.5 Working Groups:

2.5.1 The following Working Groups will be convened during the year ahead, (date where known in brackets):

1. Public Rights of Way (22 Nov) COMPLETE	3. Community Growing (13 May)
2. Customer Contact (23 Feb)	

2.6 Joint / Regional Scrutiny:

2.6.1 **Partneriaeth** – A Joint Scrutiny Councillor Group, comprising of Education Scrutiny Chairs and Vice Chairs, or equivalent, across Swansea Council, Carmarthenshire Council and Pembrokeshire Councils scrutinises the work of the new regional education partnership which will support the delivery of school improvement, and ensure greater public accountability over decisions made. Scrutiny will seek reassurance and consider if the Partnership is operating according to the Joint Committee Agreement, and its Business Plan, and is being

managed effectively. The Chair of the Scrutiny Programme Committee and Convener of the Education Scrutiny Performance Panel are participating in the Scrutiny of Partneriaeth. The Partneriaeth Joint Committee, comprises the Leaders of the three Councils, as the strategic decision-making body. The Swansea Scrutiny Team manages support for the Scrutiny of Partneriaeth.

2.6.2 Swansea Bay City Region City Deal – Swansea Scrutiny is also involved in the Swansea Bay City Region Joint Scrutiny Committee, approved by Council in July 2018. This arrangement involves three councillor representatives from each of the four Councils involved in the City Region, meeting to scrutinise the work of the Joint Committee responsible for delivering the City Deal programme. As per the Joint Committee Agreement, the Scrutiny Committee is serviced by Neath Port Talbot Council. Swansea Scrutiny Councillor representatives are currently: Jan Curtice, Victoria Holland & Chris Holley.

2.6.3 South West Wales Corporate Joint Committee – The Corporate Joint Committee (CJC) involves Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire Councils, as well as Brecon Beacons and the Pembrokeshire Coast National Park Authorities, and will exercise functions relating to strategic land use planning, regional transport planning and the exercise of economic well-being powers. The Committee has set up a CJC Overview & Scrutiny Sub-Committee which consists of three elected members from each Council and will meet at least quarterly. The Joint Overview & Scrutiny Sub-Committee will scrutinise the decisions / actions of the CJC as it discharges its functions and performance in relation to policy objectives and targets. The Joint Overview & Scrutiny Sub-Committee is being serviced by Neath Port Talbot Council. Swansea Scrutiny Councillor representatives are currently: Peter Black, Wendy Lewis & Mike White.

2.6.4 The Scrutiny Programme Committee will need to ensure that there is no duplication between local and regional scrutiny. A regular update on regional Scrutiny activity will be provided to Committee members to ensure awareness. Regional Scrutiny arrangements will not, however, preclude Councillors within constituent Councils discussing the impact of the regional body on their Council and locality, and holding Cabinet Members to account for their involvement / Council's involvement and engagement in regional bodies, and relevant local decision-making.

3. Monitoring the Work Programme

3.1 The Committee is responsible for monitoring progress against the agreed Work Programme, and this includes work undertaken by the informal Panels and Working Groups and findings, to ensure that this work is effective and has the required visibility.

- 3.2 A timetable of all Scrutiny activities (projected or actual where dates are known) is attached as **Appendix 4a**. Lead Councillors and officers are also noted within. Also provided as **Appendix 4b** is a snapshot of progress with all Panels and Working Groups established by the Committee, as well as Regional Scrutiny, and their current position. These will be updated and provided to every Committee meeting.
- 3.3 The Committee will also be kept abreast of work plans of the individual Performance Panels to improve Committee oversight of topics being examined, check coverage across Cabinet portfolios, and help avoid duplication of effort between the Committee and Panels and between Panels etc.
- 3.4 The Scrutiny Work Programme will be kept under constant review by the Committee, with changes made as necessary. The Committee will always retain the flexibility to adapt and re-prioritise the work of scrutiny in response to changing circumstances and/or urgent issues which may arise in-year, to ensure the continued relevance of the programme.
- 3.5 The Committee should be mindful of the work plans of other Council bodies, such as the Governance & Audit Committee and the Council's Service Transformation Committees. Any issues regarding possible overlap / duplication will be discussed between the Chair of the Scrutiny Programme Committee and relevant Chairs.

4. Public Requests for Scrutiny / Councillor Calls for Action

- 4.1 Members of the public are able to make requests for scrutiny by contacting the Chair or Scrutiny Team in writing detailing the issue of concern, its impact, and suggested action. This can be via the Council's website: www.swansea.gov.uk/raiseanissuetoscrutiny or email to scrutiny@swansea.gov.uk. In accordance with agreed protocol the Chair of the Scrutiny Programme Committee will consider any requests received and bring about proposals to deal with these to the Committee for consideration. Taking into account relevant advice, any such issues may merit inclusion in the work programme, referral elsewhere, or no action.
- 4.2.1 Waste Management - a member of the public contacted Scrutiny about specific issue in their area with neighbours putting out waste bags not on collection days which then remain on the street, leading to rubbish being strewn on the pavements and street. They were concerned about the lack of Council action / response, aside from periodic cleansing, in relation to this issue in dealing with those that are putting out the waste. This matter was referred to the Corporate Complaints Team. Similarly another issue with referred to Complaints, where a member of the public contacted us about an issue with their own waste collection.

4.2.2 Ashlands / Bandfield, Port Tennant – a member of the public has been in touch with a query about facilities in this area, with concern about a lack of public information about sports / leisure activities on offer. They have also expressed concern about litter / rubbish in the vicinity and along Cycle Path 4. This was referred to relevant Cabinet Members / officers, requesting that they respond to the member of the public, which has been actioned.

5. Financial Implications

5.1 Any costs that arise out of work plan activities, for example expenses for witnesses or transport costs, are not envisaged to be significant and will be contained within the existing Scrutiny Budget.

6. Legal Implications

6.1 There are no specific legal implications raised by this report.

Background papers: None

Appendices:

Appendix 1: Agreed Scrutiny Work Programme 2023/24

Appendix 2: Scrutiny Programme Committee Work Plan 2023/24

Appendix 3: Cabinet Forward Plan

Appendix 4a: Scrutiny Work Programme – Projected Timetable of Activity

Appendix 4b: Progress Report – Current Scrutiny Panels, Working Groups, Regional Scrutiny

Appendix 1 - AGREED Scrutiny Work Programme 2023/24

Inquiry Panel (time-limited in-depth scrutiny – six months)	Working Groups (light-touch scrutiny / one-off meetings)	Performance Panels (ongoing in-depth performance / financial monitoring & challenge)	Issues for Scrutiny Programme Committee (overall work programme management; discussion of broad range of policy and service issues)
<p>1. Anti-Social Behaviour (to complete from 2022/23)</p> <p>2. Community Assets (Terms of Reference / Key Question to be agreed by Panel, but could focus on how effective the process of Community Asset Transfer has been and benefits, looking at relevant examples such as Parks & Community Centres, and lessons)</p> <p>Follow Up of Previous Inquiries:</p> <p>1. Procurement</p>	<p>1. Customer Contact (carry over from 2022/23 - enabling focussed discussion & questioning on user experience when contacting the Council / accessing services whether by telephone or on-line / though digital means; response rates; provision for offline and on-line contact; effectiveness of Council Contact Centre; on-going actions to improve digital inclusion / access; quality of website, etc.)</p> <p>2. Public Rights of Way (enabling focussed questioning & discussion on overview of Public Rights of Way across Swansea (mapping / numbers) and issues; impact on PRoW from developments; effect on communities, etc.)</p> <p>3. Community Growing (enabling focussed questioning & discussion around Council activity / support to Community Growing, with examples (e.g., allotments) and experience; benefits / success; including focus on schools / children & young people; and its contribution to health & well-being, etc.)</p>	<p>1. Service Improvement, Regeneration & Finance (monthly)</p> <p>2. Education (monthly)</p> <p>3. Adult Services (every six weeks)</p> <p>4. Child & Family Services (every six weeks)</p> <p>5. Climate Change & Nature (every two months)</p> <p>Specific issues to incorporate within wider Panel work plans:</p> <ul style="list-style-type: none"> • Service Improvement, Regeneration & Finance: <ul style="list-style-type: none"> - New Panel to refocus work plan, taking into account previous work – to create capacity some items to be picked up by Scrutiny Programme Committee - Delivery against Corporate Plan / Transformation Plan - Performance Management - Pre-decision Scrutiny of Budget Proposals - Economic Regeneration Actions / Delivery - City Deal 'Swansea Specific' Projects - Planning Policy & Service (incl. Call-in Process & dealing with 5G Masts) - Recycling, particularly Commercial Waste - Highways / Infrastructure Maintenance - Listed Buildings • Education: <ul style="list-style-type: none"> - Delivery against Corporate Plan / Transformation Plan (as relevant to Education) - Delivery against Education Estyn Inspection actions 	<ul style="list-style-type: none"> • Specific annual reports: <ul style="list-style-type: none"> - Children & Young People's Rights Scheme - Corporate Safeguarding - Delivery of Corporate Priority – Tackling Poverty - Complaints - Welsh Language Standards - Welsh Housing Quality Standard • Leader Q & A Session(s): incl. <ul style="list-style-type: none"> - Corporate Transformation / Recovery Plan - Councillor / Officer Relations (communications) • Other Cabinet Member Q & As (issues to pick up): <ul style="list-style-type: none"> - Active Travel - Oracle Fusion Project Implementation - Delivery against Workforce Development Strategy (incl. use of agency staff / Council structures) - Support for Businesses - Homelessness • Public Services Board • Crime & Disorder (Community Safety): incl. Domestic Abuse; Community Cohesion; Tackling Extremism; Substance Misuse; Electric Scooters

