

## **GWŶS Y CYNGOR**

**Rydych dan wŷs trwy hyn i ddod i gyfarfod CYNGOR DINAS A SIR ABERTAWWE i'w gynnal yn Siambr y Cyngor, Canolfan Ddinesig, Abertawe Dydd Iau, 22 Hydref 2015 am 5.00 pm**

Cynigir trafod y materion canlynol:

- 1. Ymddiheuriadau am absenoldeb.**
- 2. Datgeliadau o fuddiannau personol a rhagfarnol.** **1 - 2**
- 3. Cofnodion.** **3 - 9**  
Cymeradwyo a llofnodi, fel cofnod cywir, gofnodion Cyfarfod Cyffredin y Cyngor a gynhaliwyd ar 24 Medi 2015.
- 4. Cyhoeddiadau'r Aelod Llywyddol.**
- 5. Cyhoeddiadau Arweinydd y Cyngor.**
- 6. Cwestiynau gan y Cyhoedd.**  
Rhaid i'r cwestiynau ymwneud â materion ar ran agored agenda'r cyfarfod, ac ymdrinnir â hwy o fewn 10 munud.
- 7. Cyflwyniad - Pwyllgor Ffoaduriaid Syria yn Abertawe.**
- 8. Cyflwyniad Cyhoeddus -**  
**Adroddiad Prif Swyddog y Gwasanaethau Cymdeithasol.**
- 9. Adroddiad Blynyddol Prif Swyddog y Gwasanaethau Cymdeithasol 2014/15.** **10 - 70**  
**Adroddiad Swyddog Adran 151.**
- 10. Datganiad Cyllideb Canol Tymor 2015/16.** **71 - 104**  
**Adroddiad Aelod y Cabinet dros Gymunedau a Thai.**
- 11. Strategaeth Tai Lleol 2015-2020.** **105 - 205**  
**Adroddiad Aelod y Cabinet dros Drawsnewid a Pherfformiad.**
- 12. Aelodaeth Pwyllgorau.** **206 - 207**  
**Adroddiad ar y cyd y Llywydd, y Swyddog Monitro a Phennaeth y Gwasanaethau Democrataidd.**
- 13. Newidiadau i'r Cyfansoddiad.** **208 - 210**
- 14. Cwestiynau gan y Cynghorwyr.** **211 - 214**

**Adroddiad Cadeirydd Pwyllgor y Rhaglen Graffu.**

- 15. Adroddiadau Craffu - Adroddiad Effaith Chwarterol. 215 - 220**

**Adroddiadau Er Gwybodaeth. (Dim Trafodaeth)**

- 16. Ymatebion ysgrifenedig i gwestiynau a ofynnwyd yng nghyfarfod cyffredinol diwethaf y Cyngor. 221 - 226**

- 17. Adroddiad Blynyddol y Gwasanaethau Democrataidd. 227 - 239**

- 18. Rhybudd o Gynnig: Cyngorwyr M. C. Child, R. C. Stewart, J. A. Raynor, J. E. C. Harris, C. Richards, A. S. Lewis, C. E. Lloyd, D. H. Hopkins, R. Francis-Davies, W. Evans.**

Mae'r cyngor hwn yn galw ar Lywodraeth Cymru i gyflwyno isafswm pris uned o alcohol, gan ddechrau gyda 50c yr uned, gan y bydd hyn yn cael effaith sylweddol ar leihau niwed sy'n gysylltiedig ag alcohol. Bydd hefyd yn unol â'r hyn sydd wedi digwydd yn yr Alban lle mae deddfwriaeth eisoes wedi cael ei chymeradwyo. Byddai lleiafswm prisiau yn golygu y byddai gwaelodlin brisiau am alcohol, ac ni fyddai hawl gan bobl ei werthu'n rhatach. Byddai hyn yn targedu diodydd alcoholig cryf a gaiff eu gwerthu am brisiau rhad - diodydd a gaiff eu hyfed gan yfwyr mawr, yn ogystal ag yfwyr ifanc. Ychydig o effaith fydd y lleiafswm prisiau'n ei chael ar yfwyr cymedrol. Mae niwed sy'n gysylltiedig ag alcohol yn parhau i fod yn un o'r problemau iechyd mwyaf sy'n wynebu'r DU, gyda thros 10 miliwn o oedolion yn yfed mwy na'r canllawiau argymelledig. Mae alcohol yn cyfrannu at 60 o glefydau gwahanol ac mae ei yfed yn ormodol yn un o brif achosion marwolaethau cynamserol yn y DU. Mae'n costio £3.5 miliwn i'r GIG ac mae trosedd sy'n gysylltiedig ag alcohol yn costio oddeutu £11 biliwn y flwyddyn. Mae oddeutu 2.6 miliwn o blant yn y DU yn byw gyda rhieni sy'n yfed symiau peryglus, gyda dros 700,000 yn byw gyda phobl sy'n ddibynnol ar alcohol. Mae cyswllt clir rhwng pris alcohol a'r lefel o niwed sy'n gysylltiedig ag alcohol, felly mae'n amlwg mai'r ffordd fwyaf effeithiol o leihau niwed yw drwy reoli prisiau ac argaeledd.

**Dyddiad ac amser y cyfarfod nesaf.**

Dydd Iau 26 Tachwedd 2015 - 5pm.



Patrick Arran  
Pennaeth Gwasanaethau Cyfreithiol a Democrataidd  
Canolfan Ddinesig  
Abertawe

**Dydd Mawrth, 13 Hydref 2015**

**I: Bob Aelod o'r Cyngor**

## Disclosures of Interest

To receive Disclosures of Interest from Councillors and Officers

### Councillors

**Councillors Interests are made** in accordance with the provisions of the Code of Conduct adopted by the City and County of Swansea. You must disclose orally to the meeting the existence and nature of that interest.

**NOTE:** You are requested to identify the Agenda Item / Minute No. / Planning Application No. and Subject Matter to which that interest relates and to enter all declared interests on the sheet provided for that purpose at the meeting.

1. If you have a **Personal Interest** as set out in **Paragraph 10** of the Code, you **MAY STAY, SPEAK AND VOTE** unless it is also a Prejudicial Interest.
2. If you have a Personal Interest which is also a **Prejudicial Interest** as set out in **Paragraph 12** of the Code, then subject to point 3 below, you **MUST WITHDRAW** from the meeting (unless you have obtained a dispensation from the Authority's Standards Committee)
3. Where you have a Prejudicial Interest you may attend the meeting but only for the purpose of making representations, answering questions or giving evidence relating to the business, **provided** that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise. In such a case, you **must withdraw from the meeting immediately after the period for making representations, answering questions, or giving evidence relating to the business has ended**, and in any event before further consideration of the business begins, whether or not the public are allowed to remain in attendance for such consideration (**Paragraph 14** of the Code).
4. Where you have agreement from the Monitoring Officer that the information relating to your Personal Interest is **sensitive information**, as set out in **Paragraph 16** of the Code of Conduct, your obligation to disclose such information is replaced with an obligation to disclose the existence of a personal interest and to confirm that the Monitoring Officer has agreed that the nature of such personal interest is sensitive information.
5. If you are relying on a **grant of a dispensation** by the Standards Committee, you must, before the matter is under consideration:
  - i) Disclose orally both the interest concerned and the existence of the dispensation; and
  - ii) Before or immediately after the close of the meeting give written notification to the Authority containing:

- a) Details of the prejudicial interest;
- b) Details of the business to which the prejudicial interest relates;
- c) Details of, and the date on which, the dispensation was granted; and
- d) Your signature

## **Officers**

### **Financial Interests**

1. If an Officer has a financial interest in any matter which arises for decision at any meeting to which the Officer is reporting or at which the Officer is in attendance involving any member of the Council and /or any third party the Officer shall declare an interest in that matter and take no part in the consideration or determination of the matter and shall withdraw from the meeting while that matter is considered. Any such declaration made in a meeting of a constitutional body shall be recorded in the minutes of that meeting. No Officer shall make a report to a meeting for a decision to be made on any matter in which s/he has a financial interest.
2. A "financial interest" is defined as any interest affecting the financial position of the Officer, either to his/her benefit or to his/her detriment. It also includes an interest on the same basis for any member of the Officers family or a close friend and any company firm or business from which an Officer or a member of his/her family receives any remuneration. There is no financial interest for an Officer where a decision on a report affects all of the Officers of the Council or all of the officers in a Department or Service.

## CITY AND COUNTY OF SWANSEA

### MINUTES OF THE COUNCIL

HELD AT COUNCIL CHAMBER, CIVIC CENTRE, SWANSEA ON  
THURSDAY, 24 SEPTEMBER 2015 AT 5.00 PM

**PRESENT:** Councillor D W W Thomas (Presiding Member) Presided

<b>Councillor(s)</b>	<b>Councillor(s)</b>	<b>Councillor(s)</b>
C Anderson	F M Gordon	P N May
P M Black	J A Hale	P M Meara
M C Child	J E C Harris	D Phillips
R A Clay	T J Hennegan	C L Philpott
U C Clay	C A Holley	J A Raynor
A C S Colburn	P R Hood-Williams	T H Rees
D W Cole	B Hopkins	I M Richard
A M Cook	D H Hopkins	R V Smith
S E Crouch	A J Jones	R J Stanton
J P Curtice	J W Jones	R C Stewart
N J Davies	M H Jones	C Thomas
A M Day	E J King	L G Thomas
P Downing	A S Lewis	L J Tyler-Lloyd
C R Doyle	D J Lewis	G D Walker
C R Evans	R D Lewis	L V Walton
V M Evans	C E Lloyd	T M White
W Evans	P Lloyd	N M Woollard
E W Fitzgerald	K E Marsh	
R Francis-Davies	P M Matthews	

60. **APOLOGIES FOR ABSENCE.**

Apologies for absence were received from Councillors J C Bayliss, J E Burtonshaw, A M Day, L James, Y V Jardine, S M Jones, E T Kirchner, H M Morris, C Richards, P B Smith, D G Sullivan, G J Tanner, C M R W D Thomas and M Thomas.

61. **DISCLOSURES OF PERSONAL AND PREJUDICIAL INTERESTS.**

The Head of Legal, Democratic Services and Procurement gave advice regarding the potential personal and prejudicial interests that Councillors and / Officers may have on the agenda.

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

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

**Councillors:**

- 1) Councillors P Downing, J A Hale, C E Lloyd and L G Thomas declared a Personal Interest in Minute 67 "Standards Committee Annual Report 2014-2015";
- 2) Councillors A C S Colburn, D W Cole, A M Cook, M H Jones, P Lloyd, C L Philpott, I M Richard, D W W Thomas and T M White declared a Personal Interest in Minute 68 "Swansea Local Development Plan (LDP) Proposed Housing and Strategic Site Allocations";
- 3) Councillors P R Hood-Williams and K E Marsh declared a Personal Interest in Minute 72 "Sustainable Development Report 2014-2015".

**Officers**

- 1) The Head of Democratic Services, Huw Evans declared an Interest in Minute 68 "Swansea Local Development Plan (LDP) Proposed Housing and Strategic Site Allocations" and withdrew from the meeting prior to its consideration.

62. **MINUTES.**

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

- 1) Ordinary Meeting of Council held on 27 August 2015.

63. **ANNOUNCEMENTS OF THE PRESIDING MEMBER.**

**1) Condolences**

**a) Former Councillor Beryl Edwards**

The Presiding Member referred with sadness to the recent death of former Councillor Beryl Edwards. Former Councillor Edwards was a member of the West Glamorgan County Council representing the Townhill Electoral Ward.

All present stood as a mark of respect and sympathy.

64. **ANNOUNCEMENTS OF THE LEADER OF THE COUNCIL.**

**1) City Centre Regeneration Sites - Bidder Submissions**

The Leader of the Council stated that 5 bids had been received in relation to the St Davids and Civic Centre sites. He stated that the submissions would be analysed over the coming weeks and it was hoped that a developer or developers would be appointed before Christmas 2015.

**2) Welcome to Councillors R A Clay and A S Lewis**

The Leader of the Council welcomed Councillors R A Clay and A S Lewis to their first Council meetings following their appointments as Chair of the Communities Cabinet Advisory Committee and Next Generation Services Cabinet Member respectively.

**3) Syrian Refugee Crisis**

The Leader of the Largest Opposition Political Group asked the Leader of the Council whether the City and County of Swansea had any plans to assist with the Syrian Refugee Crisis.

The Leader of the Council stated that the Deputy Leader of the Council had done much work with regard to enabling the Authority to assist with the Syrian Refugee Crisis. He assured the Leader of the Largest Opposition Political Group that the Authority would be assisting to address the crisis.

**65. PUBLIC QUESTIONS.**

A number of questions were asked by members of the public. The relevant Cabinet Member responded. Those questions not requiring a written response are listed below:

- 1) A question was asked in relation to Minute 68 "Swansea Local Development Plan (LDP) Proposed Housing and Strategic Site Allocations". The question was specifically relating to Pontarddulais and was therefore ruled out of order by the Chair of Council on the basis that it had been made clear by the Monitoring Officer that it was not appropriate to discuss individual sites;
- 2) A question was asked in relation to Minute 68 "Swansea Local Development Plan (LDP) Proposed Housing and Strategic Site Allocations". The question was specifically relating to the process to be followed and the questioner urged that the Authority take heed of the professional advice being offered.

Those questions requiring a written response are listed below:

None.

**66. PUBLIC PRESENTATION - FRIENDS OF THE CITY OF SWANSEA BOTANICAL COMPLEX.**

Pamela Morgan and Jane Terrett gave a presentation on the work of 'Friends of the City of Swansea Botanical Complex'. They outlined their ambitious project to create a contemporary wildflower garden within Singleton Park. Further information may be found at [www.botanicsswansea.co.uk](http://www.botanicsswansea.co.uk)

Councillor M C Child, Wellbeing and Healthy City a Cabinet Member gave thanks for the presentation.

**67. STANDARDS COMMITTEE ANNUAL REPORT 2014-2015.**

The Chair of the Standards Committee, Meirion Howells presented the Standards Committee Annual Report 2014-2015 for information. The report set out the work of the Standards Committee and Community / Town Councils Standards Sub Committee from June 2014 to May 2015.

68. **SWANSEA LOCAL DEVELOPMENT PLAN (LDP) PROPOSED HOUSING AND STRATEGIC SITE ALLOCATIONS.**

The Enterprise Development and Regeneration Cabinet Member submitted a report which sought to endorse the housing and strategic sites recommended for inclusion in the Deposit Local Development Plan (LDP) and the next stages of the LDP Process.

**RESOLVED** that:

- 1) The findings of Planning Committee in relation to proposed LDP housing and strategic site allocations be accepted, and that the recommended sites be incorporated within the Deposit LDP to be reported to Councillors for approval in due course;
- 2) A revised LDP Delivery Agreement be prepared and agreed with the Welsh Government to confirm the timetable for delivery of the Deposit LDP and subsequent stages leading up to adoption of the Plan;
- 3) The Planning Authority seek to address the current housing land supply shortfall through continued negotiations with site promoters for the preparation and submission of appropriate planning applications for residential development, either on sites within settlement boundaries or on recommended Deposit LDP strategic sites.

69. **REVIEW OF REVENUE RESERVES.**

The Section 151 Officer submitted a report which sought to inform Council of the decision by Cabinet on 20 August 2015. The decision being to agree a reclassification of Revenue Reserves of the Council following a review by the Section 151 Officer of existing and future risk.

**RESOLVED** that:

- 1) The comments made in the report and the decision of Cabinet on 20 August 2015 to approve the reclassification of Revenue Reserves as detailed in Section 3.12 of this report be noted.

**Note:** Councillor M H Jones asked for further information relating to the categories of reserves referred to in paragraph 2.1 of the report.

The Section 151 Officer stated that a written response would be provided.