Appendix 1 - AGREED Scrutiny Work Programme 2023/24

	<p>Reserve List:</p> <ul style="list-style-type: none"> • Public Consultation (enabling focussed questioning and discussion on the Council's approaches to public consultation and effectiveness; relevant learning and development, etc.) • Healthy City (carry over from 2022/23 - enabling focussed questioning & discussion of the Healthy City Partnership, key activities and achievements, work in relation to health promotion, particularly physical activities, including provision of outdoor sport and activities and opportunities for young people, etc.) 	<ul style="list-style-type: none"> - Sustainable Communities for Learning Programme - Additional Learning Needs (ALN) - Post-covid Cost implications for Schools - Reading / Literacy - School Attendance - School Meals service: impact of changes • Adult Services: <ul style="list-style-type: none"> - Delivery against Corporate Plan / Transformation Plan (as relevant to Adult Services) - Safeguarding - Local Area Coordination - Partnership between Health and Social Care Services • Child & Family Services: <ul style="list-style-type: none"> - Delivery against Corporate Plan / Transformation Plan (as relevant to Child & Family Services) - Safeguarding • Climate Change & Nature: <ul style="list-style-type: none"> - Delivery against Corporate Plan / Transformation Plan (as relevant to Climate Change & Nature) – e.g., Progress against Net Zero 2030 Action Plan - Flood Prevention / Drainage Services - Natural Environment / Biodiversity - Impact of Housing Developments on Environment - Public Electric Vehicle Charging Provision - Grounds Maintenance 	<ul style="list-style-type: none"> • Follow Up on Previous Working Groups: <ul style="list-style-type: none"> - Bus Services - Road Safety - Co-production
<p>Joint / Regional Scrutiny</p> <ul style="list-style-type: none"> • Partneriaeth (Education / School Improvement – Joint Scrutiny Councillor Group) • City Deal (Development / Regeneration - Swansea Bay City Region Joint Scrutiny Committee) • South West Wales Corporate Joint Committee (Land Use Planning; Regional Transport; Economic Well-being – Joint Overview & Scrutiny Sub-Committee) 			

Scrutiny Programme Committee – Work Plan 2023/24

ACTIVITY	18 Jul 2023	19 Sep 2023	17 Oct 2023	14 Nov 2023	19 Dec 2023	16 Jan 2024
Scrutiny Work Programme	Agreement of Scrutiny Work Programme	Scrutiny Annual Report 2022/23				
Cabinet Member Portfolio Responsibility Q & A Sessions		Active Travel (CM for Environment & Infrastructure)			Support for Business (CM for Investment, Regeneration, Events & Tourism)	Leader / Economy, Finance & Strategy
Other Cabinet Member / Officer Reports Page 103			Scrutiny of Swansea Public Services Board (PSB Chair – Cllr Andrea Lewis)	- Annual Corporate Safeguarding Report (CM for Care Services / Director of Social Services) - Children & Young People's Rights Scheme (annual report) (CM for Community – Support)	Delivery of Corporate Priority – Tackling Poverty (annual item) (Leader / CM for Wellbeing)	
Scrutiny Performance Panel Progress Reports			Education	Service Improvement, Regeneration & Finance	Adult Services	Child & Family Services
Pre-decision Scrutiny / Call In	Pre-decision Scrutiny: FPR7 Redevelopment of 277-278 Oxford Street - Community Hub Project		Pre-decision Scrutiny: Oracle Fusion Project Implementation / Project Closure Report (Leader / CM for Service Transformation)			
Final Scrutiny Inquiry Reports / Follow Up on Scrutiny Recs.				- Follow Up on Bus Services Working Group (CM for Environment & Infrastructure) - Anti-Social Behaviour Inquiry Final Report		Follow Up on Road Safety Working Group (CM for Environ. & Infrastructure)

ACTIVITY	1 Feb 2024 (Special)	13 Feb 2024	19 Mar 2024	16 Apr 2024	14 May 2024	
Scrutiny Work Programme					- Audit / Scrutiny Relationship – Discussion w/ Chair of Governance & Audit Committee - End of Year Review	
Cabinet Member Portfolio Responsibility Q & A Sessions		Delivery against Workforce Development Strategy (CM for Corporate Services & Performance)				
Other Cabinet Member / Officer Reports Page 104			- Annual Complaints Report 2022-23 (CM for Service Transformation) - Welsh Language Standards Annual Report 2022/23 (CMs for Education & Learning / Culture, Human Rights & Equalities)	Crime & Disorder Scrutiny - Safer Swansea Community Safety Partnership (Joint Chairs of Safer Swansea Partnership)	- Scrutiny of Swansea Public Services Board (PSB Chair – Cllr Andrea Lewis) - Welsh Language Standards Annual Report 2023/24 (CMs for Education & Learning / Culture, Human Rights & Equalities)	
Scrutiny Performance Panel Progress Reports		Climate Change & Nature	Education	Service Improvement, Regeneration & Finance		
Pre-decision Scrutiny / Call In	Call In - Customer Charter and Service Standards Framework	Call In - Customer Charter and Service Standards Framework				
Final Scrutiny Inquiry Reports / Follow Up on Scrutiny Recs.						

To schedule: Follow Up on Co-production Working Group (CM for Community - Support) – July 2024

Appendix 3 – Cabinet Forward Plan 2023-24

Report Title	Report Summary	Report Author	Portfolio	Decision to be taken by	Date of Expected Decision	Exempt Details
Public Open Space Notice Publicising The Proposed Disposal of Public Open Space Land at Kilvey Hill, Swansea.	<p>The Council is seeking to dispose of public open space at Kilvey Hill by way of a long-lease. In accordance with s123 (2A) Local Government Act 1972 a Public Open Space Notice must be publicised so members of the public can object to the disposal. All objections are to be considered by Cabinet before a decision is reached to approve or not approve the disposal. This purpose of this report is to outline the objections and to seek authority to dispose of the land.</p>	Howard French	Cabinet Member - Investment, Regeneration, Events & Tourism	Cabinet	18 Apr 2024	Open
Building Capital Maintenance Programme 2024/25.	<p>This report sets out the way in which the Capital Maintenance resources for 2024/25 will be deployed.</p>	Martin Ridgeway	Cabinet Member - Economy, Finance and Strategy (Leader)	Cabinet	18 Apr 2024	Open
Cabinet Response - Scrutiny Inquiry into Anti-Social Behaviour.	<p>Conclusions and recommendations resulting from a scrutiny inquiry into Anti-Social Behaviour.</p>	David Howes	Cabinet Member - Well-being	Cabinet	18 Apr 2024	Open

Appendix 3 – Cabinet Forward Plan 2023-24

Report Title	Report Summary	Report Author	Portfolio	Decision to be taken by	Date of Expected Decision	Exempt Details
Leisure Partnership Annual Report 2022/2023.	To advise Cabinet of the partnership operations of key facilities within the Cultural Services portfolio.	Jamie Rewbridge	Cabinet Member - Investment, Regeneration, Events & Tourism	Cabinet	18 Apr 2024	Open
Future Plans for Special Schools in Swansea.	Cabinet needs to consider objections raised during the statutory notice period and determine the outcome of the proposal to amalgamate Ysgol Pen-y-Bryn and Ysgol Crug Glas into one Special School on 1 September 2025 on existing sites and relocate the new school on 1 April 2028 to a purpose-built accommodation whilst increasing the number of planned places.		Cabinet Member - Education & Learning	Cabinet	18 Apr 2024	Open
Risk Management Framework and Policy.	To agree and adopt the Councils revised Risk Management Framework and Policy.	Richard Rowlands	Cabinet Member - Economy, Finance and Strategy (Leader)	Cabinet	18 Apr 2024	Open

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Appendix 3 – Cabinet Forward Plan 2023-24

Report Title	Report Summary	Report Author	Portfolio	Decision to be taken by	Date of Expected Decision	Exempt Details
Financial Procedural Rule 7 - Additional Community Budget Capital 2024-2025.	Cabinet will be requested to: 1.Commit and authorise capital schemes approved for changing room improvements at a value of £1m. 2.Commit an additional £1m community budget to support wider community improvements and adopt an allocation process to facilitate authorisation of funds to projects.	Rachel Lewis	Cabinet Member - Economy, Finance and Strategy (Leader)	Cabinet	18 Apr 2024	Open
District Heat Network Feasibility.	To gain approval for grant application and acceptance, for monies to undertake more detailed design work around the potential for the provision of a district heat network in parallel with Blue Eden developments.	Geoff Bacon	Cabinet Member - Service Transformation (Deputy Leader)	Cabinet	18 Apr 2024	Open
71-72 The Kingsway.	This report considers budgetary pressures on the scheme and offers several solutions to assist delivery.	Catrin Kim	Cabinet Member - Investment, Regeneration, Events & Tourism	Cabinet	18 Apr 2024	Fully exempt
Guildhall Illumination Policy.	Policy on Swansea Council's illumination of the Guildhall in support of socially important topics, causes and campaigns.			Cabinet	16 May 2024	Open

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Appendix 3 – Cabinet Forward Plan 2023-24

Report Title	Report Summary	Report Author	Portfolio	Decision to be taken by	Date of Expected Decision	Exempt Details
Annual Report on Successful and Sustainable Swansea Corporate Transformation Plan.	To report on the progress that has been made on the Corporate Transformation Plan in its first year and to seek agreement to make changes to some of the programmes.	Ness Young	Cabinet Member - Service Transformation (Deputy Leader)	Cabinet	16 May 2024	Open
Depot Rationalisation Update.	To update Members on the current position regarding the depot review and seek approval for an alternative approach.	Geoff Bacon	Cabinet Member - Service Transformation (Deputy Leader)	Cabinet	16 May 2024	Open
Swansea's Local Area Energy Plan.	<p>Swansea's Local Area Energy Plan (LAEP) presents a comprehensive vision for Swansea's future energy system.</p> <p>It has been produced by Wesh Government appointed consultants, City Science, working with Swansea Council and other key stakeholders.</p> <p>It aims to meet Welsh Government's pledge to achieve net zero carbon emissions by 2050.</p>	Andy Edwards	Cabinet Member - Service Transformation (Deputy Leader)	Cabinet	16 May 2024	Open

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Appendix 3 – Cabinet Forward Plan 2023-24