70. **STATEMENT OF ACCOUNTS 2014/15.**

The Section 151 Officer submitted a report which detailed the timescale involved in the completion and audit of the Council's Statement of Accounts for 2014-2015. He advised that in accordance with the requirements of the Accounts and Audit (Wales) (Amendment) Regulations 2010, the Council had to approve the Statement of Accounts 2014-2015 on or before 30 September 2015.

**RESOLVED** that the 2014-2015 Statement of Accounts be approved.

71. **TREASURY MANAGEMENT ANNUAL REPORT 2014/15.**

The Section 151 Officer submitted an information report which detailed the Council's Treasury Management activities during 2014-2015 and compared actual performance against the strategy laid down at the start of the year.

72. **SUSTAINABLE DEVELOPMENT REPORT 2014/15.**

The Transformation and Performance Cabinet Member submitted a report which presented a draft of the Sustainable Development Report for discussion.

**RESOLVED** that:

- 1) A final version of the Sustainable Development Report be published online alongside the accounts (timings prevent inclusion as an unassured appendix in the annex of the Annual Statement of Accounts this year);
- 2) The Council integrate the sustainable development principle within its corporate planning, finance and performance framework in accordance with the emerging requirements of the Well-being of Future Generation (Wales) Act.

**Note:** Councillor C A Holley asked why there was a drop in the use of the Park and Ride sites.

The Enterprise, Development and Regeneration Cabinet Member stated that a written response would be provided.

73. **MEMBERSHIP OF COMMITTEES.**

The Transformation and Performance Cabinet Member submitted a report which sought approval of the nominations / amendment to the membership of Committees.

**RESOLVED** that the membership of the Council Bodies listed below be amended as follows:

- 1) **Chief Executive's Appraisal and Remuneration Committee**  
Remove Councillor M Thomas.  
Add Councillor A S Lewis.

- 2) **Communities Cabinet Advisory Committee**  
Remove Councillor A S Lewis.  
Add Councillor N J Davies.
- 3) **Corporate Services Cabinet Advisory Committee**  
Remove Councillors E J King and G Owens.  
Add Councillors A J Jones and D J Lewis.
- 4) **Development Cabinet Advisory Committee**  
Remove Councillors R V Smith and M Thomas.  
Add Councillors C Anderson and C Thomas.
- 5) **Education and Young People Cabinet Advisory Committee**  
Remove Councillor A J Jones.  
Add Councillor F M Gordon.
- 6) **Prevention and Social Care Reform Cabinet Advisory Committee**  
Remove Councillors C Anderson and N J Davies.  
Add Councillors J P Curtice and E J King.

74. **AMENDMENTS TO THE CONSTITUTION.**

The Presiding Member, Monitoring Officer and Head of Democratic Services jointly submitted a report which sought to make amendments in order to simplify, improve and / or add to the Council Constitution in relation to the following area(s):

- 1) Part 3 – Scheme of Delegation.

**RESOLVED** that the changes to the Council Constitution as outlined in Paragraph 4 of the report together with any further consequential changes be adopted.

75. **COUNCILLORS' QUESTIONS.**

- 1) **Part A 'Supplementary Questions'**

Six (6) Part A 'Supplementary Questions' were submitted. The relevant Cabinet Member(s) responded by way of written answers contained in the Council Summons.

The following question(s) required a written response:

- a) Question 2. Councillor C A Holley asked for a timescale as to when the community assets would be transferred.

The Wellbeing and Healthy City Cabinet Member stated that a written response would be provided.

- 2) **Part B 'Questions not requiring Supplementary Questions'**

No Part B 'Questions not requiring Supplementary Questions' were submitted.

76. **WRITTEN RESPONSES TO QUESTIONS ASKED AT THE LAST ORDINARY MEETING OF COUNCIL.**

The Head of Legal, Democratic Services and Procurement submitted an information report setting out the written responses to questions asked at the last Ordinary Meeting of Council.

77. **NOTICE OF MOTION: COUNCILLORS C A HOLLEY, M H JONES, A M DAY, J W JONES, C L PHILPOTT, J NEWBURY, P M BLACK, P M MEARA, T H REES, L G THOMAS, R J STANTON, R D LEWIS.**

The Leader of the Largest Opposition Political Group stated that he had withdrawn the motion.

The meeting ended at 7.14 pm

**CHAIR**



**CITY AND COUNTY OF SWANSEA  
CHIEF SOCIAL SERVICES OFFICER  
ANNUAL REPORT  
2014 / 15**

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<b>Purpose of report:</b>	<b>To tell the Council, citizens and partners how well we are delivering social care; how well Local Authority Social Services is performing. This report is part of the Annual Council Reporting Framework for Social Care in Wales.</b>
<b>Owner:</b>	<b>City and County of Swansea</b>
<b>Approved by:</b>	<b>Acting Chief Social Services Officer</b>
<b>Date:</b>	<b>9 October 2015</b>
<b>Version Number:</b>	<b>V5</b>
<b>Status:</b>	<b>Final</b>

## **1. INTRODUCTION BY DAVID HOWES, ACTING CHIEF SOCIAL SERVICES OFFICER**

- 1.1 Social Services must ensure that people with care and support needs are able to access the services they require, when they most need them. Delivering effective social care to those who are the most vulnerable people in our communities is the main function of our vital service. We support individuals, their families and carers to manage disability and illness. We aim to help people live independently and in their own homes, with as good a level of wellbeing as is possible.
- 1.2 I am writing this Annual Report as an Acting Chief Social Services Officer and on behalf of my colleague Deborah Driffield, who has taken some time off work with a serious illness. As Head of Child and Family Services and part of the social services senior management team, I worked closely with Deborah and the recently retired Head of Adult Services. I am well placed to report on how Social Services are performing in support of vulnerable adults, children in need and carers to achieve wellbeing, safety or to regain their independence.
- 1.3 As we prepare for the new Social Services and Wellbeing (Wales) Act, which is expected to be implemented by April next year, we are changing the way we work. This new Act aims to ensure that people and families do not become dependent on public services and that the support they require in the short term helps them to achieve safety goals and the outcomes they identify for themselves to remain independent.
- 1.4 I know Deborah is proud of and admired for her strong leadership of the Corporate Safeguarding agenda. Swansea now has some of the best arrangements in place to ensure that safeguarding is firmly “everybody’s business” and is the number one corporate priority. Mandatory safeguarding training, utilising e-learning and other approaches is now in place for all staff and Elected Members across the Council. Safeguarding Champions are in place across the Council to share and cascade information and to promote safeguarding in all aspects of the Council’s work.
- 1.5 As part of the Council prioritising safeguarding the City and County of Swansea held a Child Sexual Exploitation event at the Liberty Stadium, attended by 360 delegates including Council staff from all areas, partners across the Western Bay area and representatives from local businesses and the wider community. Many of those people were moved and stirred by the stories and experiences they listened to and the call to action from the conference has been taken up by a growing network of organisations and professionals. The recommendations that emerged from the conference and other activities have been used to inform the wider plans now being taken forward by the regional safeguarding board.
- 1.6 In my previous role as Head of Child & Family Services I was extremely proud of the improvements that continue in Child and Family Services. A continued focus on excellence in social work practice, genuinely putting children and

families at the very heart of our work fits very well with the Council's implementation of the UNCRC and commitment to the Rights of the Child.

1.7 Swansea is now firmly 'on the map' as a UK, if not worldwide, lead authority in the implementation of Signs of Safety practice. Many of our best hopes for how we could be the best support to children and families, in the most difficult of circumstances, are now beginning to be realised. Our staff have been in high demand to present on our implementation and use of the signs of safety and solution focussed practice. We have broken new ground by taking signs of safety beyond child protection practice into our fostering service, our work with children with disabilities, our family support services and our service quality unit. Feedback from families and other professionals has been overwhelmingly positive and there have been many examples of social workers inspiring hope for families in the most difficult and challenging of circumstances when we know that in the past at least some of those families would have become permanently disrupted.

1.8 One particular highlight this year was that three of our Foster Swansea Social Workers were invited to Perth, Australia to present at a Signs of Safety International Gathering of experts in safeguarding and other social work practice from around the world. The feedback they have received has been amazing. The co-creator of Signs of Safety Andrew Turnell, said:

"You (Swansea) delivered everything I could have hoped for bringing vision, passion and new hope to this work and helping us get the foster care ship in Western Australia turned around to focus on children and their families, the carers and their families. I am glad Signs of Safety has helped you be the workers and team you all wanted to be. We will change the whole foster care world from Swansea."

Other plaudits came from New Zealand and the US among others.

1.9 Under Deborah's leadership Swansea Adult services have continued to progress implementation of the local and regional integration plans, working closely with Neath Port Talbot and Bridgend local authorities and the ABMU health board. A key aspect includes the development of a single point of access for advice, support and assistance as well as providing the gateway for access to integrated social care and health based community services to support citizens to remain safely in their own homes. Additional investment in intermediate care services by both the local authority and the health board has also enabled increased capacity to be developed in reablement services, a further key plank of the integrated plan.

1.10 This year will see the launch of three Locality Network Hubs (North, West and Central) bringing together social care and health professionals in order to provide direct support to people in managing their own care and by linking with the full range of primary care services, such as GP surgeries, health centres, etc.

- 1.11 During the year, we gather and report information on a wide range of activities in order to both monitor and manage performance (**see Section 9. Summary Tables**). The effective management of performance and delivery of the two key strategic priorities in social services; the safe LAC reduction strategy and Transforming Adult Social services (TASS) are absolutely crucial to ensuring that Swansea has sustainable social services going forward in the context of an extremely challenging budget position for the overall Council. In 2014/15 social services delivered a balanced budget and in doing so achieved the savings targets set out as part of the sustainable Swansea program. However this overall balanced budget masked some significant challenges going forward.
- 1.12 Both the Safe LAC reduction strategy and TASS describe a transformation of services and practice to models that promote prevention, de-escalation of need, less dependence on traditional services and a strength based, outcome focussed approach to supporting families and vulnerable individuals. These approaches are intended to both support better outcomes for our citizens and maximise the effective use of limited and reducing resources. Therefore the success of these strategies needs to be tested against both the outcomes achieved for those we support but also by the cost effectiveness of our service delivery.
- 1.13 The expected reductions in the numbers of children having to be looked after in Swansea has coincided with both evidence of better outcomes achieved and a subsequent reduction in the cost of children services. However in adult services the expected reductions in recourse to residential and other institutional forms of care and the expected reductions in the overall number of domiciliary care hours to be delivered have not begun to be demonstrated as yet. Consequently the budget pressures for adult services are continuing to increase particularly in the areas of mental health and learning disability services and for older peoples' services. The management of these increases in demand and their associated costs will need to be an area of particular focus in 2015/16 to deliver the strategy for sustainable social services as part of the overall program for sustainable Swansea. However it remains an absolute bottom line that first and foremost our services must continue to support the effective safeguarding of Swansea citizens and their families.



**1.14 In 2014 / 15, our Social Services in City and County of Swansea were as busy as ever:**

- We receive nearly **2000** contacts per month from people wanting information, advice and assistance
- We carry out about **1000** assessments per month (all types) of people with a social care need, adult or child safety or welfare concern
- We also carried out **100** financial Assessments per month, of people who may have to contribute financially to their own care
- We also assess about **50** people who cared for someone else, (including young carers).



**Dave Howes,  
Acting Chief Social Services Officer**

## 2. PROGRESS SINCE LAST YEAR

### 2.1 OUR PROGRESS ON SOME AREAS FOR IMPROVEMENT

The tables below set out our progress during 2014 / 15 against:

- Areas for improvement (CSSIW Performance Summary Report 2013-14)
- Areas of suggested development (CSSIW Performance Summary report 2013-14)
- Our priority actions as set out in last year's Chief's Annual Report.

Tables shown in Section 9.2 and 9.3 set out Swansea's progress against each of our performance targets and set out the new corporate plan priorities for the year 2014 / 15.

Overall from the table below, there is evidence that Social Services continues to make progress against its set objectives for the year and in addressing the challenges we identified last year.

### 2.2 AREAS FOR IMPROVEMENT

Area for Improvement	Some example of progress in 2014 / 15
Progress on the modernisation and integration of adult social care.	<p>With our partners in ABMUHB, Swansea has made big strides towards an integrated approach to health and social care services. We now have a shared management structure within Adult Services which oversees:</p> <ul style="list-style-type: none"> <li>• Single Point of Access for Swansea citizens</li> <li>• Three Locality Network Hubs (West, Central and North) - multi - professional teams working together to coordinate services, covering all of Swansea</li> <li>• Intermediate Care Tier to respond quickly to help people back to independence, perhaps following a stay in hospital.</li> </ul>
Early intervention and prevention services.	<p>Under the leadership of Dave Howes, now Acting Chief Social Services Officer and the Corporate Head of Service for Poverty and Prevention, there has been work on a Corporate Prevention strategy and development of a Prevention Fund to generate innovations. Through Western Bay Wellbeing Board and within our corporate Sustainable Swansea- Fit for the Future programme there is an exciting range of projects being taken forward to meet increasing demand and the new Act:</p> <ul style="list-style-type: none"> <li>• Creating a continuum of Family Support to ensure all services are working towards the same outcomes and those children and families with the greatest need</li> </ul>

	<ul style="list-style-type: none"> <li>• New Prevention projects (supported by Fund): <ul style="list-style-type: none"> <li>- Domestic Abuse MASH</li> <li>- Option 2</li> <li>- Local Area Coordination</li> <li>- Turn Up &amp; Fix It</li> <li>- Volunteering / befriending- 3<sup>rd</sup> Sector</li> <li>- Adult Family Group Conferencing.</li> </ul> </li> </ul>
<p>Overview and scrutiny arrangements.</p>	<p>There are new scrutiny and cabinet arrangements in place and elected members work closely with paid officers in agreeing the way forward, with each scrutiny panel having a clear work programme to monitor how change is delivered in key areas such as Child and Family Performance and Transforming Adult Social Services (TASS).</p>
<p>Outcomes and recommendations of the Looked after Children inspection</p>	<p>Following a national review of services to looked after children at risk and our own Permanence review, there are important changes underway, including</p> <ul style="list-style-type: none"> <li>- Family and friends becoming <i>Kinship Care Team</i></li> <li>- New <i>LAC team (up to 16 years)</i></li> <li>- Reconfigured <i>Post 16 Service</i>, which will be delivered in partnership, following tendering process.</li> </ul>
<p>Outcomes and recommendations of the review of deprivation of liberty safeguards (DoLS)</p>	<p>Since the landmark Cheshire West legal judgement, there has been an unprecedented number of referrals to the Local Authority and Health. Swansea now has the resources in place to manage those assessments, which are outstanding, as well as responding to new requests. All adult services Social Workers are now expected to train as Best Interest assessors, to ensure that Deprivation of Liberty Safeguards become an important part of a routine integrated assessment; where restrictions on liberty are likely e.g. admissions to nursing or residential care homes.</p>
<p>Western Bay Health and Social Care Programme progress.</p>	<p>There have been significant milestones achieved by Western Bay partnership. As mentioned the Wellbeing Board is bringing together developments around early intervention and prevention to help manage increasing demand for health and social care. There are Regional Safeguarding boards operating to ensure local arrangements, supporting those most vulnerable in our society, are robust and responsive to vital emerging agendas, such as human trafficking, modern slavery, female genital mutilation and child sexual exploitation. There is now regional adoption service to aid recruitment of potential adoptive parents and a regional Youth</p>

	<p>Offending Service to help reduce reoffending rates. Through Western Bay, Swansea has re-commissioned a specialist provider, DEWIS, to help extend the use of Direct Payments and to recruit and support local paid carers (PAs).</p>
<p>Progress following WAO led review to examine whether councils are effectively supporting older people to live independently, including through joined up working across health and social care.</p>	<p>There are important developments in the areas of integration and intermediate care, as outlined above. Swansea is acknowledged as having a wide range and balance of high quality services to meet the continuum of need from information and advice, to assistance in forms of telecare and equipment, carers support, social opportunities, respite at home, day services, reablement, home care and residential care. Some services are directly provided, whilst others are commissioned by external providers, with quality and outcomes being monitored.</p>