Report Title	Report Summary	Report Author	Portfolio	Decision to be taken by	Date of Expected Decision	Exempt Details
FPR7 – Biophilic Living Scheme, Swansea (242 – 246 Oxford Street, Swansea)	Update on the Welsh Government Transforming Towns (TT) grant and loan award in respect of the Biophilic Living Scheme, the proposals of the scheme, acceptance of the financial implications and the inclusion of the scheme on the Councils capital programme.	Elliott Williams	Cabinet Member - Investment, Regeneration, Events & Tourism	Cabinet	16 May 2024	Fully exempt
Land at Mynydd Newydd Road, Penlan, Swansea.	Consideration of options for the proposed disposal of Council land declared surplus to requirements.	Stuart Ramsey	Cabinet Member - Corporate Services & Performance (Deputy Leader)	Cabinet	16 May 2024	Fully exempt
Disposal of Land at Parc Felindre.	To obtain approval for the disposal of land for development at Parc Felindre.	Adrian Denning	Cabinet Member - Investment, Regeneration, Events & Tourism	Cabinet	16 May 2024	Fully exempt

Scrutiny Work Programme 2023-24 – Projected Timetable of Meetings (actual dates shown)

Activity / Month	MAY /JUN 2023	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2024	FEB	MAR	APR	MAY
SCRUTINY PROGRAMME COMMITTEE Lead Scrutiny Councillor: Peter Black Lead Scrutiny Officer: Brij Madahar Lead Cabinet Member: cross-cutting Lead CMT: cross-cutting Lead Head of Service: cross-cutting	13 June Work Planning Conf.	18		19	17	14	19	16	1* 13	19	16	14
INQUIRY PANELS:												
	Findings				Final report		Cabinet				Cabinet response	
Anti-Social Behaviour (Cabinet decision: awaited) Lead Scrutiny Councillor: Terry Hennegan Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: cross-cutting Lead CMT: cross-cutting Lead Head of Service: cross-cutting	29 June			12	18		21				18	
									Planning	Evidence gathering		
Community Assets Lead Scrutiny Councillor: Stuart Rice Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: Hayley Gwilliam / Elliot King Lead CMT: Mark Wade Lead Head of Service: Geoff Bacon									1	11	22	20
Procurement Follow Up *COMPLETE* (Cabinet decision: 20 Oct 2022) Lead Scrutiny Councillor: Chris Holley Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: David Hopkins Lead CMT: Ben Smith Lead Head of Service: Chris Williams					24							

Appendix 4a

Activity / Month	MAY /JUN 2023	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2024	FEB	MAR	APR	MAY
PERFORMANCE PANELS:												
Service Improvement & Finance (monthly) *ENDED* Lead Scrutiny Councillor: Chris Holley Lead Scrutiny Officer: Rachel Percival Lead Cabinet Member: Rob Stewart / David Hopkins Lead CMT: Ness Young / Ben Smith Lead Head of Service: Lee Wenham	27 June											
Service Improvement, Regeneration & Finance (monthly) Lead Scrutiny Councillor: Chris Holley Lead Scrutiny Officer: Rachel Percival Lead Cabinet Member: Rob Stewart / David Hopkins / Robert Francis Davies Lead CMT: Ness Young / Ben Smith / Mark Wade Lead Head of Service: Phillip Holmes / Lee Wenham				5 26	17	14	12	16	13 Budget	12	9	7
Education (monthly) Lead Scrutiny Councillor: Lyndon Jones Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: Robert Smith Lead CMT: Helen Morgan-Rees Lead Head of Service: cross-cutting	15 June	13		14	19	23	14	18	12 (Budget) 19* 22*		18	9

Appendix 4a

Activity / Month	MAY /JUN 2023	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2024	FEB	MAR	APR	MAY
Adult Services (every 6 weeks) Lead Scrutiny Councillor: Sue Jones Lead Scrutiny Officer: Liz Jordan Lead Cabinet Member: Louise Gibbard Lead CMT: Dave Howes Lead Head of Service: Amy Hawkins / Helen St John	28 June		7	5	31		12	30	12 Budget (Joint Social Services Panel)	20		7
Child & Family Services (every 6 weeks) Lead Scrutiny Councillor: Paxton Hood-Williams Lead Scrutiny Officer: Liz Jordan Lead Cabinet Member: Louise Gibbard Lead CMT: Dave Howes Lead Head of Service: Julie Davies	22 May 20 June		2	13	24		5	23	12 Budget (Joint Social Services Panel)	12		1
Development & Regeneration (every 2 months) *ENDED* Lead Scrutiny Councillor: Chris Holley Lead Scrutiny Officer: Rachel Percival Lead Cabinet Member: Rob Stewart / Robert Francis-Davies Lead CMT: Mark Wade Lead Head of Service: Phillip Holmes		11										
Climate Change & Nature (every 2 months) Lead Scrutiny Councillor: Hannah Lawson Lead Scrutiny Officer: Liz Jordan Lead Cabinet Member: Andrea Lewis Lead CMT: Mark Wade Lead Head of Service: cross-cutting		4			3	28		30		19		14

Activity / Month	MAY /JUN 2023	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2024	FEB	MAR	APR	MAY
WORKING GROUPS:												
Topic 1 – Public Rights of Way Lead Scrutiny Councillor: Mike White Lead Scrutiny Officer: Rachel Percival Lead Cabinet Member: Andrew Stevens Lead CMT: Mark Wade Lead Head of Service: Phillip Holmes						22						
Topic 1 – Customer Contact Lead Scrutiny Councillor: Joe Hale Lead Scrutiny Officer: Rachel Percival Lead Cabinet Member: Andrea Lewis Lead CMT: Ness Young Lead Head of Service: Sarah Lackenby									23			
Topic 3 – Community Growing Lead Scrutiny Councillor: Michael Locke Lead Scrutiny Officer: Rachel Percival Lead Cabinet Member(s): Cyril Anderson / Alyson Anthony Lead CMT: Mark Wade / Dave Howes Lead Head of Service: cross-cutting												13

Activity / Month	MAY /JUN 2023	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2024	FEB	MAR	APR	MAY
REGIONAL SCRUTINY:												
Partneriaeth Regional Scrutiny Councillor Group (Education / School Improvement) (quarterly) Swansea Scrutiny Councillors: Lyndon Jones (chair) / Peter Black Lead Scrutiny Officer: Michelle Roberts Lead Partneriaeth: Ian Altman / Gareth Morgans Lead Cabinet Member: Robert Smith Lead CMT: Helen Morgan-Rees Regional Lead: Martin Nicholls (Lead Director for Partneriaeth)	19 June				23				26			
Swansea Bay City Region Joint Scrutiny Committee (every 2 months) Lead Scrutiny Councillor: Rob James (Carmarthenshire Council) Swansea Scrutiny Councillors: Jan Curtice, Victoria Holland, Chris Holley Lead Scrutiny Officer: Charlotte John, Neath Port Talbot Council Lead Cabinet Member: Rob Stewart Lead CMT: Martin Nicholls / Mark Wade Lead Head of Service: Phil Holmes		4			24				13		16	

<p>South West Wales Corporate Joint Committee - Overview & Scrutiny Sub-Committee (quarterly) Lead Scrutiny Councillor: Russell Sparks (Carmarthenshire Council) Swansea Scrutiny Councillors: Peter Black, Wendy Lewis, Mike White Lead Scrutiny Officer: Charlotte John, Neath Port Talbot Council Lead Cabinet Member: Rob Stewart Lead CMT: Martin Nicholls / Mark Wade Lead Head of Service: Phil Holmes</p>						2		16				16
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* denotes extra meeting

** not public

Information correct as of 09/04/24 12:08

Progress Report – Current Scrutiny Panels / Working Groups / Regional Scrutiny

1. Inquiry Panels:

These will undertake in-depth inquiries into specific and significant areas of concern on a task and finish basis and will be expected to take around six months to complete to enable wide-ranging evidence gathering, and production of a final report with conclusions and recommendations that will be presented to Cabinet (and / or other decision-makers).

a) **Anti-Social Behaviour** (convener: Cllr Terry Hennegan)

Key Question: *How can the Council ensure that it is working with its partners to appropriately and effectively tackle Anti-Social Behaviour in Swansea?*

Progress Bar:

Planning				Evidence Gathering				Draft Final Report			

The final report was presented to Cabinet on the 21 December 2023. Cabinet will now consider the recommendations and provide a response, which is due to be discussed at Cabinet on 18 April.

b) **Community Assets** (convener: Cllr Stuart Rice)

Key Question: *How can the Council ensure that its community assets are working to provide the best outcomes for the people of Swansea?*

Progress Bar:

Planning				Evidence Gathering				Draft Final Report			

The Inquiry key question and Terms of Reference were agreed by the Panel on 1 February. The Panel have now commenced evidence gathering, starting with a session on 11 March with information / discussion around aspects of asset transfer including finance and legal aspects, due diligence, risks, main barriers, and guidance and support. On 22 April they will speak to Cabinet Member and Officers in relation to the Cultural Services aspects of community asset transfer.

2. Follow Up on Completed Inquiries:

Follow-ups of inquiries will consider both the implementation of scrutiny recommendations and wider impact / difference made. Inquiry Panels are reconvened between 6-12 months after cabinet decision on Inquiry reports.

Inquiry	Cabinet Decision	Recommendations			Follow Up Panel Meeting
		Agreed	Partly	Rejected	
Procurement	20 Oct 2022	14	0	0	24 Oct 2023 (MONITORING COMPLETE)

3. Performance Panels:

Performance Panels enable regular and structured in-depth monitoring of performance and challenge within these key areas:

a) **Service Improvement, Regeneration & Finance** (convener: Cllr Chris Holley)

This Panel meets every month. A detailed progress report appears in the agenda under Item 7.

b) **Education** (convener: Cllr Lyndon Jones)

This Panel meets every month. At their next meeting on the 18 April, they will speak to Dr J Andrews from Bangor University along the Cabinet Member and officers from Swansea about Religion, Values and Ethics Education. They will also discuss a report looking at the voices of Children and Young People in Swansea and receive an update on Education Other Than At School Services.

c) **Adult Services** (convener: Cllr Susan Jones)

This Panel meets every 6 weeks. On 20 March the Panel discussed the West Glamorgan Transformation Programme and the latest Performance Monitoring Report and received a briefing on the Annual Review of Charges (Social Services) 2023-24.

At its next meeting on 7 May the Panel will receive a briefing on Llais, an update on how the Council's Policy Commitments translate to Adult Services and an update on Adult Services Transformation and Improvement Programme. The Panel will also undertake a review of the year.

d) **Child & Family Services** (convener: Cllr Paxton Hood-Williams)

This Panel meets every 6 weeks. On 1 May the Panel will discuss Delivery of the Corporate Priorities/Policy Commitments in relation to Child and Family Services and receive a briefing on the CIW Inspection Report for Ty Nant. The Panel will also undertake a review of the year.

e) **Climate Change & Nature** (convener: Cllr Sara Keeton)

This Panel meets every two months. At its meeting on 19 March the Panel received its Annual Update on Local Flood Risk Management and discussed Air Quality Management.

At its meeting on 14 May the Panel will receive an Update on Climate Change and an Update on Nature and Biodiversity (including Monitoring Delivery of Corporate Priority/Objective – Maintain & Enhance Nature & Biodiversity in Swansea). The Panel will also discuss Achievement against Corporate Priorities / Objectives / Policy Commitments and will undertake a review of the year.

4. Regional Scrutiny:

This is collaborative Scrutiny with other Local Authorities for topics / issues of shared interest or concern, and models of regional working.

a) **Partneriaeth - Regional Education Partnership**

Partneriaeth Scrutiny is expected to take place every school term, mirroring meetings of the Partneriaeth Joint Committee.

The Partneriaeth Regional Scrutiny Councillor Group met on the 26 February 2024 where they discussed the Partneriaeth financial affairs, risk management and governance arrangements. They also looked at progress with Partneriaeth Priority 3 – Support schools and educational settings to develop research and enquiry skills as a key part of their own professional learning. This included looking at an example of a National and Professional Enquiry Project (NPEP) with the NPEP Lead teacher at Heol Goffa Special School in Llanelli.

They will next meet on the 24 June where they will meet with the Chair of the Partneriaeth Joint Committee and Directors of the three local authorities to seek reassurance and to consider if Partneriaeth is operating according to the Legal Agreement, its Business Plan and its timetable is being managed effectively. They will also look at the risk profile and progress with supporting the introduction of the Curriculum for Wales.

b) **Swansea Bay City Region City Deal**

The Joint Scrutiny Committee usually meets every two months. As well as overall programme / project monitoring including the latest financial position, the meeting on 13 February 2024 included an update on progress on the Innovation Matrix Project and the outcomes of a recent external Gateway Review, and a report on Carbon Reduction Assessment of the Swansea Bay City Deal Portfolio.

The next meeting takes place on 16 April 2024, and is expected to include updates on specific projects including: 'Homes as Power stations' and 'Pembroke Dock'.

The Joint Scrutiny Committee is supported by Scrutiny Officers in Neath Port Talbot Council and agendas / minutes of meetings can be found on-line:

<https://democracy.npt.gov.uk/ieListMeetings.aspx?Committeed=417>

c) **South West Wales Corporate Joint Committee**

The CJC Overview & Scrutiny Sub-Committee will meet at least quarterly. The meeting held on 16 January 2024 was focussed on Quarterly Budget Monitoring and the CJC Draft Budget for 2024/25. An extra meeting took place on 15 February for discussion on the Regional Transport Plan.

The meeting scheduled for 12 March was cancelled. The next meeting is planned for 16 May.

The Overview & Scrutiny Sub-Committee is supported by Scrutiny Officers in Neath Port Talbot Council and agendas / minutes of meetings can be found on-line:

<https://democracy.npt.gov.uk/ieListMeetings.aspx?Committeed=499>

5. **Working Groups:**

A number of topics have been identified which will be dealt with through one-off Working Groups. These enable a 'light-touch' approach to specific topics of concern and will be planned as a one-off meeting (in the order shown below) primarily involving discussion with relevant Cabinet Member(s) / officer(s), and any other persons called, to gather information, ask questions, and give views / raise any concerns.

a) **Public Rights of Way** (convener: Councillor Mike White)

This Working Group was held on 22 November receiving an overview on Public Rights of Way across Swansea (mapping / numbers) and issues; impact on Public Rights of Way from developments; effect on communities, etc. The letter from the Working Group, reflecting on the meeting with its view and recommendations, to the Cabinet Member for Environment & Infrastructure and the Cabinet Member's response were reported to the Committee on 16 January. The Committee will follow up on this work in the next 12 months.

b) **Customer Contact** (convener: Councillor Peter Black)

This Working Group took place on 23 February, enabling information, focussed questioning & discussion on the user experience when contacting the Council / accessing services whether by telephone or on-line / though digital means; provision for offline and on-line contact;

effectiveness of Council Contact Centre; on-going actions to improve digital inclusion / access; quality of website, etc. Views and recommendations arising from the session have been communicated via letter to the Cabinet Member for Service Transformation, and will be reported, along with response, to the Committee in due course. The meeting was convened by Cllr Peter Black in place of Cllr Joe Hale who was unable to attend due to illness.

c) **Community Growing** (convener: Councillor Michael Locke)

This Working Group will take place on 13 May and will be cross cutting. Lead Cabinet Members will be Cllrs Alyson Anthony and Cyril Anderson. This will enable information, focussed questioning & discussion around Council activity / support to Community Growing, with examples (e.g., allotments) and experience; benefits / success; including focus on schools / children & young people; and its contribution to health & well-being, etc.

Agenda Item 10



Report of the Chair of the Scrutiny Programme Committee

Scrutiny Programme Committee – 16 April 2024

Scrutiny Letters

Purpose:	To ensure the Committee is aware of the Scrutiny Letters produced following various Scrutiny activities, and to track responses to date.
Content:	The report includes a log of Scrutiny Letters produced this municipal year and provides a copy of correspondence between Scrutiny and Cabinet Members for discussion as required.
Councillors are being asked to:	<ul style="list-style-type: none">• Review the Scrutiny Letters and responses• Make comments, observations and recommendations as necessary
Lead Councillor:	Councillor Peter Black, Chair of the Scrutiny Programme Committee
Lead Officer:	Tracey Meredith, Chief Legal Officer
Report Author:	Brij Madahar, Scrutiny Team Leader Tel: 01792 637257 E-mail: brij.madahar@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Amanda Thomas

1. Introduction

- 1.1 The production of Scrutiny Letters has become an established part of the way scrutiny operates in Swansea. Letters from the Chair (or Conveners) allow Scrutiny to communicate directly and quickly with relevant Cabinet Members.
- 1.2 These letters are used to convey views and conclusions about particular issues discussed, and provide the opportunity to raise concerns, ask for further information, and make recommendations. This enables Scrutiny to engage with Cabinet Members on a regular and structured basis.

2. Reporting of Letters

- 2.1 All Scrutiny Letters, whether they are written by the Scrutiny Programme Committee or conveners of Panels / Working Groups, are published to ensure visibility, of the outcomes from meetings, across the Council and public.
- 2.2 The Scrutiny Programme Committee agenda also includes a copy of letters to/from Cabinet Members for its attention and discussion as required, e.g., letters relating to the work of the Committee, Working Groups, and Inquiry Panel follow ups. Letters are included when Cabinet Member responses that were awaited are received or where a Scrutiny Letter did not require a response.
- 2.3 Where requested Cabinet Members are expected to respond in writing to Scrutiny Letters within 21 calendar days. The response should indicate what action (if any) they intend to take, or have taken, as a result of the views and recommendations made.
- 2.4 Letters relating to the work of Performance Panels are part of an ongoing dialogue with Cabinet Members and are therefore reported back and monitored by each Panel. However, all Performance Panel Conveners will provide a progress report to the Committee, including summary of correspondence with Cabinet Members and outcomes.

3. Letters Log

- 3.1 This report contains a log of Scrutiny Letters produced to enable the Committee to maintain an overview of letters activity over the current municipal year – see **Appendix 1**. The Letters Log will show the average time taken by Cabinet Members to respond to Scrutiny letters, and the percentage of letters responded to within timescale. For comparison, during the previous year (2022/23) 58 letters were sent to Cabinet Members, of which 20 required a written response. The average time taken to respond was 21 days, with 65% responded to within the 21 days target.
- 3.2 The following letter(s), not already reported back to the Committee, are **attached** for discussion, as necessary:

	Activity	Meeting Date	Correspondence
a	Committee – Leader Q & A Session	16 Jan	Letter to / from Cabinet Member for Economy, Strategy & Finance (Leader)
b	Committee – Follow Up – Road Safety Working Group	16 Jan	Letter to / from Cabinet Member for Environment & Infrastructure

c	Committee - Annual Complaints & Compliments Report 2022/23	19 Mar	Letter to Cabinet Member for Service Transformation (Deputy Leader)
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4. Legal Implications

4.1 There are no legal implications.

5. Financial Implications

5.1 There are no financial implications.

Background Papers: None

Appendices:

Appendix 1: Scrutiny Letters Log – 2023-24

Appendix 2: Scrutiny Letters / Responses

Scrutiny Letters Log (2023-2024)

Ave. Response Time (days):

22 (target within 21 days)

% responses within target:

53

No.	Committee / Panel / Working Group	Meeting Date	Main Issue(s)	Cabinet Portfolio	Letter Sent	Response Received
1	Adult Services Performance Panel	02-May	Adult Services Complaints; Policy Commitments; Review of the Year	Care Services	23-May	n/a
2	Committee	16-May	Crime & Disorder Scrutiny - Safer Swansea Partnership	Joint Chairs of Safer Swansea Partnership	08-Jun	n/a
3	Education Performance Panel	15-Jun	ALN, Estyn inspection outcomes, new curriculum and work plan agreement	Education & Learning	26-Jun	n/a
4	Service Improvement & Finance Performance Panel	27-Jun	Road Repairs	Environment & Infrastructure	10-Jul	n/a
5	Partnersiaeth Scrutiny Councillor Group	19-Jun	Regional Education Scrutiny	Education & Learning	10-Jul	n/a
6	Child & Family Services Performance Panel	20-Jun	Performance Monitoring; Regional Adoption Service	Care Services	12-Jul	n/a
7	Adult Services Performance Panel	28-Jun	Performance Monitoring; CIW Care Home Inspections	Care Services	19-Jul	n/a
8	Committee	18-Jul	Pre-decision Scrutiny - FPR7 Redevelopment of 277-278 Oxford Street - Community Hub Project	Joint Corporate Services & Performance and Culture, Human Rights & Equalities	19-Jul	n/a
9	Education Performance Panel	13-Jul	School Attendance and School Exclusions	Education & Learning	24-Jul	04-Aug

10	Development & Regeneration Performance Panel	11-Jul	Swansea Arena and Regeneration Monitoring Report	Investment, Regeneration, Events & Tourism	26-Jul	n/a
11	Child & Family Services Performance Panel	02-Aug	Annual wellbeing report; Residential Care Services	Care Services	29-Aug	n/a
12	Adult Services Performance Panel	07-Aug	WAO Report 'Together We Can'; Tackling Poverty Grants Impact Report; Direct Payments Case Studies		29-Aug	n/a
13	Education Performance Panel	14-Sep	Looked after children education support and 10 education recommendations as referred by previous CDC	Education & Learning	26-Sep	n/a
14	Service Improvement, Regeneration & Finance Performance Panel	05-Sep	Revenue and HRA Outturns 22-23	Economy, Finance & Strategy (Leader)	28-Sep	n/a
15	Service Improvement, Regeneration & Finance Performance Panel	05-Sep	Annual Performance Monitoring Report and Annual Review of Performance 22/23	Corporate Services & Performance	28-Sep	n/a
16	Service Improvement, Regeneration & Finance Performance Panel	05-Sep	Copr Bay	Investment, Regeneration, Events & Tourism	28-Sep	n/a
17	Adult Services Performance Panel	05-Sep	Performance Monitoring; WAO Report 'A Missed Opportunity'	Care Services	02-Oct	n/a
18	Child & Family Services Performance Panel	13-Sep	Presentation by Young Carers; Adolescent Strategy	Care Services	02-Oct	24-Oct

19	Service Improvement, Regeneration & Finance Performance Panel	26-Sep	Q1 Performance Monitoring Report	Corporate Services & Performance	19-Oct	n/a
20	Service Improvement, Regeneration & Finance Performance Panel	26-Sep	Capital Outturn and Financing 22/23	Economy, Finance & Strategy (Leader)	19-Oct	n/a
21	Committee	18-Oct	Pre-decision Scrutiny - Oracle Project Closure Process and Transition to New Operating System	Service Transformation	19-Oct	n/a
22	Climate Change & Nature Performance Panel	03-Oct	Water Quality; Planning Enforcement: Nature and Biodiversity	Corporate Services & Performance	26-Oct	15-Nov
23	Education Performance Panel	19-Oct	Gorseinon Primary School looking at School Development Plan	Education & Learning	31-Oct	n/a
24	Committee	19-Sep	Active Travel	Environment & Infrastructure	26-Oct	n/a
25	Inquiry Panel	24-Oct	Procurement Impact / Follow up on progress	Corporate Services & Performance	31-Oct	n/a
26	Service Improvement, Regeneration & Finance Performance Panel	17-Oct	Welsh Public Library Standards Annual Report	Culture, Human Rights & Equalities	31-Oct	20-Nov
27	Service Improvement, Regeneration & Finance Performance Panel	17-Oct	Audit Wales Report - Setting Well-being Objectives	Corporate Services & Performance	31-Oct	n/a
28	Committee	17-Oct	Scrutiny of Swansea Public Services Board	Chair of Public Services Board	09-Nov	n/a
29	Child & Family Services Performance Panel	24-Oct	Regional Safeguarding Board, Service Quality Unit, Commissioning	Care Services	14-Nov	n/a

30	Partneriaeth Scrutiny Councillor Group	23-Oct	Priority 2, risk profile and Curriculum for Wales	Education & Learning	15-Nov	n/a
31	Adult Services Performance Panel	31-Oct	Director's Annual Report; Deprivation of Liberty Safeguards	Care Services	27-Nov	19-Dec
32	Service Improvement, Regeneration & Finance Performance Panel	14-Nov	Q1 Budget Monitoring Report	Economy, Finance & Strategy (Leader)	04-Dec	n/a
33	Service Improvement & Finance Performance Panel	14-Nov	Skyline and Copr Bay	Investment, Regeneration, Events & Tourism	04-Dec	n/a
34	Committee	14-Nov	Children & Young People's Rights Scheme Progress Report 2021-23	Community (Support)	06-Dec	n/a
35	Committee	14-Nov	Annual Report – Corporate Safeguarding 2022/23	Care Services	06-Dec	n/a
36	Committee	14-Nov	Follow Up - Bus Services Working Group	Environment & Infrastructure	07-Dec	n/a
37	Working Group	22-Nov	Public Rights of Way	Environment & Infrastructure	07-Dec	03-Jan
38	Education Performance Panel	23-Nov	School Improvement, reducing disadvantage and cookery in school	Education & Learning	12-Dec	n/a
39	Climate Change & Nature Performance Panel	28-Nov	Environmental Tourism	Investment, Regeneration, Events & Tourism	14-Dec	03-Jan
40	Child & Family Services Performance Panel	05-Dec	Performance Monitoring; Improvement Programme; CMET	Care Services	21-Dec	04-Jan
41	Adult Services Performance Panel	12-Dec	Performance Monitoring; Dementia Care	Care Services	02-Jan	02-Feb

42	Education Performance Panel	14-Dec	Education Performance and Q&A with Cabinet Member	Education & Learning	04-Jan	n/a
43	Service Improvement, Regeneration & Finance Performance Panel	12-Dec	Audit Wales Report - digital transformation	Service Transformation	18-Jan	n/a
44	Service Improvement, Regeneration & Finance Performance Panel	12-Dec	Review of Revenue Reserves and the Mid Term Budget Statement 2023/24.	Economy, Finance & Strategy (Leader)	18-Jan	n/a
45	Service Improvement, Regeneration & Finance Performance Panel	12-Dec	Recycling and Landfill Annual Performance Monitoring Report	Community (Services)	18-Jan	27-Feb
46	Education Performance Panel	18-Jan	North Gower Partnership cluster of school - curriculum for Wales	Education & Learning	31-Jan	n/a
47	Service Improvement, Regeneration & Finance Performance Panel	16-Jan	Budget Proposals and the Q2 Revenue and Capital Budget Monitoring Report	Economy, Finance & Strategy (Leader)	01-Feb	n/a
48	Service Improvement, Regeneration & Finance Performance Panel	16-Jan	Q2 Performance Monitoring Report 2023/24	Corporate Services & Performance	01-Feb	n/a
49	Service Improvement, Regeneration & Finance Performance Panel	16-Jan	Tourism Destination Management Plan.	Investment, Regeneration, Events & Tourism	01-Feb	n/a
50	Committee	19-Dec	Tackling Poverty & Enabling Communities	Wellbeing	02-Feb	n/a
51	Committee	19-Dec	Support for Business	Investment, Regeneration, Events & Tourism	05-Feb	n/a
52	Child & Family Services Performance Panel	23-Jan	CAMHS; Corporate Parenting Board	Care Services	08-Feb	n/a

53	Service Improvement, Regeneration & Finance Performance Panel	13-Feb	Pre decision scrutiny - annual budget	Economy, Finance & Strategy (Leader)	14-Feb	12-Mar
54	Climate Change & Nature Performance Panel	30-Jan	Public EV Charging Provision	Service Transformation	19-Feb	n/a
55	Committee	13-Feb	Call In - Customer Charter & Service Standards Framework	Service Transformation	20-Feb	07-Mar
56	Committee	16-Jan	Leader Q & A Session	Economy, Finance & Strategy (Leader)	26-Feb	19-Mar
57	Education Performance Panel	19-Feb	School Amalgamation Special Schools	Education & Learning	26-Feb	n/a
58	Committee	16-Jan	Follow Up - Road Safety Working Group	Environment & Infrastructure	28-Feb	20-Mar
59	Adult Services Performance Panel	30-Jan	Local Area Coordination	Community (Support)	01-Mar	22-Mar
60	Adult Services Performance Panel	30-Jan	Adult Services Transformation Programme	Care Services	01-Mar	n/a
61	Committee	13-Feb	Workforce Strategy	Corporate Services & Performance	01-Mar	n/a
62	Education Performance Panel	22-Feb	Clydach Primary School - School Improvement Plan	Education & Learning	07-Mar	n/a
63	Working Group	23-Feb	Customer Contact	Service Transformation	07-Mar	
64	Partneriaeth Scrutiny Councillor Group	26-Feb	Financial affairs, risk management and governance arrangements	Education & Learning	25-Mar	n/a
65	Service Improvement, Regeneration & Finance Performance Panel	12-Mar	Achievements against policies / priorities etc and 71-72 The Kingsway	Investment, Regeneration, Events & Tourism	28-Mar	

66	Child & Family Services Performance Panel	12-Mar	SS Complaints Annual Report; Youth Offending Service; Performance Monitoring	Care Services	08-Apr	n/a
67	Committee	19-Mar	Annual Complaints & Compliments Report 2022/23	Service Transformation	09-Apr	n/a
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**To/
Councillor Rob Stewart
Cabinet Member for Economy,
Finance & Strategy (Leader)**

BY EMAIL

cc: Cabinet Members

*Please ask for:
Gofynnwch am:*

*Direct Line:
Llinell Uniongyrochol:*

*e-Mail
e-Bost:*

*Our Ref
Ein Cyf:*

*Your Ref
Eich Cyf:*

*Date
Dyddiad:*

Scrutiny

01792 637257

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SPC/2023-24/10

26 February 2024

Summary: This is a letter from the Scrutiny Programme Committee to the Cabinet Member following the meeting of the Committee on 16 January 2024. It reflects on the Q & A Session on the Leader's portfolio responsibilities as Cabinet Member for Economy, Finance & Strategy. A formal written response is required by 18 March 2024.