### 2.3 OTHER AREAS OF SUGGESTED DEVELOPMENT

Areas of Suggested Development	Progress in 2014 / 15
<p>Make progress with the commissioning and contract monitoring re-structuring in adult services.</p>	<p>Changes have been made within Social Services and particularly in the areas of business and commissioning support. Greater collaboration has made this possible, through work within the Western Bay programme and within the Sustainable Swansea –Fit for the Future, as well as closer working with corporate procurement. CSSIW and local providers has helped to maintain a focus on quality of care, as well compliance to standards and costs.</p> <p>There is greater understanding of the costs of care, across a wider range of services, which contribute to outcomes for Service Users. For example, remodeling day services by promoting day / work opportunities and direct payments for people with a learning disability.</p> <p>We are continuing to shape local markets, particularly in the areas of dementia care, supported living, reablement and complex care.</p> <p>Further opportunities will arise through the three Local Integrated Network Hubs, as the mapping of services to Hubs continues and as gaps may emerge. Further work, assisted by corporate procurement and TASS scrutiny is taking place to understand in more detail unit costs within the types of services. At the same time, Swansea is reviewing the business support needed to carry out</p>

	changes within commissioning plans and strategies, as well as to understand future population needs.
Evaluate the independent review of older people's services.	This important independent review was carried out by Cardiff University and reported in September 2014. Work to evaluate the finding, to agree and to implement a way forward, is being carried out through the Commissioning workstream (SSftF) and by updating Swansea's commissioning plan.
Make further progress with the transformation of adult social care.	Transformation of Adult Social Services (TASS) is focused on the implementation of the New Act and the modernization of services provided to meet the future needs of Swansea's local population. Some recent examples are: <ul style="list-style-type: none"> <li>• Changes to day services for people with learning disabilities</li> <li>• Intermediate care tier</li> <li>• Single Point of Access.</li> </ul>
Make further progress with Western Bay.	Western Bay Health and Social Care programme remains a strategic priority and Swansea has been active in the reprioritisation of the programme aims and the range and scope of projects. There has been a review of governance, to ensure that scrutiny and engagement with elected members is fully incorporated in how business is conducted. A Programme Director / Change team are based locally and there has been recent work on a shared readiness statement for New Act.
Continue to work closely with health to develop community networks and to implement an integrated assessment framework.	As above in relation to Integration plans and shared services, with additional work being undertaken through <ul style="list-style-type: none"> <li>• Local Area Coordination</li> <li>• GP Health Networks</li> </ul> The Integrated assessment framework is now within the PARIS system and a key tool within the Single Point of Access and three Locality Hubs.
To evaluate adult safeguarding review findings and to maintain standards which ensure best practice, quality and governance arrangements.	Safeguarding vulnerable people is the number one Corporate priority and regarded as "Everybody's Business" across the whole Authority, with a new policy and governance in place. <p>Following an evaluation of adult safeguarding, there are further improvements with new management arrangements and a greater focus on placing the person at the centre of each concern, with their risk managed effectively and quickly with less bureaucracy.</p>
Progress on further establishing Western Bay	Under Western Bay governance, regional Boards are now well established, working alongside these local

Adult and Children Safeguarding Boards.	arrangements. The Boards have the lead role on highlighting important issues of shared concern, for example a recent Western Bay Safeguarding Board event held on Child Sexual Exploitation at the Liberty Stadium was attended by over 300 people. Learning events, following practice reviews, have been held with similar success.
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## 2.4 PRIORITIES FOR ACTION - SWANSEA SET FOR 2014 / 15

Our Improvement Priorities from 2013 / 14	Progress in 2014 /15
Improvements in core groups, child in need planning and reviews.	<ul style="list-style-type: none"> <li>• Core groups up to <b>92.7%</b> (Last Year =79%)</li> <li>• CiN Reviews remains above <b>70%</b>.</li> </ul> <p>Through the implementation of Signs of Safety, we are more confident in the quality of direct work being carried out with children and families.</p>
Review of Permanence arrangements to help achieve permanence at the earliest opportunity and improve support available to care leavers.	As above, as the recommendations following a permanence review are being implemented and Swansea expects to see improved outcomes for older looked after children and care leavers.
Implementing further improvements to everybody's business approach to wellbeing, prevention and safeguarding.	As above, with safeguarding now very much regarded as "Everybody's Business" across the whole Authority and aligned to a focus on wellbeing and prevention.
Creating skills, resilience and capacity in Domiciliary Care Market to support Intermediate care tier.	Swansea has experienced capacity issues within the Domiciliary market and efforts are being made to ensure the quality of service and resilience offered by providers. The service has to focus on needs of Service Users and Carers, with an emphasis on reablement and promoting independence. There are robust systems for monitoring quality, as well as and contract compliance, with active use of escalating concerns protocol, where there are patterns of concern or compliance issues. When tested, for example when providers become insolvent, these systems are responding to the needs of the Service User by ensuring choice and continuity in the offer of services.
Maintaining Business Support and investment in	In the current financial climate, there is a need to ensure value for public money in all aspects of public services and

systems.

in Swansea there has been a corporate review of business support and management tiers to ensure that all opportunities for efficiency saving are explored, for example shared services, commissioning by category or the consolidation of manager responsibilities.

- Capitalising on opportunities within Western Bay .

## 2.5 SUMMARY OF ACHIEVEMENTS TO DATE

- Swansea has continued to make good progress with a modernisation programme based on achieving excellence in social work practice. The learning from the implementation of strengths based outcome focussed practice in children's services is beginning to inform the staff development plans for adult services as part of the plans to implement the Social Services and Well Being Act.
- Whilst there have been changes in leadership during this year, there is good continuity among service managers and of staff at team level. The focus remains on ensuring we retain a skilled and motivated workforce during a time of enormous change and the significant funding pressures for the Council.
- There is strong corporate leadership within the Executive Board with a clear focus on safeguarding and relative protection of those frontline services that support the safeguarding of vulnerable citizens and their families
- Strong governance arrangements delivered through Cabinet Members and scrutiny panels
- Swansea has focussed on strengthening performance and financial controls to help achieve challenging savings whilst improving performance against key indicators. Some of the infrastructure changes in children's services to support robust financial and performance management are beginning to be applied across adult services.
- The implementation of the safe LAC reduction strategy and TASS have helped to support the delivery of sustainable social services in Swansea. The Safe LAC reduction strategy has supported a £2million reduction in costs of children's services whilst continuing to deliver better outcomes for the children and outcomes with whom we are working. TASS has supported reduced costs and safer independence for citizens in some areas of adult services for example reducing recourse to institutional care and better supporting citizens to remain safely in their own homes. However the growth in demand overall, associated with an aging population remains a huge challenge. There is work to do in ensuring the whole system across health and social care operates as effectively as possible to promote prevention and de-escalation of need.
- Safeguarding vulnerable people is the number one corporate priority and an infrastructure to support and promote corporate safeguarding is now well established.

- Collaboration regionally and locally with health partners is beginning to deliver better access to a range of services, will contribute to greater efficiencies and support better outcomes for citizens.
- Lessons from the focus on whole workforce development in children services are beginning to be applied in adult services and with an emphasis on ensuring a strong focus on social care practice within an integrated health and social care model.

## 2.6 OUR CHALLENGES IN THE NEXT YEAR OR SO

These have been identified by Social Services Senior Management Team as:

- Implementing a revised three year Budget Strategy to meet savings targets and requirements set out in Corporate Medium Term Financial Plan whilst supporting better outcomes for citizens and their families and above all ensuring safeguarding arrangements remain robust.
- Implementation of Social Services and Wellbeing (Wales) Act by April 2016 and beyond.
- Addressing long term demand pressures, by building a sustainable, high quality model of social care in Swansea, through
- Effective safeguarding of vulnerable children and adults through regional board and local monitoring arrangements
- Child and Family Services to maintain a balanced budget through the Safe LAC Reduction strategy with the continued objective of promoting that all children have the opportunity to live safely within a family setting, in or as close to Swansea as possible, at some point during their childhood
- Improving support to carers and young carers, in partnership with third sector and Health partners
- In partnership, reskilling / professionalising the whole social care sector workforce to raise standards of care
- Further progress on Integration plan by improving integrated pathways and commissioning through the three network Hubs and joint specialist teams
- Minimise any impact of changes in management structures, business support, staffing and skill mix on citizens, services, change programmes, teams and staff morale
- Involving a wider range of people in new corporate change programme: Sustainable Swansea – Fit for the Future



- Embedding whole service approaches (Reclaiming Social Work) in Adult Services and Signs of Safety in Child and Family Services
- Continue to actively seek feedback from citizens and their families about what works in relation to our current practice and service delivery (a strong feature of our signs of safety practice model), including through the monitoring of complaints and compliments and the ongoing implementation of the Social Services Complaints procedure.

### 3. PERFORMANCE

#### 3.1 WHAT WE KNOW ABOUT THE SOCIAL CARE AND WELLBEING NEEDS OF PEOPLE IN SWANSEA

The numbers of people needing care and support continue to grow year by year. Swansea receives a high number of contacts and referrals for Child and Family services although there has been success in reducing the Looked After child population and number of children in need.

There are a high number of vulnerable people, particularly those over the ages of 75 who may have more acute and complex needs. Demand management is a key challenge for Social Services and requires a range of approaches which involves providing services in different ways and often in collaboration with others e.g. Health, Third Sector and local communities.

#### 3.2 HOW DO WE IMPROVE THE WELLBEING OF FOR PEOPLE WHO NEED OUR CARE AND SUPPORT?

In Swansea, we strive to be a learning organisation – and set high expectations for learning / improvements. Our leaders and managers listen to Service User and family's feedback and to the comments made by staff. We are always striving to understand what good practice / services looks like, by asking children and families to share their experiences of social work.

Leaders are champions for the achievement of good practice and use appreciative inquiry to build on what is already working well. They are expected to model a 'parallel process', which means showing staff what really good practice looks like, by "walking the talk", by listening, questioning, promoting high expectations and demonstrating practice skills.

#### 3.3 WHAT PEOPLE ARE TELLING US ABOUT THEIR EXPERIENCES AND OUTCOMES

Over the coming years, Swansea aims to develop and implement a 'citizen centred', sustainable model of social care. This approach is about people having choice and control over the support they need to live their life as independently as possible. It is likely to take a number of years to fully embed a citizen centred approach. It will require significant change for Social Services staff, providers, Service Users and families – but the change is worth making.

Social Services welcomes feedback from the children, young people older adults, carers and families who are the recipients of social work and we use this experience to focus learning and to continuously improve practice.

To ensure people have a strong voice and control, we have carried out a lot of engagement work with citizens and communities throughout Swansea. For example in developing our use of Local Area Coordination, citizen volunteers were involved in the recruitment of the LAC Coordinators for each of their areas.

### 3.4 FEEDBACK FROM THE INDEPENDENT REVIEW OF OLDER PEOPLE'S SERVICES IN SWANSEA.

This review carried out by Dr. Rod Hick and Dr. Shane Doheny of Cardiff University found that the broad policy direction of supporting older to remain in their own homes for longer being undertaken in Swansea was the right one. Although they proposed that Swansea exercises caution when considering the future of residential and day services in order to meet need associated with increasing future demand and an aging population.

Significant investment would be needed to ensure Swansea's six remaining in-house residential care homes are fit for purpose and fully compliant to changing care standards regulations. The report published in September 2014 suggests again that caution be exercised in making changes, as the level of need among the older people receiving services is set to increase, as the number of acute hospital beds available decreases.

After listening to a broad canvass of opinion, the reviewers concluded that where possible, Swansea should wait and see whether the demand and need for residential care falls before considering the closure of in-house services to invest in support at home. At the same time, the reviewers recognised that the policy direction regarding day services, that promote the use of day opportunities rather than traditional, buildings-based provision is in line with other local authorities. However the reviewers took on board citizens, concerns in this area, where there is no clearly defined alternative model of day service to meet a high level of personal care needs and one that supports carers

### 3.5 FEEDBACK FROM CARERS EVENT

To mark Carers' Rights Day Swansea Council, Swansea Carers' Centre and Abertawe Bro Morgannwg University Health Board stage an annual event to facilitated sharing of views and experiences of carers and to identify what is needed to support the informal care of family or friends.

Jane Harris, Cabinet Member for services for adults and vulnerable people: "Carers Rights Day raises awareness of the needs of carers among us all and we want to work towards a society that respects, values and supports carers. "We would welcome all carers to the event. It's important we support them so that they have the chance to access services."

Swansea Carers centre celebrate their 10<sup>th</sup> anniversary in 2015 and they continue to successfully support carers with a range of support to enhance wellbeing. There is a shared awareness locally that more is needed to identify and support those hidden carers in having their own support need acknowledged by the range of public services.

Swansea could do more to recognise, support and engage with young children and young people acting as carers and who need to reach their own potential. Swansea Bay now has a Young Carers Board and this year we will need to better respond to their needs; for them to be heard and understood.

### 3.6 YOUNG CARER'S STORY

I am a young adult carer (19) and I attend Crossroads young carers project (now known as Carers Trust Swansea Bay Young Carers Service) until I turned 18 and I had to leave due to their age limit. At that age I felt lost as there was no specific Young Adult Carers Service in Swansea. The main challenges of being a young carer are, juggling daily life, lack of friends and lack of friends understanding, strains of their caring role, getting all school, college and uni. work in on time, working around having a caring role. The list is endless and depends on the carer role and responsibilities they have.

The only service which I could have accessed was the Swansea Carers Centre but this in my opinion was more adult friendly not for someone who has come out of a youth provision. I then instigated at meeting with my old key worker from Carers Trust Swansea Bay Young Carers Service (and the Carers Trust Network Liaison and Development Manager (Wales).

After an initial meeting we decided something should be in place and get on board the Swansea Carers Centre. I am now a Youth Worker for Ethnic Youth Support Team (EYST) so this also helped as a partnership with the YAC work.

Since meeting with individuals from all four organisations ( EYST, Carers Trust Wales, Carers Trust Swansea Bay Young Carers Service and Swansea Carers Centre),we have set up a consultation for YAC to identify there need, how it felt with a gap in service for young carers after 18 and what can be done now.

Swansea Carers Centre have entered a funding bid to help establish a group for these YAC ensuring they get supported and not left in a gap post 18.

Social Services recognises how important it is to provide young carers with the support they need and we will be seeking to extend our involvement by supporting carers prior to 18 and after 18- as part of the new Post 16 arrangements.