Dear Councillor Stewart,

Question & Answer Session

Thank you for attending the Scrutiny Programme Committee on 16 January 2024 and answering questions on your work as Leader and Cabinet Member for Economy, Finance & Strategy.

The Q & A session gave us an opportunity to explore priorities and achievements in relation to your areas of responsibility. We appreciate you providing a written paper in support of your appearance at the meeting, which focused on the key headlines and issues of interest and concern to the Committee. Your report focused on three key areas of significance: Financial Strategy, Recovery & Transformation, and Progress on Major Projects.

This letter reflects on what we gained from the information presented, questions, and discussion.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU
SWANSEA COUNCIL / CYNGOR ABERTAWE
GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE
www.swansea.gov.uk / www.abertawe.gov.uk

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

Committee Views, including any outstanding issues / actions:

Copr Bay

You reported that the Council appointed Willmott Dixon in September 2023 as the new contractor for Copr Bay following the original contractor for the Copr Bay scheme (Buckingham Group Ltd) going into administration. We asked for an update on the unfinished / outstanding work, including more specific timescale as you reported it would be completed 'as soon as possible'. We asked in particular about the situation with the North Car Park. We noted that the St David's multi-storey car park would remain open until the new car park is operational. You explained that a survey has been undertaken to establish the works required, and prioritisation, in order to agree a completion plan with Willmott Dixon, with the aim of completing works before the end of this summer.

You also reported that talks to build a new hotel next to the arena are also ongoing. In another recent Scrutiny meeting on Tourism we heard that there is a shortage of hotels in Swansea, so this is a very important development. We asked for more information and the extent to which you were confident about the delivery of a hotel on the site. You stated that the Council is seeking a development partner to build a quality hotel and occupier to operate it, and have been discussing this matter with the Welsh Government with the aim of securing support, as an important part of the coastline. We look forward to positive news on this development, hopefully this year.

Developments in the Pipeline

As some Projects are coming to completion, we asked you for a forward look to things we can expect to see happening during 2024, including any new schemes.

We heard that the focus would remain on completing the outstanding projects, for example: 71/72 Kingsway with construction earmarked for completion in the coming months; the Palace Theatre planned to open in 2025, with modern workspace for young and growing businesses; and the restoration of the Albert Hall which will be a mixed-use scheme with creative and commercial facilities.

You talked about further opportunities in relation to the revamp of Castle Square taking place this year, and the development of a Community Hub, which will be called Y Storfa expected to open by 2025, as well as significant interest the Council is seeing from the private sector. You referred to private schemes concerning the former Burtons block, former Mamma Mia's building on Princess Way, and the McDonald's building on the corner of Castle Square, expected to result in further improvement.

You also spoke about the second phase of Copr Bay and progress in relation to working with regeneration partners Urban Splash on preparatory designs for both the Swansea Central North and Civic Centre development sites. This included ambitions for an Aquarium, a National Contemporary Gallery for Wales, and a potential new Public Sector Hub for the Council and partners following the planned move away from the Civic Centre. You expected that plans will come forward this year.

You also referred to the Skyline project, which would be a major new leisure destination at Kilvey Hill, and is now subject of a planning application.

The regeneration and development activities are encouraging, and Scrutiny will continue to monitor progress.

Y Storfa – Community Hub on Oxford St

You reported that our main contractor for the scheme – Kier Group Plc – is continuing with the demolition phase of the development while designs for the interior layouts are at the final stage. New brand guidance has been developed for known and prospective tenants and a presentation of this progress will feature on the hoarding surrounds in the coming weeks.

You will be aware of concerns in previous meetings expressed about the Archives Service and we are aware that plans have been modified over the past year to ensure that it meets required standards for accreditation. You assured the Committee that the building would be a state of the art facility, in an accessible central location, and large enough to accommodate the Archives Service. You felt that it could attract other Archive collections and potentially see a larger Archives presence in the City Centre, within the building or nearby, which is encouraging. As a member of the West Glamorgan Archives Committee, I can concur that it is more confident about the future of the Archives Service.

Swansea Arena

Swansea Arena has now been open nearly two years. We discussed visitor numbers and how successful the operation, which is run by Ambassador Theatre Group (ATG), has been against the business plan.

Your reported that over 241,000 people enjoyed ticketed events, conferences, exhibitions, banquets, graduations and creative learning events at the arena up to March 2023, with over 183,000 tickets were sold for ticketed events there. Figures also show a 78.9% occupancy on ticketed shows for the 2022/2023 financial year, which exceeded a projection of 65% for the arena's first year of operation. You stated that Arena performance was ahead of its business plan, with more visitors than expected at this stage, which we were pleased to hear.

We know that that Arena is a multi-functional venue, with flexible space that can be tailored for different events, e.g. it can be rented out for graduation ceremonies, etc. **We queried the proportion of visitor numbers coming for conferences or similar events, where visitors have not necessarily had to purchase a ticket from ATG, compared to commercial performances where tickets are sold directly to customers. You undertook to provide us with an appropriate breakdown.**

City Centre Parking – Disabled Bay Provision

One of the Council's Policy Commitments is to commence a review of its disabled parking bay policy. Your most recent update to Council stated that a draft report is being prepared regarding the new policy, which will be taken to the relevant Service Transformation Committee. On this issue of disabled parking, we expressed concern which has been raised by residents, at the temporary loss of spaces currently being used as stores for developers working on site, e.g. on Park Street, and the impact this shortage is having on those wishing to visit the City Centre who need these spaces.

The Committee recommended you give consideration to this and look into possibly creating temporary additional spaces in the City Centre to mitigate things, for example on Pell Street and/or by the former Debenhams site.

You told the Committee that you were aware of the situation, and acknowledged that regeneration works can cause disruption. We heard that Highways officers have made visits to the City Centre to look at opportunities to relocate displaced disabled parking. Park Street, Pell Street and the rear of the Quadrant by the Mobility Hire were being examined to mitigate the loss of disabled parking spaces, looking at reconfiguring spaces to address the issue.

Biophilic Building

You reported that the 71/72 Kingsway development has helped attract major private sector investment into the area. This includes the innovative living building development led by Hacer Developments at Picton Yard that is also due for completion this year. We asked whether the development is still progressing as 'Picton Yard', in light of recent controversy about place names with links to Sir Thomas Picton. You told the Committee that a naming policy report was being submitted to Council to consider a formal mechanism for naming and re-naming. You stated that redevelopment brought opportunities to rebrand some areas of Swansea.

Blue Eden

You reported that land agreements are now in place between the Council with DST Innovations and Batri Ltd, and subject to planning approval, these agreements will lead to:

- The expansion of the Fabian Way park and ride site to create a green energy transport hub to potentially include a hydrogen manufacturing station for hydrogen-powered transport, electric vehicle charging points, and restaurants and flexible working areas.
- A new manufacturing facility on the former Morrissey site in SA1 to make high-tech batteries that would store the renewable energy generated by the project and for worldwide distribution.
- The expansion of approved solar farm plans at the former Tir John landfill site to create one of the UK's largest solar energy generating facilities.

We heard that DST Innovations is also continuing to make positive progress on all other elements of the overall project, include a tidal lagoon, a battery farm to store the renewable energy generated on site, a floating solar panel facility, an oceanic and climate change research centre, eco-homes anchored in the water, and a hyper-scale data centre. This is all very exciting.

The Committee noted that the plans were multi-faceted; a varied integrated energy project that was not solely about a Tidal Lagoon. Nevertheless, **we commented that given the time that any lagoon project utilising wave energy may take, ongoing advancements in energy technology will need to be considered that may shift current thinking with the need to be open to other innovative developments, that may avoid putting structures in the Bay if possible.**

Transformation Programme

We noted that Audit Wales provided feedback in October 2023 in relation to the Council's Transformation Programme. We followed up on the comment in the Audit Letter that 'in the initial meetings of the Transformation Delivery Board the challenge and scrutiny has largely been focused on process and not on outcomes and impact'. We acknowledged that overall feedback was positive about the Council's vision, and that this particular comment was made at a point in time. You assured the Committee that the Audit recommendations have been taken on board and the Transformation Delivery Board was focussed on outcomes and impact in relation to the delivery of the twelve programmes and priorities.

Other matters:

- A Committee Member took the opportunity to remind you about an outstanding response that was expected on EV Charging Points, arising from the last Council meeting (Councillor Questions), which you assured was being dealt with and would be circulated shortly.
- You were commended on the introduction of new software that has improved the way drainage surveys and mapping can be done. You were asked whether the Council's Drainage Teams were fully resourced, and confirmed that the service was fully staffed, and commented that there has been investment and an improvement in capacity and service, and paid thanks to their efforts in maintain our drainage system and dealing with emergencies, protecting the community from flooding.

Your Response

We hope that you find the contents of this letter useful and would welcome any comments on any of the issues raised within. Specifically, we would be grateful for your response to the following:

- **Information on the proportion of visitor numbers coming for conferences or similar events, where visitors have not necessarily had to purchase a ticket from ATG, compared to commercial performances where tickets are sold directly to customers; and**
- **Action taken or planned (including timescale) to address the concerns regarding disabled parking provision in the City Centre.**

Please provide response to these, and any other comments about our letter by 18 March 2024. We will then publish both letters in the agenda of the next available Committee meeting.

We will plan a further portfolio Q & A with you for around January 2025 at which we can follow up on the matters within this letter, as necessary.

Yours sincerely,



COUNCILLOR PETER BLACK

Chair, Scrutiny Programme Committee

✉ cllr.peter.black@swansea.gov.uk

Councillor Peter Black
Chair
Scrutiny Programme Committee

Please ask for: Councillor Rob Stewart
Direct Line: 01792 63 6366
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Our Ref: RS/JW
Your Ref:
Date: 19 March 2024

Dear Councillor Black

SCRUTINY PROGRAMME COMMITTEE 16 JANUARY 2024

Thank you for your letter of the 26 February 2024.