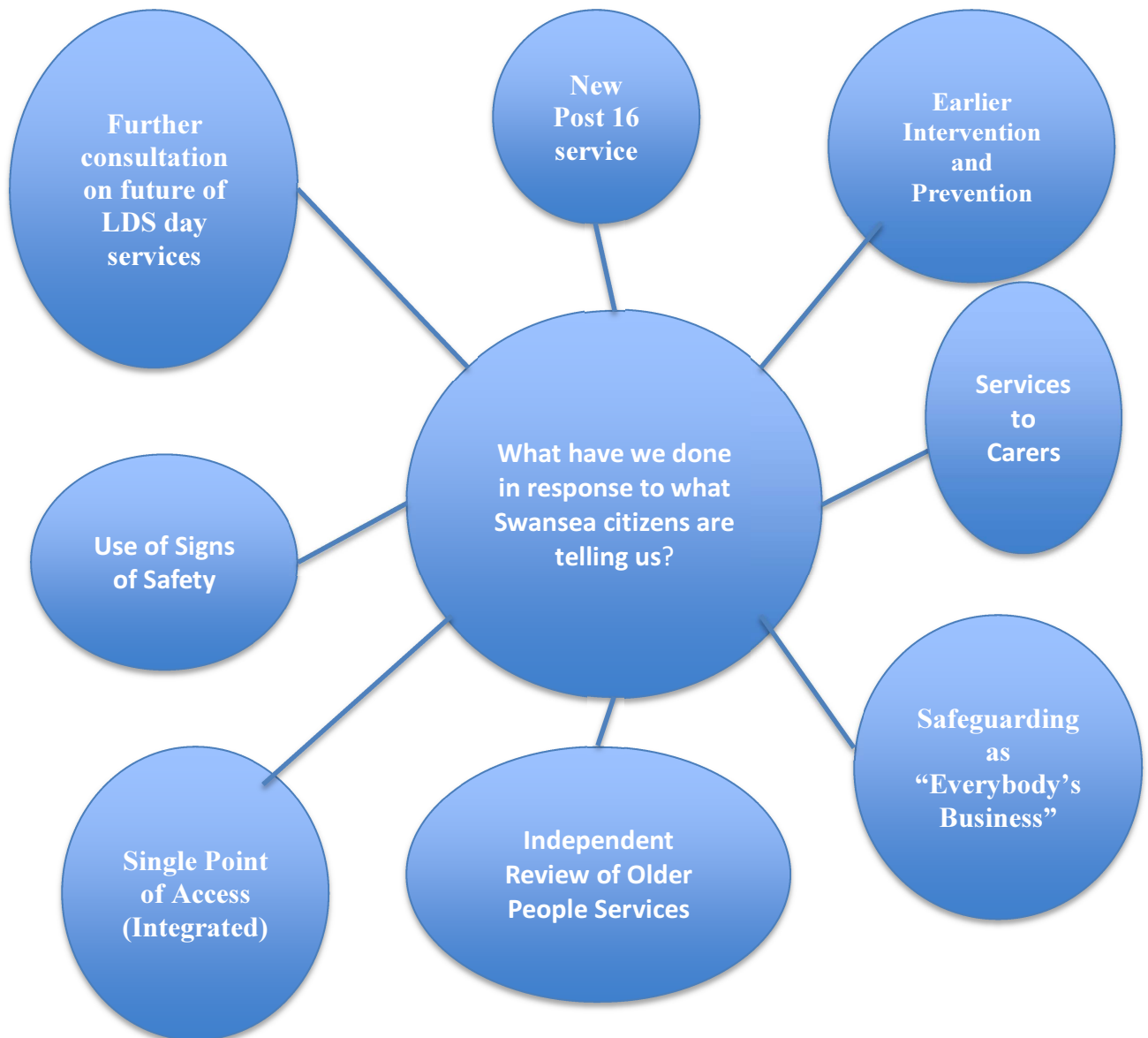
### 3.7 FEEDBACK FROM SIGNS OF SAFETY WORK

Swansea routinely captures feedback from children, young people, parents, foster carers and Social Workers to learn about the outcomes possible through signs of safety based practice. These digital stories are available to share excellence in social work practice across the service. Participants share their experiences, feelings and generally speak about the positive relationships they have built up with their Social Worker and family networks. Parents speak about how much it helps being able to set out what is expected of them in safety planning, using the child's experiences and their own words and pictures. Also how the direct work helps them face the challenges of believing in the changes they can make and then convincing the Court and other professionals that a child will achieve safety in their care.

### 3.8 FEEDBACK ON SOCIAL CARE AND WELLBEING NEEDS

The diagram below shows how Swansea is responding to feedback from citizens and in shaping a policy direction to meet the future needs and requirements of a Local authority social service.

Figure 1 How Swansea has responded?



## 4. ADULT SERVICES (REPORT BY HEAD OF ADULT SERVICES)

### 4.1 SERVICE OVERVIEW

Adults in Swansea are supported to live independent and fulfilled lives, safely in their own homes and within their local communities and to have a strong voice, choice and control over the range and quality of support, in order to help them to achieve their personal outcomes.

The primary aim is to ensure that among Swansea's citizens, those who are most vulnerable: frail older people, younger adults with physical disabilities, adults with learning disabilities and people with serious mental health conditions are best supported to achieve their identified outcomes and to ensure they are safeguarded. Swansea are promoting access to information, advice and support to enable citizens to achieve wellbeing and to live healthy, fulfilled and independent lives in their own homes and within their communities.

Table 2 Activity in Year

#### **In Adult Services, we are proud amongst other things that:**

Of the **194,267 adults aged 18+** in Swansea, we directly provided support to **7340** in 2014 / 15, or **3.8%** of the local population.

- of this group, **5866** adults were supported in the community
- approx. **120** adults aged 18-64 receive residential support.

Of the **46,266 older people (65+)** in Swansea, we directly provided Social Services to **4746** in 2014 / 15, or **10.2%** of the local population:

- **1,172** received re-ablement services
- **127** received a direct payment
- **2,634** received domiciliary / home care
- **1,229** received residential and nursing care
- Informal adult carers identified = **1,629**

Of the **6,210 people aged 85 and over** in Swansea, we directly provided services to **2,385**, or **38.4%** of the population.

- **2746** were supported in the community during the year
- **753** were in residential / nursing care placements during the year.

There are now more older people accessing services directly. However there are also increasing numbers of people accessing support through alternative channels:

- Self-funding residential care (approx. **430** at a point in time)
- RSL Sheltered Housing (current est. **2,000**), *of which there are:*
  - extra care places within sheltered accommodation: **43**
  - floating support, through supporting people: **700**
  - floating support: **400** tenure-neutral.

## 4.2 KEY ACHIEVEMENTS

4.2.1 City and County of Swansea and Swansea Locality of ABMU through the Western Bay partnership board has set out a vision contained within a statement of intent for delivering integrated health and social care for older people and younger adults with complex needs.

4.2.2 There is now a Section 33 agreement pending to ensure joint funding across health and social care between the Chief Executives of the Health Board and City and County of Swansea. This joint funding will support the implementation of the Swansea Integration Plan, within which there are a number of joint projects.

4.2.3 We have already jointly invested in integrated innovations in response to national policy and operational pressures. Some examples of these achievements are:

- Integrated Gower Team - the team comprises co-located health and social care staff, providing support for hard to reach areas of the Gower. This model has been successful in reducing delays for care in the Gower area and the unnecessary time spent in acute hospital beds waiting for care provision
- A local Joint Community Resource Team (CRT) Manager, who has been in post for the past two years in anticipation of integration of services  
Co-location of the Local Authority Occupational Therapy Team with the Health Community Resource Team (CRT) as another step towards integration, with the development of a single job specification for an integrated Occupational Therapist being trialled
- Development of an integrated Care Homes Quality Team with Health and Social Care staff all sharing in a set of aims and objectives for supporting people in care homes is under way
- Joint emergency duty daytime service between the older peoples community based assessment and care management staff and the community resource team to provide emergency assessment to any older person during working hours
- Step up / step down residential reablement facilities provide a service aimed at either preventing longer term institutional care or for the reablement of people leaving hospital. A successful model is now available at Bonymaen House and Ty Waunarlwydd
- Community Connectors who provide a community focal point for supporting people to live independently.
- The development of the role of primary and community health networks as a platform for key approaches to minimising impact on services and joining up services across geographical areas for the benefit of citizens
- Better links with the Third Sector such as signposting to the provision by the voluntary sector and greater access to information and 3rd sector services in GP services.

- 4.2.4 Moving into the three Integrated Community Network Hubs, at the start of 2015 / 16 is seen as a key enabler of Swansea's 'strengths-based' approach to health and social care by focusing on building on the positives already in place. We recognise the life skills and interests that people already have, together with their existing support networks and by building on and pooling resources using excellent social work practice, it is expected that we can then help people to live independent lives in their own home. Our shared strategy is to shift the model of health and social care towards prevention and early intervention; promoting effective work with third sector and other partners through innovative approaches to helping people to remain well supported within their own communities. We also expect to develop a consistent range of services available across all localities and to be available 24/7 across the whole Swansea Local Health Board area.
- 4.2.5 There has been a successful use of one-year Welsh Government funding into Intermediate tier services through Western Bay, to maintain this progress and to reduce the take up of longer term packages of care support. This is a new service tier focussed around early intervention and prevention by promoting 'reablement', that is the recovery of skills lost during a stay in hospital or following illness. There are encouraging signs of shorter duration needing to be spent in residential care, as people are supported effectively to stay at home for longer and to return home following admission.
- 4.2.6 Whilst our 'reablement' approach is seen as well advanced, within the domiciliary care service, there is room for improvement. People need to be able to access services that help promote independence without delay and to ensure that their needs are met quickly in order to facilitate a return to their normal life, with the minimum of intrusive support. There has been success made using this approach within two assessment units in the in-house residential homes: Ty Waunarlwydd and Bonymaen. This year Adult Services has achieved a reduction in admissions to basic residential care, as a direct result of successes in a person centred model of care, working alongside reablement approaches. As mentioned, *p14 Feedback from Independent Review*, further significant investment would be needed to improve the physical environment in order to meet minimum standards within a buildings based model of service, environments, in providing residents and Service Users with accessible, appropriate size rooms with en-suite facilities.
- 4.2.7 Our day services are also now following a 'reablement' model aimed at supporting people to return to achieve their own outcomes (based on a social model of independence) and to focus our long term day services around providing personal care to people with higher level needs and as respite for carers. A new Mental Health accommodation and support resource opened recently, based in Gorseinon. Working with Family Housing, the old Ty Eithen building has been converted into six independent flats with low key support available and six shared living flats when a lot of support is required.



## 4.3 HOW WELL IS ADULT SERVICES PERFORMING IN KEY AREAS?

### 4.3.1 Safeguarding and Prevention

Adult Services prioritises safeguarding and protection of vulnerable adults as “everybody’s business” and in working to ensure there is a clear understanding amongst all staff and partners about corporate safeguarding policy, priorities and guidelines for the protection of vulnerable adults. We want to make sure that vulnerable people are protected from abuse, which may be financial, physical, sexual, emotional or something else. We work with our partners, across the Western Bay region including ABMU Health Board, South Wales Police, the voluntary sector and other community services to prevent abuse, stop it where it occurs and an effective response to managing risks and providing support.

4.3.2 We have strengthened the management oversight of adult safeguarding arrangements through the establishment of a new post of **Service Manager – Safeguarding Adults** to ensure that we have a consistency in response, an interface with practitioners and a focus on prevention. Following the most recent review, an action plan has been put in place to ensure that all adult safeguarding practice is clear and demonstrably person-centred and that actions to protect and safeguard are agreed, taken quickly and to a proportionate level.

In 2014 / 15, we have started to see a fall in the number of adult safeguarding referrals. This can be attributed to a combination of factors including:

- more consistency in how referrals are received via Intake
- greater awareness of safeguarding across whole sector
- working in partnership with health and police to ensure proportionate response.

4.3.3 Of those adult protection referrals accepted, where risk was managed (**SCA/019 this year = 92.6%**; last year = 93.3%)

Our extensive corporate and service based training programme is raising multi-agency and professional awareness and through the work of the regional Safeguarding Board there is now increasing public awareness of adult protection.

We, along with all other Local Authorities across Wales, are still trying to manage the significant increase in Deprivation of Liberty Safeguards (DoLS) referrals and the specialist assessments needed, arising from the two Supreme Court judgements (Cheshire West) relating to the law on deprivation of liberty.

4.3.4 Overall, there have been significant changes to the arrangements to manage and support safeguarding within adult services, made within a context of significant service change, increased demand overall and reducing resources. The changes made have been planned with that challenging context in mind. Given the scale of the changes made, safeguarding practice and the extent to which it is supporting good outcomes for citizens will need to remain an area of focus during the next year.

#### 4.4 INTEGRATED CARE AND SUPPORT

##### **Improved integration of Social Services with Health can deliver improved local services that are focussed on the most vulnerable adults in the community and their carers;**

- Using the Intermediate Care Fund, Adult Services are now integrating services with health colleagues in ABMUHB, GPs and other organisations to reduce avoidable admissions to hospital, residential care or nursing homes
  - When people are admitted to hospital, we will work together to improve our care and support pathways to reduce the length of their stay and enable them to return home sooner
- By 2016-17 we aim to reduce the amount of people admitted directly to residential or nursing care home from hospital by ensuring that all people are first considered for a reablement assessment or rehabilitation in order to promote their independence and to have an opportunity to return home
- We will implement the Social Services and Well-Being (Wales) Act by enable people with health and social care needs to identify their own care and support needs, in order to achieve the wellbeing outcomes they set for themselves
- We will continue to work with our colleagues in Health to reduce any delays in transfers of care from hospital to social care

4.4.1 There is a significant benefit of working jointly with health professionals in coordinating the care of people with complex conditions and we can expect to see fewer admissions to residential care and fewer delayed transfers of care once these arrangements are fully established. Swansea has established a single point of access to ensure a responsive and effective service that minimises any delays and ensures that customers can access intermediate tier services quickly. It is hoped that improving pathways will improve the client journey and at the same time, help to prevent pressures in the system caused by peaks in demand.

4.4.2 Swansea's wide range of community based services is vital in helping people remain supported within their own homes. Our in-house services supports clients with **3,800 hours of home care per week** (Last year = 2538 hrs / week), alongside an additional **12,333 domiciliary care hours per week** provided by the independent sector (Last year = 9749 hrs / week); which represents market share in 2014 / 15 of **24% LA provision to 76% externally provided** (Last year 21% LA provided to 79% externally provided).

We also provided **1312 items of equipment** (last year = 1422 items), through a jointly commissioned Community Equipment Service; and carried our **1422 adaptations** of property (last year = 924).

4.4.3 Our Domiciliary Care Assessment Service (DCAS) service aims to promote citizen independence and minimising long term reliance on Social Care. Swansea has plans for an integrated reablement / response service within each of the three locality Hubs, capable of dealing with emergencies and other referrals in a timely way has to be the ultimate objective.

Swansea acknowledges that any citizen experiencing a delay in returning home, will likely face poorer outcomes and face additional risks, such as falls and MRSA. For the first time in recent years, this key performance indicator increased (**SCA/002** this year = **4.7**; last year = 2.85), mainly due to delays experienced with domiciliary care availability.

- 4.4.4 Some people are remaining in our reablement service for longer than intended to and we will be focusing on improving the outcomes for this group to ensure more people leave as independent or with a reduced health and social care need. Once people start to receive a package of care it is a challenge to reduce levels of support and it is even more challenging to support someone with dementia to return home, following a period in residential care. Yet with the Step Up / Step Down assessment beds, Swansea has had some success in this area using a person centred support planning.
- 4.4.5 One of the key priorities for 2015 / 16 is to review whether vital services such as reablement, home or domiciliary care and day care can be delivered in new and different ways within an integrated service to help prevent people experiencing any delays in their discharge home.

#### **4.5 Managed Care**

- 4.5.1 The new approach to supporting people and communities as set out in the Social Services and Well-being (Wales) Act will change how statutory Social Services, are delivered. More people will be given information, advice and assistance in seeking the solutions that meet their own care and support needs and outcomes. We will need to change the managed care provided by social Workers, through joint teams to ensure that the most vulnerable within our community continue to be well supported and achieve their own outcomes.
- 4.5.2 Swansea would expect every adult receiving a service to have their care plan reviewed annually, though performance has fallen (**this year = 71%**; last year = 81%). The number of people having been reviewed during the year **decreased by 4%** (182) compared to last year.
- 4.5.3 During 2014 / 15, there was considerable disruption caused to care management services by the Cheshire West Court judgments relating to Deprivation of Liberty Safeguards - increasing related referrals to **1119** in 2014 / 15 (last year = 40). This sharp increase in demand has meant that staff who would otherwise have been carrying out reviews, were instead carrying out the DOLs work required by the unexpected change in the law. There have also been a number of changes to management structures during the year leading to disruption to normal activity. The newly-established Hubs will review care management processes and resources during 2015 / 16.