I respond to your two queries as follows.

- Information on the proportion of visitor numbers coming for conferences or similar events, where visitors have not necessarily had to purchase a ticket from ATG, compared to commercial performances where tickets are sold directly to customers.

Response

The Arena continues to attract good numbers of visitors for conferences and paid shows alike. Over the last year, around 65% of visitors through the doors were ticket holders for paid events. Visitors attending unpaid conferences and exhibitions made up the remaining visitor numbers.

- Action taken or planned (including timescale) to address the concerns regarding disabled parking provision in the City Centre.

Response

An additional 17 disabled parking spaces have been provided in Garden Street to assist in mitigating lost facility in Park Street East and West brought about by the City Centre development works. In addition, it is proposed to increase disabled parking provision in Pell Street and in the area to the rear of the old Debenhams store area. This work is currently ongoing and weather/resource dependent but should be completed before Easter.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Rob Stewart', written in a cursive style.

**Y CYNGHORYDD/COUNCILLOR ROB STEWART
ARWEINYDD/LEADER**



**To/
Councillor Andrew Stevens
Cabinet Member for Environment &
Infrastructure**

BY EMAIL

cc: Cabinet Members

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Gofynnwch am:*

*Direct Line:
Llinell Uniongyrochol:*

*e-Mail
e-Bost:*

*Our Ref
Ein Cyf:*

*Your Ref
Eich Cyf:*

*Date
Dyddiad:*

Scrutiny

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SPC/2023-24/12

28 February 2024

Summary: This is a letter from the Scrutiny Programme Committee to the Cabinet Member following the meeting of the Committee on 16 January 2024. It is about the follow up on the Road Safety Scrutiny Working Group. A formal written response is required by 20 March 2024.

Dear Councillor Stevens,

Follow up – Road Safety Scrutiny Working Group

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

At our Committee meeting in January, we followed up on the Road Safety Scrutiny Working Group, which originally met in December 2022. The Working Group had met to discuss issues including speed controls (signs, humps and cameras), the new 20mph limits, road conditions and partnership working. The Scrutiny Councillors involved in this activity highlighted:

- Concern that the Welsh Government Road Safety Grant had been held back for the 2nd year in a row due to the 20mph speed reduction scheme and the potential impact this would have.
- Asking you, as a member of the Go Safe Partnership, to appeal to the Partnership to be more proactive in the area of Gower Commons. You had agreed to work constructively with Go Safe to remove barriers limiting enforcement activity.

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- The need to increase signage and banners outside schools as a deterrent to remind drivers to drive and park safely around schools.
- The need for developments in the Kerbcraft Programme, suggesting a module on encouraging walking to school and general active travel whilst Welsh Government is reviewing the Programme.

Key issues for our follow up was progress on:

- Progress with 20mph implementation and its impact on road safety
- Update on issues with Road Safety Grant
- The Council's relationship with GoSafe and input – main focus over past year (any discussion regarding Gower Commons).
- Whether we have increased the use of Countdown Crossings.
- The success of new initiatives around schools, e.g., traffic restrictions trial in Pontarddulais; any developments that will help with measures, such as signage / banners, around schools to remind motorists about safety.
- Developments in the Kerbcraft programme.
- Experience of shared use paths – any more work on information, signage and guidance to encourage tolerant behaviour between cyclists and walkers, awareness of incidents, etc.

Thank you for providing a report on progress since the Working Group, including update on the issues raised by the Working Group and actions taken, as well as updating on progress with the introduction of the new 20mph default limit. The Road Safety Manager, Alan Ferris, took the Committee through the report highlighting certain aspects, including the Council's success in reducing the level and intensity of accidents and injury. It was reported that since 2010 there has been a significant improvement in the road safety record in the Swansea area. Analysis shows that in 2022 Swansea saw a reduction in the numbers of collisions resulting in death or serious injury of 59% from the baseline data from 2010. This reduction is even greater on those collisions classified as slight with a 79% reduction recorded. Welsh Governments target was to achieve a 20% reduction in both sets of figures. These figures are very impressive.

We thank Alan and other lead officers for attending the meeting along with yourself to answer questions.

Committee Views, including any outstanding issues / actions:

20mph Implementation

Thank you for updating the Committee on the implementation of the 20mph default speed limit. We recognised that highways staff have faced additional workload pressures with its implementation, requiring extensive work to signage and posts across the whole of the City and County. You reported that works will continue on these programmes of work for the remainder of the financial year and will expand to include the removal of all repeater signs and

roundels which show 20mph. It is envisaged that all works will be completed by 31 March 2024 as required by the Welsh Government grant conditions.

Having been introduced in September 2023, we noted from your report that the Council have received a limited number of queries on roads which residents believe should be returned to 30mph, however the roads identified for exemption accord with the guidance provided by Welsh Government, and you reported that it is not proposed to look at individual exemptions at this time.

It was also highlighted that it was not intended to remove existing traffic calming schemes in light of the reduction in the default limit. However, where road resurfacing on traffic calmed roads required the removal of traffic calming consideration may be given on whether they should be reinstalled. For example, we noted there was local support for the permanent removal of speed humps on Cecil Road in Gowerton.

On the impact, you reported that a number of speed surveys were undertaken in advance of the 17 September introduction and these surveys will be repeated once all signage works have been completed. However, it was stressed that locally it may take up to three years to get a clear understanding of how change in speed limit has impacted on the network of roads in the wider Swansea area, in terms of collision and casualty reduction.

Safety Around Schools

Traffic around schools remains an issue of concern. We asked about current / future School Crossing Patrol provision, as a topic of concern for Councillors. We heard that the Council remains committed to School Crossing Patrols and noted that whilst there were no discontinued patrols, challenges existed with regard to recruitment. **Could you confirm how many vacancies there are, both in number and as a percentage of the total number of patrols, and tell us about the approaches taken to promote and encourage interest?**

We were disappointed to hear that there has been no progress in increasing signage and banners outside schools on road safety. We noted that this aspect depended on external financial support – and the arrangement with a major local employer has expired. We understand that workload has meant this has not been a matter of top priority over the past year. **We would reassert the Working Group's recommendation and hope that you can make progress in finding the support necessary during 2024.**

We followed up on any developments in the Kerbcraft Education Programme. The Committee had some concern around national cuts to PCSO budgets which may impact as we understand they are involved in much of the training in schools. You acknowledged that the Kerbcraft Programme required updating and representations had been made to the Welsh Government, as it was a national programme so any changes would need to be made by it.

Your report stated that in the current Programme it is aimed to provide road safety training to 1500 year 2 children, around 60% of the total number of children in the county. You clarified for the Committee that 50 out of the 74 (just over two-thirds) Primary Schools participated in the Programme, with parents encouraged to be involved via the website and literature provided to children to take home. We acknowledged that that size of the Welsh Government grant does, however, impact on the provision of the programme.

We noted that whilst outline details of road safety programmes are currently included on the Council's webpages, officers are exploring the potential to broaden this information to enable parents to continue with their child's development once the training programmes have been completed.

Active Travel

The introduction of Shared Use Paths is becoming increasingly widespread as the network of Active Travel routes develops and expands across the county. Your report stated that incidents are relatively few but are focused on route sections which carry high volumes of traffic, such as the foreshore link. To assist in addressing this the Council promotes 'share with care' and have added signing to key routes around the city to encourage people to use paths in a way which is safe for everyone.

Committee members raised some issues with safety on Shared Use Paths, indicating that the provision of signage could be improved. The concern was around signage that has faded or otherwise not clear, obscured or been moved out of position, and you were asked whether there is planned maintenance programme to address this. There was reference to prominent signage in other Council areas, for example asking cyclists to be mindful of pedestrians. It was stressed to the Committee that Councillors should always direct issues to the Highways Help Desk, as work would be led by reports coming in, as opposed to officers routinely inspecting the entire network for such issues given limited resources.

It was pointed out to the Committee that all Shared Path users had a responsibility to be safe – it was everyone's responsibility not just cyclists. We acknowledged that some people would disregard signage even if it is prominently placed along Shared Use Paths. **Nevertheless, because of the speed differential we felt it was important that cyclists are reminded to be mindful of those walking, and welcome periodic communication around this.** We want to encourage the use of Shared Paths / Active Travel routes, and it will depend on people having a good experience. We were reassured that the Council does monitor the safety of routes / paths and will not hesitate to make changes based on evidence gathered.

We also asked about the extent of coordination between planning, design and delivery of Active Travel Routes and the Road Safety Team. We were assured that whilst challenges exist in terms of balancing different considerations, both services are integrated and work closely together to ensure any safety issues are raised regarding Active Travel routes. This includes both structured meetings and day-to-day discussions.

Some members commented generally on issues with Active Travel routes in their local areas, including usage.

Road Safety Grant

The Committee was concerned that the loss of Grant has impacted on potential projects that otherwise may have been progressed. We heard that it was difficult to quantify the impacts from the loss of Road Safety Grant. We were told that the impact has been clouded by the change in the default speed limit, and furthermore Swansea has been relatively successful with Road Safety Grants which makes it a challenge to secure further funding, as it is becoming more difficult to identify problem areas and make a case for funding. We noted that road safety measures can take years to evaluate with appropriate data.

Your Response

We thank all concerned for the informative report and discussion, and thanks to the Road Safety Team for their work, which now concludes our formal follow up of the Road Safety Scrutiny Working Group.

We hope that you find the contents of this letter helpful and would welcome any comments on any of the issues raised within. Specifically, we would be grateful for your response to the following:

- **The number of School Crossing Patrol vacancies, including percentage of the total number of patrols, and approaches taken to promote and encourage interest.**
- **What you will be doing on this issue of increasing signage and banners outside schools on road safety.**
- **Ensuring that cyclists are reminded to be mindful of those walking on Shared Use Paths.**

Please provide response to these, and any other comments about our letter by 20 March 2024. We will then publish both letters in the agenda of the next available Committee meeting.

Yours sincerely,

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

COUNCILLOR PETER BLACK
Chair, Scrutiny Programme Committee
✉ cllr.peter.black@swansea.gov.uk

Councillor P. Black
Chair, Scrutiny Programme Committee

(Sent by Email)

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Please ask for: Councillor Andrew Stevens

Direct Line: 01792 63 7428

E-Mail: cllr.andrew.stevens@swansea.gov.uk

Our Ref: AS/JG

Your Ref:

Date: 20 March 2024

Dear Cllr. Black,

Re: Follow up – Road Safety Scrutiny Working Group.

Thank you for the interest that you and the Scrutiny Working Group have shown in the progress of the implementation of the 20mph default speed limit and other road safety and road safety education issues.

I note your Working Groups concerns in relation to the number of vacant School Crossing Patrol sites. The Council is fully committed to the continuation of the service and continue to operate it at 46 registered sites. However, recruitment of vacant posts remains an issue and there are currently 12 of the 46 posts unfilled. To fill these the Council have had a rolling advert on the website, and it is proposed that this continues going forward. Officers also work with the Head Teachers at each of the schools impacted to seek interest from any parents/grandparents who may be interested in the role.

In relation to school banners, as noted in the report, the road safety team have not been able to prioritise renegotiation of a deal to update/renew our banners. It is the intention to pick up on this in conjunction in the new financial year. In the meantime, efforts will be made to utilise existing materials to support key road safety messaging around school entrances.

Finally, officers will continue to be mindful of the needs to integrate different road users safely through the design process on new facility. However, it is recognised that there is concern over some existing infrastructure and continued efforts will be made to remind users of their responsibilities to use the facility safely and be mindful of other users.

I trust that this additional information is sufficient and provides reassurance that those specific areas of concern to the Working Group are being appropriately addressed.

Yours sincerely



Councillor Andrew Stevens
Aelod Cabinet dros yr Amgylchedd ac Isadeiledd
Cabinet Member for Environment & Infrastructure



**To/
Councillor Andrea Lewis
Cabinet Member for Service
Transformation (Deputy Leader)**

BY EMAIL

cc: Cabinet Members

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Llinell Uniongyrochol:*

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*Your Ref
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Scrutiny

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SPC/2023-24/14

09 April 2024

Summary: This is a letter from the Scrutiny Programme Committee to the Cabinet Member following the meeting of the Committee on 19 March 2024. It is about the Council's Annual Complaints & Compliments Report 2022/23. A formal written response is not required.

Dear Councillor Lewis,

Scrutiny of Annual Complaints & Compliments Report 2022/23

We are writing to you following our Scrutiny session on the Annual Complaints & Compliments Annual Report covering the period April 2022 – March 2023. The session enabled the Committee to ask questions on the Council's performance in relation to complaint handling and learning from complaints to inform improvement to services, practice, and processes. We thank you for attending the meeting and lead officer Sarah Lackenby, Head of Digital & Customer Services, for assisting the Committee.

Previously the Annual Report was reported to the Service Improvement & Finance Scrutiny Performance Panel, however following a tweak to Scrutiny arrangements this and future Annual Reports will be considered by the Committee instead. However, as there are separate reports for Corporate Complaints and Social Services, the report covering Social Services was discussed by our Social Services Scrutiny Performance Panels, so the Committee was able to focus on the Corporate Complaints report. Each report outlined processes, highlighted complaints, comments and compliments received from the public, along with key performance indicators, as well as

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complaints that were referred to the Public Services Ombudsman for Wales (PSOW).

We are aware that the Annual Reports are also presented to the Governance & Audit Committee as it has a responsibility to consider the Authority's ability to handle complaints effectively, so assurance is provided to it on the complaints handling process. We noted that the Complaints reports had a new format in response to a request from the Governance & Audit Committee.

The Corporate Complaints report provided some overall complaints figures and then gave a helpful breakdown by service area. Overall, the Committee noted an increase in the number of Stage 1 (1540) and Stage 2 (179) complaints on last year, including the number justified – with significant numbers relating to Corporate Building & Property Services, Highways & Transportation, Housing & Public Protection, and Waste Management & Parks. It was felt that this was in line with public interactions increasing post-Covid. That said, each of these service areas are also shown to receive the most positive comments and compliments, from among the 200 that were logged by the Council. There were also more referrals to the PSOW (94). Of the 99 complaints closed during 2022-23, of which 10% resulted in a voluntary settlement to resolve. It was clarified that the discrepancy in these figures (94 cases referred; 99 closed) related to some Ombudsman cases carried over from previous years.

It was highlighted to the Committee that the number of complaints received by the Council was a very small percentage of the vast number of interactions with citizens each year, and many of the complaints are resolved by the service department and do not proceed to Stage 2. For example, you told us the Corporate Building Services carried out 70,000 repairs during 2022-23 and received 380 complaints – representing a very small percentage of work done. However, the report stated that the Council recognises that complaints were a valuable resource, helping the Council to understand the needs and concerns of members of the public and to improve services and processes. You reported that all complaints were taken very seriously and provide valuable customer insight. The report also highlighted the positive comments that the Council had received, so provides a more balanced picture recognising the good work being done across the Council.

It was also noted that an internal audit of Complaints began at the end of 2022-23 and concluded in 2023-24 with the overall assurance level of substantial.

It was a very helpful and useful session, and this letter reflects on what we learnt from the information presented, questions, and discussion. It shares the views of the Committee and highlights any outstanding issues / actions for your response but, **overall, the Committee had no significant issues arising from the annual report.**

Breakdown of Complaints

Looking at the number of complaints received, it is acknowledged that Corporate Building & Property Services, Highways & Transportation, Housing & Public Protection, and Waste Management & Parks are the Council's main frontline service areas. However we can see that many complaints were not upheld. It could be the case that some complaints relate to issues or circumstances beyond the control of that service. The Committee was told that there would be various reasons for complaints not being upheld, but would include issues or circumstances being beyond the Council's control that may have caused disruption, e.g. vehicle breakdown, flooding; or complaints against parking tickets where there is a specific legal process to follow, etc.

Process for Registering Complaints & Compliments

We had a discussion around the processes for registering complaints and compliments and noted that majority are made online, however there were other methods for the public to get in touch. **We would like to see future reports providing information on the source of how these complaints and compliments have come in, e.g. whether online, email, letter, etc.**

You pointed out that the annual report reflected on complaints and compliments from members of the public, however with their permission councillors and officers can pass these on to the relevant Head of Service / Complaints Team for recording. There was also a discussion around the logging of compliments, to ensure that positive feedback / comments received from the public via councillors or officers are not missed. We noted that a new complaints system was introduced in June 2023 which has improved complaints handling, and the plan was to put all the compliments through that system as well so that everything is streamlined for the next year.

Reporting Timescales

The 2022-23 report covers the year up to the end of March 2023, so this is data which is a year old. **We felt this could be improved upon to ensure more timely discussion.** We were advised that the compilation of information can take several months but every effort would be made to ensure annual reporting on Complaints and Compliments can be made available earlier. We noted that the Council receives the Ombudsman's Annual Letter in September / October, so you told us you would aim to finalise the next report soon after receipt. That would be very helpful.

Your Response

We hope that you find the contents of this letter helpful and would welcome comments on any of the issues raised within; however, we do not expect you to provide a formal response, but we will follow up on the letter when we discuss the next annual report.

We look forward to seeing the Annual Report for 2023/24, which we can hopefully schedule during 2024.

Yours sincerely,

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

COUNCILLOR PETER BLACK

Chair, Scrutiny Programme Committee

✉ cllr.peter.black@swansea.gov.uk



Scrutiny Programme Committee – 16 April 2024

Date and Time of Upcoming Scrutiny Panel / Working Group / Regional Meetings

a) 18 April at 4.00pm – Education Performance Panel

- Religion, Values and Ethics Education
- Hearing the Voices of Children and Young People
- Education Other Than At School services (EOTAS) Annual Update

b) 22 April at 4.30pm – Community Assets Inquiry Panel

- Evidence Gathering Session: Community Asset Transfer - Cultural Services

c) 1 May at 4.00pm – Child & Family Services Performance Panel

- Delivery of Corporate Priorities / Policy Commitments in relation to Child and Family Services
- CIW Inspection Report on Ty Nant
- Panel End of Year Review 2023/24

d) 7 May at 10.00am – Service Improvement, Regeneration & Finance Performance Panel

- Planning Annual Performance Report
- City Centre Retail
- Audit Wales report “Springing Forward” - Workforce
- Panel End of Year Review 2023/24

e) 7 May at 4.00pm – Adult Services Performance Panel

- Briefing on Llais
- Update on how Council’s Policy Commitments translate to Adult Services
- Update on Adult Services Transformation and Improvement Programme – including progress on Reviews
- Panel End of Year Review 2023/24

f) 9 May at 4.00pm – Education Performance Panel

- Quality in Education (QEd) / Sustainable Communities for Learning Update
- Swansea Skills Partnership Annual Update
- Education Scrutiny End of Year Review 2023/24

g) 13 May at 2.00pm – Scrutiny Working Group

- Community Growing

h) 14 May at 10.00am – Climate Change & Nature Performance Panel

- Climate Change Update
- Nature and Biodiversity Update
- Achievement against Corporate Priorities / Objectives / Policy Commitments
- Panel End of Year Review 2023/24

i) 14 May at 4.00pm – Scrutiny Programme Committee

- Scrutiny of Swansea Public Services Board
- Welsh Language Standards Annual Report 2023/24
- Committee End of Year Review 2023/24

**j) 16 May at 10.00am – South West Wales Corporate Joint Committee
Overview & Scrutiny Sub-Committee (managed by Neath Port Talbot Council)**

- Agenda item(s) tbc

k) 20 May at 4.30pm – Community Assets Inquiry Panel

- Evidence Gathering Session:
 - Inquiry Call for Evidence – Responses
 - Research Findings – Practice Elsewhere

Swansea Scrutiny Meetings are multi-location meetings, held in the Lilian Hopkin Room, Guildhall as well as accessed remotely via MS Teams, unless otherwise stated.