- 4.5.4 Adult Services and ABMU HB have continued to work closely together to improve strategic planning, service developments and the implementation of recovery service models across mental health services. These joint efforts are ensuring that the Mental Health (Wales) Measure 2010 is appropriately complied with and implemented through Western Bay regional programme. The availability of Approved Mental Health Practitioner's (AMHPs) continues to be an issue with a need for more social workers to complete AMHP training to ensure there is availability across Community Mental Health teams.
- 4.5.5 We are continuing to implement changes within Learning Disability Services following recent external (BILD) and Western Bay reviews, which highlighted areas for greater use of a person-centred approach. Work is continuing with this to develop the model of managed care to ensure it fits with the strengths based approaches used in other service areas. Swansea has been reviewing existing Supported Living Schemes and to ensure availability of day and work opportunities to support the remodelling of Local Day Services. Adult Services has had considerable engagement with clients and their families on the current budget situation and the impact on future service delivery which has ensured that meaningful citizen participation in discussion regarding future model of services, planning the changes and any bottom lines for carers.
- 4.5.6 There is a legal agreement within Western Bay region that relates to regional arrangements for the funding and commissioning of substance misuse services. Substance Misuse Action Fund (SMAF) is managed regionally with Neath Port Talbot now acting as the grant recipient body. A Regional Area Planning Board has developed, fully engaged and consulted on a new substance misuse and alcohol commissioning strategy. There has been close working with Service Users to develop this strategy, drawing upon the substantial experience that service providers have in this area, many of whom are Third Sector organisations. 2015 / 16 is seen as a transitional year in which existing local contracts in Swansea are rolled forward for one additional year until the regional commissioning takes place.
- 4.5.7 Our Specialist Sensory Impairment team is a new integrated service based at Swansea Vale Resource Centre with direct access to a range of resources and support to people with visual and hearing impairments. This is a unique service provided by Adult Services alongside other agencies and third sector providers.
- 4.5.8 Overall the take up of Direct Payments, as an alternative to service provision, continues to rise across Adult Services as a whole (**this year = 308**; Last year = 250), with more people accessing them in the areas of physical disabilities = **226** (last year = 198) and mental health = **33** (last year = 9). Our direct payments support contract was retendered through Western Bay, with the DEWIS Centre for Independent Living successfully awarded the contract to improve the outcomes for people, by increasing the quality of support, including the recruitment and development of personal assistants . There is now a pool of around **700 PAs**

available in Swansea. Swansea's Planning Officer, Direct Payments, continues to work with DEWIS and with all care management teams to develop the awareness of and take up of direct payments. It remains a strategic objective to significantly increase the take up of direct payments across adult services.

#### 4.6 COMMISSIONING FOR OUTCOMES AND WELLBEING (INCL. WESTERN BAY)

4.6.1 A critical element of a commissioning strategy is delivering on our shared vision for the future of Adult Services in Swansea. Our TASS programme is now focused on implementation, in order to achieve the step change improvement in practice and service delivery. Swansea's TASS programme remains entirely in line with the policy expectations as set out within the new Act and if successfully implemented would support compliance with the new statutory duties placed on Local Authorities and Social Services.

4.6.2 City and County of Swansea is focussing on improving the effectiveness of commissioning and procurement activity across the Council through the development of a Category Management methodology. Social Services is being supported by a dedicated Category Manager to implement the methodology with the aim of reducing cost, improving efficiency and driving up quality to achieve best value whilst ensuring compliance with all relevant Legislation.

Commissioning Reviews form a key part of the Council's Sustainable Swansea – fit for the future programme. Every Council service is being reviewed within a 2-3 year cycle. The priority areas in adult services to be subject of a commissioning review will be day services, domiciliary care and residential care. These reviews will help ensure that services in these crucial areas are both fit for purpose and sustainable in the longer term.

#### 4.7 SERVICES TO CARERS

4.7.1 Section 6 highlights the full range of support available to carers who make a vital contribution to a sustainable model of social care. Our Social Workers and staff such as Community Connectors regularly identify and support carers on a daily basis.

Staff within all service settings are more carer aware and able to ensure that carers are provided with the right information at the right time.

4.7.2 As well as indirect assistance to carers, they can be offered an assessment of need in their own right (**SCA / 018a** this year = **95%**; last year = 97%), with the actual take up of the assessment offer (**SCA / 018b** this year = **42%**; last year 38%). Of those carers who are assessed in their own right who were provided with a service, there is a reported fall in performance (**SCA / 018c** this year = **45%**; last year 68%). However this is believed to be as a result of errors in data entry and work is ongoing to correct this process error with a view to ensure reported performance properly reflects the extent of service being provided.

#### 4.8 SOME IMPROVEMENTS WE IDENTIFIED IN OUR BUSINESS PLAN

In view of considerable budget savings to be achieved this year within Adult Services, in the context of significant funding reductions for the whole Council over the next 3 years, there are important enablers to put in place to ensure the future sustainability of adult services, that citizens continue to achieve good outcomes and that safeguarding arrangements remain robust and effective.

- gather feedback from Service Users and carers and their experiences of services we provide e.g. adults who are the subject of a safeguarding concern
- improve the availability, quality and range of performance and management information inc. financial data to help with strengthening strategic management capacity and capability
- ensure a fit for purpose business and commissioning support infrastructure is in place, including drawing on wider corporate support, to assist with service transformation and
- explore new ways of measuring outcomes for citizens, carers and communities
- improve social work, social care and integrated practice through the development of strengths based, outcome focussed approaches across the whole of adult services.
- Improve the effectiveness of risk management and business contingency plans to address current and emerging issues
- have open and honest dialogue with all stakeholders to seek consensus on how best to meet the challenges faced in adult social care
- pool resources by integrating with Health, working with council partners and commissioning through regional arrangements
- include citizens and communities in the design and co-production of new solutions to the many challenges ahead.

#### 4.9 OUR PERFORMANCE AIM FOR 2015 / 16 IS TO ACHIEVE TARGETS WITHIN:

- Safeguarding adults (NSI / PAM; Corporate Plan measures)
- Delayed transfers of care (NSI; Building Sustainable Communities)
- Reviews within timescale (PAM; Building Sustainable Communities)
- Balance of Care to older people (Building Sustainable Communities)
- Carers receiving assessment (PAM; Building Sustainable Communities)

#### 4.10 CHALLENGES WE FACE IN 2015 / 16

The following are expected to impact significantly on Adult Services:

- Managing the transition to the new senior management arrangements for adult services and ensuring that reductions in principal officer capacity remain sustainable.
- Implementation of the Social Services and Wellbeing (Wales) Act by April 2016 and beyond
- Budget and financial pressures within the Council and public sector and managing their impact on the health and social care market
- Demographic pressures especially a rising number of older people 85+, with increased physical and mental frailty
- Increased expectations from citizens in terms of standards / quality of service and the challenge of moving to a model of prudent social care when citizens expectations
- Updating commissioning plans to reflect current and future needs, within a changing local population
- Swansea also recognises a need to modernise some building and traditional Social Services; for example, improving the physical environment within Local Authority care homes and day services, as well as developing social care staff in reablement skills, to support new models of service
- At the same time we have to build, train and retain a skilled, professional workforce who work to core professional standards; delivering on targets set within a Social Care Workforce Development Plan
- Improve the availability and quality of performance information to support decisions taken by Officers and to elected members

#### 4.11 PRIORITIES FOR YEAR AHEAD

**Top four Priorities for Adult Services** in 2015 / 16 onwards:

- To ensure the leadership and organisational capacity is in place to support and sustain the changes needed
- To implement a sustainable model of adult social care by achieving excellence in social work practice, keeping vulnerable adults safe, promoting wellbeing and achieving independence
- Continue a transformation and modernisation programme across Adult Services, with effective management of resources and by enhancing access to advice, information and early intervention or prevention services
- To review whether vital services such as reablement, home or domiciliary care and day care can be delivered in new and different ways within an integrated service to help prevent people experiencing any delays in their discharge home

## 5. CHILD AND FAMILY SERVICES (REPORT BY HEAD OF CHILD AND FAMILY SERVICES)

### 5.1 SERVICE OVERVIEW

- 5.1.1 Child and Family Services aims to achieve the best possible outcomes for children, young people and families in Swansea. We will achieve this by offering excellent social work practice, using signs of safety approaches, collaboration and effective safeguarding to build greater resilience within families, children, young people and communities.
- 5.1.2 We believe that our best contribution to successful outcomes for children, young people and families in Swansea is through achieving excellence in leadership and social work practice; that improving the performance and quality of Child and Family Services makes a significant contribution to the Authority's aims and corporate priorities.
- 5.1.3 Child and Family Services is focused on achieving a sustainable model based on excellence in social work and social care, to be best placed to implement the new codes of practice and guidance accompanying the Social Services & Well Being (Wales) Act and most of all to improve outcomes for children in need and their families in Swansea.
- 5.1.4 These are now five key service priorities, linked to the Corporate Improvement Plan, which aim to ensure the most vulnerable children are well safeguarded, protected and supported to the best possible outcomes:
- Refocusing the Safe LAC (Looked After Children) Reduction strategy
  - Achieving a financially sustainable Child and Family Services
  - Reclaiming social work through the implementation of signs of safety
  - Supporting, training and developing our workforce to
  - Working across a continuum of need to reduce dependency.

### Swansea's Safe Looked After Children Reduction strategy

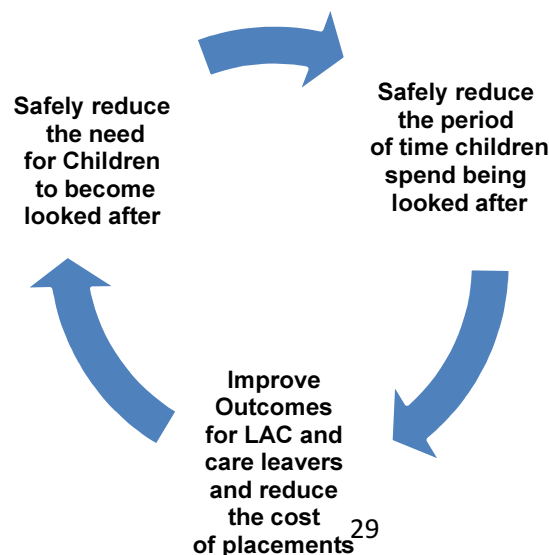


Figure 2 Safe LAC Reduction strategy



- 5.1.5 This sustainable strategy means identifying and helping more children and families with complex needs and by early intervention and prevention reducing demand for a formal Social Services intervention and achieving better outcomes for children who are looked after in Swansea.
- 5.1.6 Swansea is proud to be the first local authority in Wales to implement Signs of Safety and to have made such significant progress throughout so many service areas, at the front door, in complex child protection case work, working with younger and older looked after children to achieve permanence, through family support services and with foster carers to achieve resilience within placements and within conferencing and reviewing work.
- 5.1.7 We are using a Signs of Safety methodology across the whole service to achieve these priorities, as the key is to support families to address the challenges they face as parents. In order for children and families to achieve their own wellbeing outcomes, there also needs to be better life opportunities, with improved access to family support, employment, housing, leisure and lifelong learning opportunities.

**Signs of Safety Assessment and Planning Form**

What are we Worried About?	What's Working Well?	What Needs to Happen?
<b>Past Harm to Children</b> Action/ Behaviour – who, what, where, when, Severity, Incidence & Impact	<b>Existing Strengths</b>	<b>Future Safety/ Protection</b> What must the caregivers be doing in their care of the child that addresses the future danger?
<b>Future Danger for Children</b> Worries for the future is nothing changes.	<b>Existing Safety/ Protection</b> The Strengths demonstrated as protection over time. Must directly relate to danger.	What does the family want generally and in relation to safety?
<b>Complicating Factors</b> Factors which make it more difficult to resolve		<b>Next Steps</b> What are the next steps to be taken to move towards achieving the goal?

**Safety Scale** On a scale of 0 to 10 where 0 means everyone knows the children are safe enough for the child to be in authority today and care arrangements are in place for the children to live at home where ever the situation is different judgement placed there paper number on the continuity. 0 ← → 10

Figure 3. Safety Map



Figure 4. Words & Pictures

## 5.2 MAIN ACHIEVEMENTS IN 2014 / 15

### 5.2.1 Child and Family Services, we are proud amongst other things to report:

- Nearly 100 fewer Looked After Children
- Rate of recourse to LAC reduced from **125:10,000 to 105:10,000**.
- Rate of new LAC entrants reduced from average **20/** month to **14/** month
- Number of IFA placements reduced from **150 to 100**
- Number of in house Foster placements increased by **60**.
- Number of children living in residential placements reduced from **60 to 35**.
- The small number of LAC who continue not to live in or close to Swansea are only those for whom provision does not yet exist locally (single figures).
- The number of care proceedings has reduced by more than a half.
- The rate of successful matching for adoption is the same as the rate of new placement orders being granted.

- The number of children supported via a special guardianship arrangement has doubled.
- Swansea is the leading UK authority in implementing The Signs of Safety safeguarding practice framework.
- We have no agency Social workers.
- Children services cost **£3million** less than 2 years ago

### 5.2.2 Child and Family Services are also proud amongst to report:

- Swansea is the leading UK authority in implementing The Signs of Safety safeguarding practice framework
- We have no locum Social Workers
- Children services cost £3million less than 2 years ago
- Number of more costly independent fostering agency placements has reduced
- More in house Foster placements available
- Fewer children are living in residential placements (reduced from 60 to 43)
- The small number of LAC who continue not to live in or close to Swansea are only those for whom provision does not yet exist locally (single figures)
- The number of care proceedings has reduced by more than a half
- More children are being placed for adoptions and finding suitable families; our rate of successful matching for adoption is the same as the rate of new placement orders being granted

- More children are supported via a special guardianship instead remaining in care of local authority.

### 5.2.3 Some of the key enablers of these successes are:

- Remodelling of child and family 'front door' to improve continuity of social work support to children in need within locality teams
- Our referral and re-referral levels are now more consistent, though 'events' are more variable
- Lifestory work to support those children who are looked after to grow and own their personal journey through experience of care and being placed
- Achieving lower rates of re-referrals, now 16.7 (last year 19.6) and maintaining levels in initial assessments at around **90%** during this big period of change
- Performance in timeliness of core groups (SCC/01) improved from 78% to **93%**
- Cases allocated to a qualified Social Worker have all improved, with more recent higher level of children in need allocations to 80% (@ May 2015)
- Retaining our workforce, with low turnover and effective recruitment
- Case supervision evident within each child (open) record between 80-100% by team
- Child and Family Services Budget spend down by £2m on previous year, mainly due to efficient and collaborative commissioning of placements and by improving social work practice.
- 

## 5.3 HOW WELL IS CHILD AND FAMILY SERVICES PERFORMING?

### 5.3.1 WELLBEING (PREVENTION AND EARLY INTERVENTION)

Working with partners and other professionals to ensure there are shared and common approaches to dealing within child welfare, safety and in working with families at risk. We are reducing demand for statutory intervention by ensuring a continuum of family support services, effective front door arrangements.

Also to address shared concerns such as the impact of domestic abuse and substance misuse on family life and child safety.

5.3.2 There is a wider range of family support services working together to deliver intensive, solution focussed interventions that best support the rehabilitation of

children home. The restructure of Swansea's in house residential service at Ty Nant has supported emergency or short term provision, with important work with children to ensure they have the best chance to return home or to leave care with the best possible outcomes.

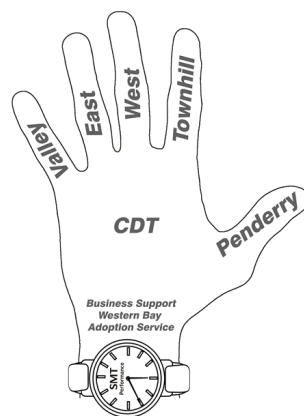
- 5.3.3 A measure of successful early intervention and alignment of family support is the re-referral rate, within 12 months showing significant improvement (SCC/010 this year = **16%**; last year = 19%).

By moving to a regional adoption service, this allows for greater investment and pooled resources. Swansea achieved **33 Placement Orders granted** (last year = 32) and **19 Adoptors approved** (last year = 19).

#### 5.4 SUPPORTED CARE PLANNING

- 5.4.1 Swansea are focusing on placing the child in need at the centre of everything we do and Social Workers are using a Signs of Safety and Solutions focused thinking so that children and parents are clear on why we are involved. These approaches are driving up standards of practice within each of the locality team and specialist teams.

All assessments for social care input apart from children with a disability and those young people at risk of offending, are undertaken by one of the five locality teams:



- 5.4.2 Initial Assessments undertaken within the seven working day timescale in **90%** of cases compared with 91% the previous year, whilst all others were completed within an average of 12 working days. A qualified Social Worker should endeavour to see the child, this was done in **80% of cases** (last year = 83%). Children seen alone as part of an initial assessment was evident in **38%** of cases (last year = 42%), though we would expect Social Workers who are focused on direct work with each child and family to be significantly better than the reported figure if signs of safety work were included rather than a tick box approach.

5.4.3 Core assessment of needs should generally be completed within 35 working days. Performance has fallen from to **81%** (last year =68%). Again this reflects the additional workloads within the teams to manage the whole child journey following referral. Within the locality teams there has been a greater focus on Initial Assessments and child protection work which was previously carried out by the front door team time, now called the Swansea model. This ensures there is better continuity of Social Workers for each child in need.

## 5.5 PERMANENCE (LOOKED AFTER CHILDREN AND CARE LEAVERS)

5.5.1 Swansea has one of the highest rates of looked after children in Wales, although during the last two or three years the Safe LAC Reduction strategy has been working and we have, to some extent, bucked the national trend, as the overall looked after population in this City and County has fallen from around **600** children within 2012 / 13, to our current position – **514** children (May 2015).

5.5.2 Swansea has a legacy in which there are some children who have been looked after for a considerable proportion of their lives. Around **50%** of all children looked after in Swansea are aged 10 or over and **15%** of the population are aged 16 and over.

5.5.3 There are over **40** looked after children, with complex needs who remain in specialist residential care, with only half of this group now outside the Swansea boundaries.

5.5.4 Research continues to show that outcomes for LAC are generally poorer than the rest of the population. A key aspect of Swansea's strategy is to improve the outcomes that each child looked after can expect and this requires all partners: education, primary and secondary health, housing, mental health, supporting people, careers and substance misuse, to work together towards the agreed safety goals and outcomes.

5.5.5 The creation of a permanence service in Swansea is helping to promote the timely discharging of care orders as a milestone towards positive outcomes rather than an end in itself and to establish a new set of arrangements that best support children, subject to special guardianship orders.

5.5.6 All looked after children have their care and support plans reviewed by an Independent Reviewing Officers. These officers provide an independent quality assurance mechanism and the senior managers provide regular monitoring reports to Cabinet and Scrutiny. There are a number of ways elected members carry out their corporate parenting function; one is to consider at quarterly Corporate Parenting meetings the latest performance

and activity data, to consider new service developments, though the most important is to receive the views of the children and young people themselves whether through participation feedback, digital stories or placement visits.

5.5.7 All LAC are registered with a GP and have regular assessments of their health needs undertaken by a health visitor or School Nurse, with some being undertaken by the specialist Health Visitor for LAC, which is a post shared with Pembrokeshire. Preventative advice and follow up of actual health issues are identified and addressed via this process. Where CAMHS can deliver mental health services they are used and Swansea has now recruited **two** in house therapeutic workers to help support young people with emotional health needs. Social Workers are working closely with schools to achieve outcomes set within each child's Personal Education Plans (PEPs).

5.5.8 Swansea has access to a LAC Education team employed to support looked after children who are finding it hard to engage in lessons or schooling. There has been school attendance of LAC at both primary (**this year = 94%**; last year = 94%) and secondary level (**this year = 89%**; last year = 91.6%) and **0** children looked after have been excluded from school permanently (last year = 0), although a small number have had fixed term exclusions (SCC/044b This year = **24 children** / ave. time of **5.3 days**; last year = 16 children/ ave. time of 9.8 days).

## 5.6 SAFEGUARDING, PERFORMANCE & QUALITY

5.6.1 In addition to the new Corporate Safeguarding steering group, there is also a local safeguarding children management group to oversee the improvements, audits and agendas raised at Western Bay Safeguarding Children Board.

5.6.2 A wider use of safety networks and safety planning within child protection and care planning practice is driving up standards of support to looked after children, children returning home. There is a reduced recourse to care proceedings with improved timescales for public law outline arrangements and better support for a no order principle within care proceedings.

Whilst Swansea is achieving targets set within Safe LAC Reduction strategy, there are still things we need to improve on.

## 5.7 AREAS FOR IMPROVEMENT:

- To reduce number of children entering the care system by managing the drivers that can reduce overall demand on Child and Family Services

- Managing effectively across the 'continuum of need' to be implemented through targeted project in Townhill to build multi agency team working around those more troubled families and children in need
- Post 16 year olds and care leavers to be supported within a remodelled service, in partnership following Permanence Review, implementation plan and recent tendering exercise
- Core Assessments in timescale have been impacted by workloads in teams and this area will have to be more focused in readiness for the new Act
- Performance on statutory visits, conference and reviews, to be carried out in statutory timescales, have generally improved during the year and this work is being well supported by the Service Quality Unit
- We need to proactively manage the services in place that can identify and support young carers
- Targeting areas of high sickness, particularly short term e.g. family support / supervised contact.

## 5.8 SOME CHALLENGES WE FACE IN 2015 / 16

To implement the act and achieve a sustainable model means scaling up Swansea's way of working with those most troubled families and in the most deprived target areas, within locality teams, through multi-disciplinary working to lead on and co-ordinate all of the interventions and services to meet the particular needs of individual children and families to achieve safety and wellbeing.

We will have to achieve an integrated way of working across the provision of early intervention and prevention work across the whole continuum of family support services so that we support families to tackle problems at an earlier stage, in the most proportionate way and to the best outcomes.

Although we have reduced the overall number of children looked after by 27 this year, there still is much work to do to keep children in need out of the formal court and care systems.

Ensuring a range of adoption opportunities and choice of placements in particular to 16-17 year old looked after children, for children with complex needs and those looked after children at most risk

Meeting additional workforce development requirements of CPeL and the New Act, as well as making sure that skilled and experienced Social Workers are best placed to support the level of practice needed to achieve the service priorities (Training Plans are in place for whole service and Foster Swansea).

This will only be possible if we retain a well- supported, deeply engaged, professional and highly skilled workforce committed to the improvement journey.

## 5.9 PRIORITIES FOR NEXT YEAR

5.9.1 Our efforts to continually make improvements in service delivery will only happen if social work practitioners, managers and teams feel:

- empowered to take decisions and to do their best work
- confident to evaluate and respond to risk
- know what they should be doing
- how they should be doing it
- can feel valued and appreciated for their practice
- recognise how what they are doing contributes to the achievement of corporate priorities.

5.9.2 In 2015 onwards, we will

- Safely reduce the number of looked after children in Swansea
- Improve outcomes for children, young people and their families by Improve their wellbeing through a continuum of effective prevention, early Intervention and family support services; as well as a robust front door and locality response to children in need
- Continue to improve the effectiveness and governance of local and regional safeguarding of our most vulnerable children and young people
- Improve the quality and value for money of placements for looked after children to achieve permanence at the earliest opportunity and to enhance their life trajectory
- Deliver on 3 year budget strategy; by targeting the prevention of personal, social and economic costs; and through effective and collaborative commissioning to achieve targets set within Safe LAC Reduction strategy
- Invest in our workforce to achieve excellence in practice; through signs of safety approach building the evidence base on the interventions that work and contributing to the new model of children services nationally and regionally.



## 6. SUPPORT TO CARERS

### 6.1 OVERVIEW

The City and County of Swansea are committed to supporting unpaid Carers in our area. In recognition of the number of unpaid Carers in Swansea (over 30,000) and the significant levels of support they provide to relatives, friends and neighbours, the City and County of Swansea currently commission a range of support services from a variety of service providers. This is in addition to ongoing Social Services interventions where staff such as Social Workers and Community Connectors regularly identify and support Carers on a daily basis.

### 6.2 CARERS RIGHTS DAY

Carers Rights Day is a nationally recognised date which aims to raise the profile of unpaid Carers across the UK and focuses particularly on their rights as an individual. Every year in Swansea we collaboratively plan and facilitate an event that allows Carers to have their say and to hear the latest developments in relation to services and legislation etc. We have been fortunate to have a number of high profile individuals attend such as Sarah Rochira (Older People's Commissioner for Wales) and Keith Bowen (Director of Carers Wales). Attendance at these events has been very pleasing and we encourage practitioners to participate so that they are to hear directly from Carers what matters to them.

### 6.3 CARERS WEEK

Carers week focuses on recognising the contribution that Carers make to supporting the people they care for. Every year the City and County of Swansea in partnership with other organisations makes sure there are ongoing awareness raising opportunities taking place across the City. For example, Swansea's Sainsbury's stores usually sponsor Carers week and we can make use of their stores to attract Carers to speak with us. Consultation with Carers during Carers Rights Day and Carers week provide us with vital information for commissioning and planning service delivery.

### 6.4 SWANSEA CARERS ACTION GROUP

Swansea Carers Action group was established over 10 years ago. It is a multi-agency group of service providers who meet quarterly to share information, discuss policies and initiatives. The group are also a sounding board for consultation and contribute to developing and delivering the Carers Action Plan.

### 6.5 CARERS PLANNING GROUP

This is small group of people who meet fortnightly to plan, organise and evaluate Carers Rights Day and Carers Week events. The group consists of two local authority staff, two Carers, two Carers Centre Staff, one Young Carers staff member and one Local Health Board staff member.

## 6.6 CARERS MEASURE- ACTION PLAN

The City and County of Swansea, Social Services Department are core members of the ABMU Carers partnership. This group was responsible for developing the ABMU Information and Consultation Strategy and Action plan (AKA Carers Measure). They are responsible for implementing the action plan and ensuring that an awareness of Carers and Carers issues is constantly raised within Health and Social Care settings. A number of initiatives have been introduced as a result of the strategy and action plan and staff within these settings are now more Carer aware. The emphasis of this work is to ensure that Carers are consulted and involved in Care planning at every stage. It also ensures that Carers are provided with the right information at the right time.

## 6.7 E-LEARNING RESOURCE FOR STAFF

As part of a regional approach and using monies available from the Carers Measure implementation fund, Swansea have adopted an on-line training resource for staff. This course enables staff to learn more about Carers and how they can help support them. The induction training for City and County of Swansea staff also includes a specific session on Carers and the induction packs also includes information on Carers.

## 6.8 COMMISSIONED SERVICES TO SUPPORT CARERS

6.8.1 **Swansea Carers Centre** delivers a wide range of local support services to meet the needs of adult carers in the area. Staff regularly consult with local carers to ensure their services continue to make a positive difference to people's lives. All services are free of charge.

Services run by Swansea Carers Centre include:

- Carers support groups – drop in sessions, coffee mornings, therapy sessions, stress control, book club, photography and music
- Counselling
- Small grants
- Holiday fund
- Expert information and advice for Carers
- Welfare benefits advice and support for appeals process
- Advocacy service
- Life skills – Access to Work project
- Training courses for Carers
- Caring break service (see Ty Conway support at home and day service).

6.8.2 **Ty Conway Caring Break** Service is a free day service which offers Carers a regular full or half day break (there is a small fee for lunch). Carers regularly tell us how important it is for them to have a break from caring so that they can recharge and carry on. The Carer can also receive advice and support from staff at Ty Conway which is managed by Swansea Carers Centre

6.8.3 **Hafal** is a “Drop in” centre for Service Users with mental health difficulties and their Carers (Drop-in service is provided to the Cared-for person allowing the Carer to have a break, however, Carers are also supported).

6.8.4 **Cwmbwrla Day Centre** Carer Support offers a monthly support group for Carers who are caring for someone with a mental health disorder. The group meets monthly and will arrange regular discussions with professionals and agencies within the mental health field. The group are relatively self-sufficient and act as a support network for each other.

6.8.5 **Respite at Home Services** allows Carers who are caring for someone, who is either immobile or suffering from Dementia, to have a break from their caring role. A member of staff from one of the commissioned agencies will attend the home and carry out what ever tasks are necessary in order for the Carer to go out. There are currently three commissioned providers for this service, throughout 2015 / 16 the Home Support service will be reviewed to evaluate current demand and supply and to identify any efficiency or joint working opportunities.

6.8.6 **The Alzheimer’s Society**- their support at home service provides support at home for Carers who are living with someone with dementia. The support offered can include taking the Cared for person out and about if that is desired and appropriate. Staff from the Alzheimer’s society will assess the Cared for person to ensure the service they offer is suitable and appropriate for them and their Carer. The Swansea branch offers a range of additional services including:

- Advocacy
- Befriending
- Carers information programmes
- Carers support groups
- Dementia café (locations across Swansea)
- Ex carers club
- Singing for the brain.
- The Alzheimers Society will also signpost Carers to other support services.

6.8.7. **Ty Conway** provides a support at home service. Trained staff will attend at the cared for persons home to undertake any tasks necessary, this may be just spending time with the Cared for person or could include undertaking personal care tasks. Ty Conway are able to support a whole range of clients including those with dementia. Staff will assess the Cared for person to ensure the service they offer is suitable and appropriate. The service is available six days a week.

#### **6.8.8 SNPT Crossroads Support at home service and Emergency Respite at Home**

SNPT Crossroads offers a support at home service for Carers who are supporting someone with any condition and are experienced at managing those with higher personal care needs. Also a service is available if a Carer experiences a crisis, emergency or unplanned set of circumstances resulting in them needing a short period of respite.

#### **6.8.9 Swansea Care and Repair**

Swansea Care and Repair are a voluntary sector home improvement agency supporting older and disabled people and their Carers living in Swansea. They have a dedicated Social Services Carers budget which can be used for such things as minor building works, odd jobs and purchasing and installing key safes. They will identify Carers are part of their day to day work and will actively signpost Carers other support agencies such as Swansea Carers Centre.

### **6.9 OTHER SUPPORT TO CARERS**

6.9.1 In addition to the services which are provided directly to the carer, the Local Authority also commissions or provides through in house services a range of respite services.

6.9.2 Whilst such services cannot be categorised as a service provided to the carer although they do enable the carer to have a break from their caring responsibilities, e.g. a placement in a residential respite unit through the Shared Lives Welcome Break Scheme, or in a day service for people with more complex needs helps to support many carers to continue in their caring role.

## 7. ORGANISATIONAL CAPACITY

### OUR PRIORITIES AND OBJECTIVES

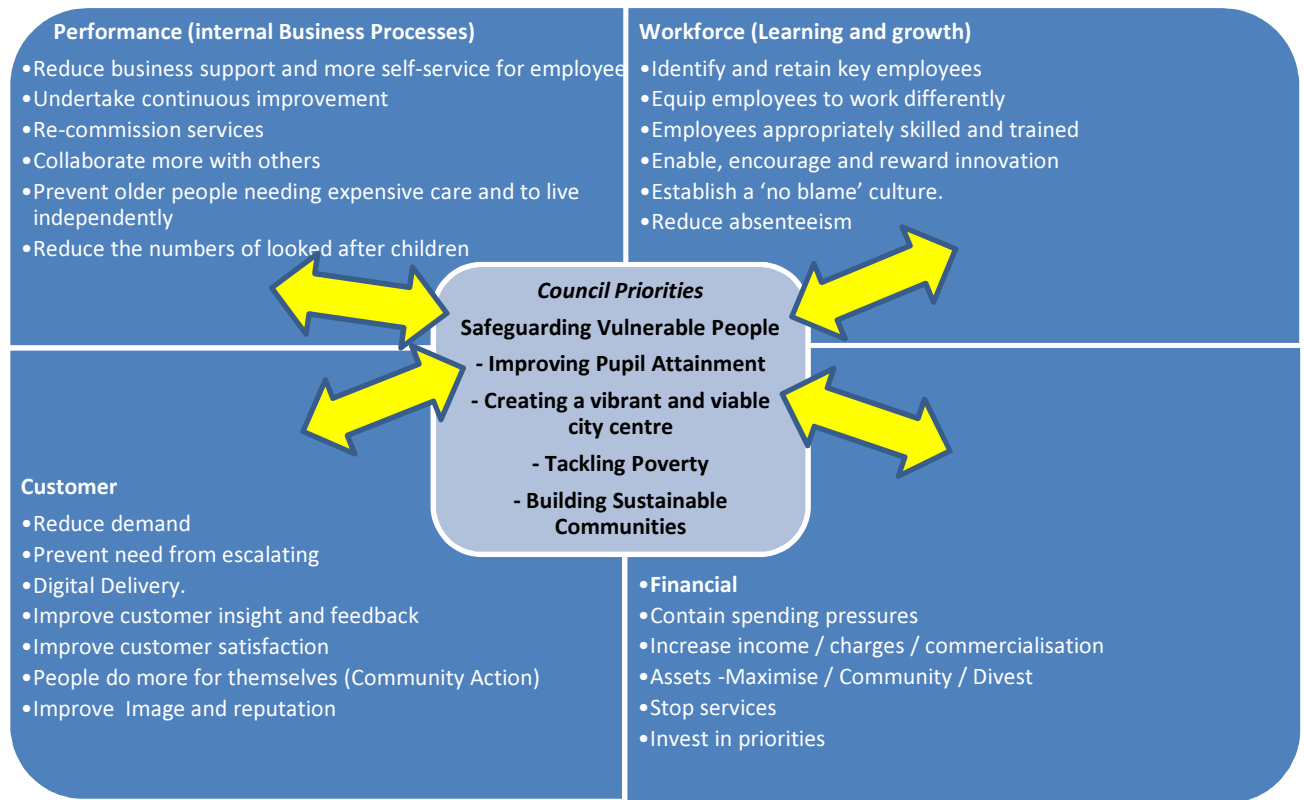


Figure 5 Priorities & Objectives

#### 7.1 LEADERSHIP, GOVERNANCE AND DIRECTION

“Leaders become great, not because of their power, but because of their ability to empower others” (John Maxwell).

City and County of Swansea’s vision is set out within the Sustainable Swansea Fit for the Future programme and the revised Corporate Plan. This is a clear view of what the Council wishes its services and staff to achieve in terms of its internal operations and for its citizens and the means by which it intends to manage the challenges it faces now and in the future.

#### 7.2 OVERVIEW AND SCRUTINY ARRANGEMENTS

7.2.1 Council’s Cabinet and scrutiny arrangements continue to change along with the changing agenda within the Council. A Scrutiny Programme Committee can set up performance panels and time limited inquiry panels to enable a more flexible response to issues and this affords elected members the opportunity to consider in depth topics that matches their areas of interest. In the area of Social Services there are currently two scrutiny panels Child and Family Service performance; the TASS panel which relates to the Adult Services transformation programme and readiness for the Act. The Scrutiny Panel meets to agree a work programme and the chair reports regularly on

progress to the respective Cabinet members of which there are currently three with portfolios which relate to social services functions.

7.2.2 There is the development of a more members led approach to decision making and policy, which requires the officer to provide clear evidence to make the case for changes in direction. Cabinet Advisory Committees also have a role in 'advising' the relevant Cabinet Member on potential changes to policy.

7.2.3 There has been an increase in the range of methods employed by Cabinet members and scrutiny functions to form their opinions and these include weekly meetings with the Chief Social Services Officer and Heads of Services, holding inquiries in matters of interest e.g. domiciliary care, site visits, public engagement events, carrying out research, benchmarking other organisations e.g. Nottingham Council and participation in commissioning activities such as Sustainable Swansea workstreams.

### 7.3 SOCIAL CARE WORKFORCE

7.3.1 Swansea's lead role in the Social Care Workforce Development Partnership continues to support the "One Sector, One Workforce" ethos and to support the establishment, maintenance and development of a shared arrangement as well as the provision of and facilitation of access to resources for workforce development.

7.3.2 This partnership has to address the challenges that arise from reducing public sector resources, requirements of new legislation, increasing change and the transformation of services make the raising of standards across all parts of our sector ever more important. To support this work, we set realistic objectives that are challenging but achievable with hard work and cooperation. It is important that we also take into account other key Welsh Government and other strategies, not least of which will be the new Social Services and Wellbeing Act. The outlook for all in our sector is one of challenge as we strive to deliver services that vulnerable people need to keep them safe and as independent as possible. We all have a part to play in this journey which will be characterised not only by changing patterns of service, but also different working practices that need different skill sets. The workforce agenda over the next few years is likely to be formidable and reducing resources mean that we will need to make some tough choices about priorities. We will need to work together to make sure we understand the direction of travel and how we can all contribute to meeting objectives.

7.3.3 As well as developing the Swansea Social Care Workforce Development Partnership, Swansea has a number of routine responsibilities:

- Developing, agreeing and submitting appropriate SCWDP plans and monitoring reports or other analyses as required by the Welsh Government or Care Council for Wales
- Working with service areas to agree training programmes for the year in support of transformation agenda and practice standards
- Attending provider forum meetings arranged as part of the commissioning and contracting infrastructure to represent a workforce perspective
- Through SCWDP partnership meetings progressing any agreed actions and plans
- Arranging and holding conference events each year that all commissioned providers are invited to attend.
- An event this year focused on recruitment and retention as our annual survey show that retention continues to be an issue for the sector. A further event held focused on improving providers' awareness of the Social Services and Wellbeing (Wales) Act and in particular workforce issues.

7.3.4 Chief Social Services Officer is very aware that the many changes already going on around us, or likely to be introduced across the Council, Social Services and the wider social care sector over the next year or so is already impacting on the workforce. A series of information sharing events has been held with a range of staff covering the current internal and external issues affecting Social Services, the Social Services and Well Being (Wales) Act 2014 as well as the future direction of services and sharing ideas and best practice.

## 7.4 BUSINESS SUPPORT

7.4.1 A review of business support is taking place and Social Services expects, whilst saving have to be made, that business support will remain as integral to service delivery.

7.4.2 The corporate accommodation strategy has required Child and Family Services to move the social work teams into the Guildhall and business support has contributed hugely to the success of these moves by ensuring that there is continuity in systems and resources for Social Workers to access.

7.4.3 The Financial Assessment and Receivership section have recently relocated to the Civic Centre to promote more efficient use of the assessment process and information system in use across the Council. A Principal Officer, Resources, has been recently appointed to lead on a strategic remodelling of business support across the whole service and a newly structured business support, to underpin the new management arrangements in Adult Services and Child and Family Services is expected this year and in readiness for the new Act.

## 8. OUR PRIORITY AREAS FOR 2015 / 16 ONWARDS

### 8.1 THE SOCIAL SERVICES AND WELLBEING (WALES) ACT

The Welsh Government has introduced a new legal framework for Social Services. The Act includes a range of new challenges which will impact on local government as a whole. "Well-being" now cuts across all public service functions, including Local Government, the NHS, the Third Sector and Independent Providers. Meeting the range of new responsibilities will require changes to current practice and models of service; additional resources will be required to deliver on the quality standards as outlined in the codes of practice accompanying the Act, at the same time the Council is focused on achieving efficiency savings.

The change to a universal "offer" of information, advice and guidance being made available to all citizens in order to promote wellbeing is expected to substantially increase the number of people contacting health and social care services.

### 8.2 READINESS

In preparation for the implications of the Social Services Act, Swansea is responding as follows:

1. Providing a more comprehensive public information service, with changes to the corporate public website and
2. Reviewing our Intake team to strengthen the Department's early intervention and preventative response and pathways to intermediate tier.
3. Reviewing the capacity in the Domiciliary Care/ Reablement service to improve both the service resilience and client outcomes
4. Social Services now has a cross-cutting, corporate People Directorate
5. The Department is set to introduce a single (cradle to grave) learning disability service and fully integrated, community mental health services.

### 8.3 SWANSEA PRISON

8.3.1 Under the Social Services and Well-being Act all prisoners in Swansea Prison are classed as having 'ordinary' residence in the City and County of Swansea. This will mean that Social Services in Swansea will become responsible for meeting their care and support needs whilst they are in prison, in preparation for their release and through post release support. Work is on-going at a local, regional and national level to identify the implications of this and to develop a plan for implementing these additional duties.

8.3.2 HMP Swansea is a typical inner city prison, a traditional Victorian establishment that holds up to **455** adult and young adult male prisoners. The most recent Prisons Inspection report **October 2014** found that: pre-release



preparation by health care staff was appropriate, with information for community GPs and supplies of prescribed medication on release. Prisoners with severe and enduring mental health needs were linked effectively with community mental health teams. Substance misuse reintegration planning was good and the CCARA team had effective links with community support agencies. p16

<http://www.justiceinspectors.gov.uk/hmiprisons/wp-content/uploads/sites/4/2015/02/Swansea-web-2014.pdf>

## 8.4 WELSH LANGUAGE

8.4.1 Local Authorities are expected to implement a set of actions to achieve the objectives set within the strategic framework “More than Just Words”. A further set of standards are expected as part of the Welsh Language measure. Swansea is currently meeting the commitments set out in an action plan, with a strong awareness of the need to respond to citizens in Welsh and as the ‘active offer’ on request. Swansea’s ‘Welsh language profile’ is **44,659** with one or more skill in Welsh, which is **19.3%** of the City and County’s population aged 3 or over.

8.4.2 We will continue to deliver on the year three Welsh language priorities from Welsh Government strategic Framework for Health & Social Services. (“More than just words”).

Overall “*More Than Just Words*” is a big change agenda, with Swansea having some way to go, but with positives to build on, for example:

- Directory of Welsh Speakers within Social Services
- Recent training - Welsh Conversation in a Social Care Setting
- Translation of Public Information / key reports into Welsh

8.4.3 Social work practice is building on strengths and achieving the small things that contribute most towards a person’s positive outcomes, and this is assistance is best offered in their first language. The **four main areas for development** are:

- I. Information, Advice and Assistance ensuring there is proactive offer and choice of language during this early conversation around wellbeing and prevention at our access point and within preventative services and for any letter relating to this contact to be sent out in language of choice.
- II. Assessment ensuring that language needs are identified early and once over and that there is opportunity for assessment to be carried out in Wales and recorded in language of choice
- III. Local Population needs understanding local and community needs and developing services and responses locally to meet priority needs within integrated partnerships, primary care clusters or commissioning Hubs

IV. Workforce development improving work based language skills of the whole sector workforce, so that offer of service in language of choice can be delivered, supporting confidence to use skills and to monitor skill levels and deployment of all staff.

8.4.4 Whilst a provisional standard for all training programmes to be made available to staff as delivered, in the Welsh language, is something that should be considered regionally, as there would require a massive investment or new kind of partnership, perhaps a with university, to realise this and meet our continuing professional education framework.

#### 8.5 IN THIS NEXT YEAR (2015 / 16) WE WILL ALSO BE

1. Focusing on greater integration with Health by launching three Integrated Locality Hubs, where Social Workers, health workers work alongside Occupational Therapists, Homecare workers etc. to improve the patient journey from hospital or to prevent admission
2. Full implementation and expansion of Single Point of Access
3. Work with a range of key stakeholders to commence local population needs assessment
4. Further expansion of intermediate care tier.

## 9. SUMMARY TABLES PERFORMANCE IN 2014 / 15

### 9.1A ACTIVITY TABLE

a) Child and Family Services	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	Change (since last Year)
Children supported during the year	3001	3407	3720	3494	<b>3471</b>	-1%
Referrals	2762	3538	2634	1598	<b>1804</b>	11%
Re-referrals	961	1094	733	313	<b>301</b>	-4%
Initial Assessments	1317	1737*	1756	1313	<b>1507</b>	13%
Core Assessments	1068	1143*	1297	1153	<b>1473</b>	22%
Strategy (SD) Discussions held	812	1022	1170	1072	<b>1157</b>	7%
Section 47 resulting (from SD)	550	708	813	803	<b>786</b>	-2%
Child Protection Registrations	286	296	317	295	<b>338</b>	13%
Child Protection De-registrations	273	326	304	302	<b>362</b>	17%
Initial Child Protection Conferences	204	260	372	336	<b>394</b>	15%
Child Protection Reviews	634	710	651	591	<b>711</b>	17%
CP Reviews in timescale	613	669	599	580	<b>684</b>	15%
Looked After children at Year end (open cases)	580	554	588	539	<b>511</b>	-5%
LAC Placements Started	193	161	227	190	<b>213</b>	11%
Statutory visits carried out	2724	3034	2660	3288	<b>3573</b>	23%
LAC Reviews in year	1500	1385	1276	1284	<b>1328</b>	3%
LAC Reviews carried out in timescale	1281	1218	1062	1260	<b>1304</b>	3%
Young Carers known to service	41	42	29	49	<b>87</b>	44%



## 9.1B ACTIVITY TABLE

b) Adult Services	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	Change (since last Year)
Referrals	10814	10,829	10258	11734	<b>11,055</b>	-1%
Unified Assessments	8483	8940	8912	6961	<b>5028</b>	-38%
OT Assessments	4316	4278	2358	2021	<b>1969</b>	8%
CPA Assessments				3503	<b>3790</b>	-3%
Reviews	4862	4762	5328	4580	<b>4398</b>	-4%
Direct Payments	179	180	183	211	<b>308</b>	19%
Carers known	2053	2924	2046	1854	<b>1623</b>	-14%
No. of people delayed in hospital (for social care reasons)	186	150	44	60	<b>100</b>	40%
Adults receiving a service during year	7635	7427	7957	7340	<b>6920</b>	-6%
People receiving residential support	1573	1566	1641	1617	<b>1431</b>	-13%
People receiving home care	1481	1422	1439	1284	<b>1537</b>	16%
Total hrs of Home Care (Internal & Commissioned)	749,764	710,931	623,010	624,723	<b>842,681</b>	24%
Nights of respite provided	11,950	8971	9977	10473	<b>9076</b>	-25%
People receiving equipment	1617	1166	1774	1442	<b>1312</b>	-10%
People receiving Adaptations	1159	1020	1339	924	<b>590</b>	-57%
People receiving Meals	663	550	494	506	<b>231</b>	-119%
Safeguarding Referrals completed			375	432	<b>380</b>	-14%
c) Directorate	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	Change (since last Year)
Financial Assessments	3481	3961	3742-	3229	3412	5%

## 9.2 PERFORMANCE TRENDS

Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Statu s
SCA/001 NSI	Delayed Transfers of Care	7.18	2.12	2.47	<b>4.70</b>	4.68 (4.57)	4-6	□	R
SCA/002a NSI	Older People Supported in Community at end of year	67.59	77.22	73.51	<b>70.28</b>	74.48 (77.53)	72	□	R
SCA/002b NSI	Older People Supported in Care Homes at end of year	22.84	22.91	21.50	<b>21.50</b>	19.84 (20.63)	19.5	□	G
SCA/003a	Supported in Community during year, aged 18-64	97.09	97.72	97.38	<b>97.3</b>	97.5 (93.87)	97.5	□	A
SCA/003b	Supported in Community during year, aged 65+	79.32	80.21	78.21	<b>79.0</b>	83.71 (83.47)	81	□	A
SSA1 Local	Initial enquiry and care-plan, including specialist (working days)	24.17	26.65	21.3	<b>21.3</b>	Local PI	18.5	□	A
SCA/007	Care Plans reviewed in timescale	76.9	83.2	81.1	<b>71.6</b>	81.1 (80.9)	80	□	R
SSA/2 Local	Installation of aids / equipment (working days)	7.10	6.69	7.29	<b>8.4</b>	Local PI	7	□	R

Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Statu s
SCA/018a	Carers offered assessment or review	97.2	96.6	97.3	<b>94.9</b>	85.8 (86.8)	97.5	□	A
SCA/018b	Carers had assessment or review	12	35.5	37.6	<b>41.8</b>	33.8 (33.6)	40	□	
SCA/018c	Carers provided with service	84.3	73.6	68.3	<b>45.3</b>	63.8 (62.8)	70	□	
SCA/019	Adult Protection referrals where risk has been managed	90.41	92.65	93.3	<b>92.63</b>	94.5 (91.8)	96.5	□	A
SCA/020	Adult supported in the community			84	<b>84.77</b>	86.3 (86.2)	85.3	□	G
SCC/001a	First Placements of looked after children with care plan	100	100	100	<b>100</b>	91 (89)	100	□	G
SCC/001b SID	Looked after children at 2 <sup>nd</sup> review with a plan for permanence	95.5	91.9	98.4	<b>97.0</b>	93.42 (91.7)	99	□	A
<b>SCC/002 NSI</b>	Looked after children experiencing one or more changes of school	14.7	16.3	17	<b>15.7</b>	13.8 (13.7)	15	□	A

Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Statu s
SCC/004 <b>NSI</b>	Looked after children with 3 or more placements in year	6.86	7.7	8	<b>10</b>	8.27 (9.4)	7	□	<b>R</b>
SCC/006 SID	Referrals on which decision made within 1 working day	97.4	100	99.8	<b>99.9</b>	96.26 (97.2)	100	□	G
SCC/007a SID	Referrals allocated to Social Worker for initial assessment	47.9	63.4	80	<b>78.9</b>	79.29 (63.8)	80	□	A
SCC/007b SID	Referrals allocated to someone other than a Social Worker	1.2	3.3	2.2	<b>4.6</b>	7.94 (8.3)	2	□	<b>R</b>
SCC/007c SID	Referrals did not proceed to allocation	50.9	33.3	17.8	<b>16.7</b>	16.68 (28)	18	□	G
SCC/010 SID	% of referrals that are repeat referral within 12 months	30.9	27.8	19.6	<b>16.7</b>	22.22 (27)	15	□	A
SCC/0011a <b>PAM</b>	% initial assessments where evidence that children seen	74.4	83.2	83.2	<b>80.1</b>	78.9 (75.4)	88	□	<b>R</b>
<b>SCC/0011 b NSI</b>	% initial assessments where evidence that children seen alone	32.5	34.7	42.7	<b>38.0</b>	47.9 (37.5)	45	□	<b>R</b>



Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Status
SCC/013a i SID	% open cases of children on CPR allocated to a qualified Social Worker	99.7	99.4	99.7	<b>100</b>	99.85 (99.7)	99.8	□	G
SCC/013a ii SID	% open cases of children looked after allocated to a qualified Social Worker	94	96.3	97.8	<b>99.7</b>	95.15 (94.9)	99.8	□	G
SCC/013a iii SID	% open cases of children in need allocated to a qualified Social Worker	61.4	73.5	75.1	<b>75.4</b>	76.37 (74.5)	78	□	A
SCC/013b i SID	% open cases of children on CPR allocated to other than a qualified Social Worker	0.2	0	0.3	<b>0</b>	0.04 (0.2)	0.2	□	G
SCC/013b ii SID	% open cases of children looked after allocated to other than a qualified Social Worker	3.3	1.2	1.6	<b>0.05</b>	5.0 (4.4)	1.2	□	G
SCC/013b iii SID	% open cases of children in need allocated to other than a qualified Social Worker	18.6	18.7	19.2	<b>20.6</b>	19.61 (21)	18	□	R

Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Status
SCC/014 SID	Initial Case Conference held within 15 days of SD	71.8	82.5	90.5	<b>87.8</b>	89.87 (87.4)	92	□	<b>R</b>
SCC/015 SID	Initial Core group meetings held with 10 days of Initial Case Conference	66.3	76.1	78.8	<b>92.7</b>	90.02 (88.4)	90	□	<b>G</b>
SCC/016 SID	Reviews of Children in Need plans	50.3	57.3	73.3	<b>70</b>	78.84 (71.4)	80	□	<b>A</b>
SCC/020	% LAC with teeth checked			92.1	-	74.5 (73.6)		□	
SCC/021 SID	% LAC reviews carried out within statutory timescales	87.9	83.2	98.1	<b>98.2</b>	95.92 (91.9)	98.5	□	<b>A</b>
SCC/024 SID	% of looked after children with PEP	62.3	79.1	81.3	<b>69.8</b>	62.73 (65)	85	□	<b>R</b>
SCC/025 <b>PAM</b>	% statutory visits to looked after children	87.5	79.7	83.6	<b>83.9</b>	85.3 (83)	88	□	<b>A</b>
SCC/030a ex PAM	Young carers known who were assessed	57.1	100	100	<b>65.5</b>	85.9 (92.3)	100	□	<b>R</b>
SCC/030b SID	Young carers who were provided with a service	57.1	62.1	100	<b>66.7</b>	80.12 (89.4)	100	□	<b>R</b>

Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Status
<b>SCC/033a NSI</b>	Young people formerly looked after still in touch at 19	89.7	94.1	81.1	<b>89.74</b>	93.4 (93.4)	95	□	<b>R</b>
<b>SCC/033b NSI</b>	Young people formerly looked in suitable accommodation	92.3	93.8	96.7	<b>100</b>	92.74 (93.2)	97	□	<b>G</b>
<b>SCC/033c NSI</b>	Young people formerly LAC engaged in education, training, employment at 19	57.7	56.3	46.7	<b>67.71</b>	54.8 (56.4)	60	□	<b>A</b>
SCC/034 SID	% of CPR reviews within statutory timescales	94.2	92.4	98.1	<b>96.2</b>	98.07 (96.1)	98.5	□	<b>A</b>
SCC/035 SID	Looked After children at Key Stage 2 achieving core subject indicator	64.29	42.11	46.7	<b>83.3</b>	51.64 (49.09)	48	□	-
SCC/036 SID	Looked After children at Key Stage 3 achieving core subject indicator	30.77	14.29	44.1	<b>47.06</b>	37.22 (30.36)	48	□	-
<b>SCC/037 NSI</b>	Ave. external qualifications point score for 16 yr old LAC	185	330	249	<b>282</b>	262 (221)	260	□	<b>G</b>
SCC/039 SID	Health Assessments for looked after children undertaken	92.4	93.7	98.1	<b>96.0</b>	81.03 (80.3)	98	□	<b>A</b>

Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Status
SCC/040 SID	Placements started where child is registered with GP within 10 days	100	95.2	TBA	<b>A</b>	83.16 (78.28.1)	90	□	-
<b>SCC/041a</b> <b>NSI</b>	Eligible children with pathway plans	98.2	97.5	93.5	<b>98.2</b>	89.2 (89.5)	94	□	<b>G</b>
SCC/041b SID	Eligible children allocated a personal advisor	93.6	92	95	<b>98.2</b>	85.66 (96.3)	97	□	<b>A</b>
SCC/042a SID	% Initial Assessments completed within 7 working days	77.8	84.4	<b>91.5</b>	<b>89.94</b>	71.88 (73.1)	93	□	<b>A</b>
SCC/042b SID	Ave time taken for those initial assessments that took longer than 7 days	16	14	<b>12</b>	<b>12</b>	19.47 (20)	10	□	<b>A</b>
SCC/043a SID	% Core Assessments completed within 35 working days	68.9	69.6	<b>81.5</b>	<b>68.52</b>	81.23 (76.6)	84	□	<b>R</b>
SCC/043b SID	Ave time taken for those core assessments that took longer than 35days	65	69	<b>60</b>	<b>59</b>	57.6 (65)	50	□	<b>R</b>
SCC/044a SID	% children looked after who were permanently excluded from school	0	0	<b>0</b>	<b>A</b>	0.27 (0)	0	□	-

Ref.	Key Performance Indicator	Swansea End of Year 2011/12	Swansea End of Year 2012/13	Swansea End of Year 2013/14	Swansea End of Year 2014/15	Wales Ave 2013/14 (12/13)	Swansea Prov. Target 2015/16	Desired Direction of Travel	RAG Status
SCC/044b SID	Ave. days spent out of school on fixed term exclusions for LAC children	8.9	5	9.8	A	6.75 (6.3)	5	□	-
SCC/045 PAM	% of reviews Children LAC, CPR and CiN within statutory timescales	75.8	74.6	88.6	A	89.6 (86.4)	90	□	A
<b>Key: NSI refers to National Strategic Indicator; PAM refers to Public Accountability Measure; SID refers to Service Improvement Data Measure</b>									

### 9.3 PROGRESS EXPECTED WITHIN NEW CORPORATE PLAN PRIORITIES

5 Corporate Priorities (City and County of Swansea's Corporate Plan 2015-2017)	How Social Services aims to contribute in 2015-16 onwards
<b>1. Safeguarding Vulnerable People</b>	<ul style="list-style-type: none"> <li>- By ensuring there are effective safeguarding arrangements and governance are in place to drive safe practice improvement</li> <li>- Children are kept safe and protected; children are seen as part of the assessment, that safety plans are put in place, carried out effectively and reviewed within timescales so that children and families can return to a normal way of life</li> </ul>
<b>2. Improving Pupil Attainment</b>	<ul style="list-style-type: none"> <li>- Improving continuity of Social Worker</li> <li>- Improving educational outcomes of looked after children</li> <li>- Through Local area coordination and support to families and carers</li> </ul>
<b>3. Creating a vibrant and viable city centre</b>	<ul style="list-style-type: none"> <li>- Continue to redesign front door, improving access and referral route for people in need and professionals - Development of integrated locality network Hubs</li> <li>- Creating a new permanence service to ensure effective support is available to care leavers</li> <li>- Commissioning for outcomes</li> </ul>
<b>4. Tackling Poverty</b>	<ul style="list-style-type: none"> <li>- By safeguarding vulnerable adults</li> <li>- Tackling neglect through safeguarding and effective family support</li> <li>- Supporting children looked after closer to home</li> <li>- Supporting foster carers, family and friend carers and care leavers</li> <li>- Using direct payments to give a voice, choice and control to parent and children with disabilities</li> </ul>
<b>5. Building Sustainable Communities</b>	<ul style="list-style-type: none"> <li>- Promoting resilience within children, young people and families;</li> <li>- Building family networks using signs of safety and strengthening communities</li> </ul>

	<ul style="list-style-type: none"><li>- Reducing delayed transfers of care for social care reasons</li><li>- Carrying out reviews of care plans</li><li>- Achieving a sustainable 'Balance of Care'</li><li>- Supporting carers</li></ul>
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## 10. GETTING IN TOUCH

If you have any comments on this report, or further questions about the information it contain, you are welcome to use the contact details below:

**Simon Jones**

**Performance Improvement Officer**

**Social Services**

**4<sup>th</sup> Floor,**

**36 Oldway Centre,**

**Orchard Street,**

**Swansea,**

**SA1 5LD.**

**Email: [simon.jones@swansea.gov.uk](mailto:simon.jones@swansea.gov.uk)**



## Report of the Section 151 Officer

Council - 22 October 2015

### MID-TERM BUDGET STATEMENT 2015/16

**Purpose:** To present to Council a statement which outlines current year financial performance together with an updated assessment of savings requirements over the period of the Medium term Financial Plan.

**Policy Framework:** Sustainable Swansea Budget Plan 2015/16.

**Reason for Decision:** The report is presented in order to provide Members with a view of current financial performance and the likely financial planning scenarios that will influence budget and service decisions over the period of the MTFP.

**Consultation:** Cabinet Members, Executive Board, Legal Services and Access to services.

**Recommendation:** It is recommended that:-

1. The comments made in this report are noted and that the revised Resources forecast and forecast of spending pressures are adopted in terms of future budget planning.
2. The financial forecast in relation to the current year is noted and that Council endorses whatever actions are required in order to move towards a balanced revenue outturn for 2015/16.
3. Comments in relation to the funding of the Capital programme set out in the report are noted and the funding shortfall continues to be addressed by a policy encompassing all asset sales.

**Report Author:** Mike Hawes

**Finance Officer:** Mike Hawes

**Legal Officer:** Tracey Meredith

**Equalities Officer:** Sherill Hopkins

## **Section 1 – Introduction and background**

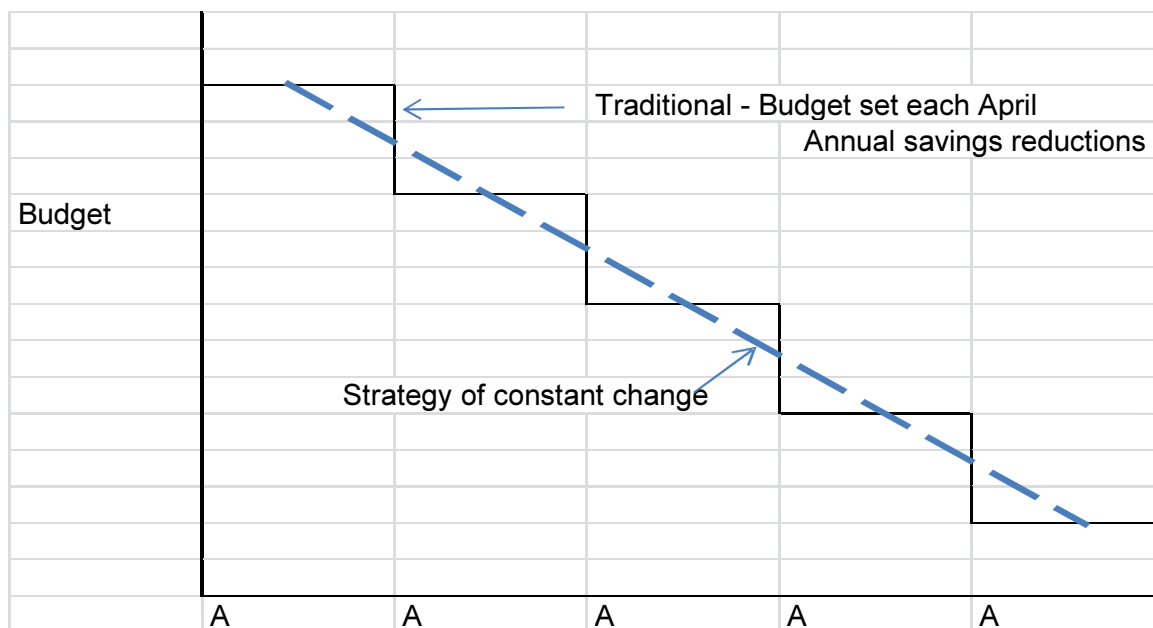
1.1 This statement is intended to provide a strategic and focussed assessment of current year financial performance and an update on strategic planning assumptions over the next three financial years. The clear benefits of this statement are:-

- **Enhanced Local Accountability:** it will enable the Council to have a “state of the nation” type debate, increasing accountability about what has been achieved and what is planned
- **Clear Strategic Direction:** it will enable the Council to update and/or confirm strategic direction in response to in year external and internal changes, providing clear direction for the development of budgets and savings options prior to the Annual budget meeting of Council
- **Better Medium Term Financial Planning:** it will enable the Council to publically update its financial assessment mid-year, in response to national announcements or changing assumptions, rather than wait until February
- **In Year Budget Changes:** it will enable the Council to make in year changes to budgets to respond to the increasing financial challenges – we cannot wait until February each year to do this
- **Transparency:** it will enable a clear and unambiguous public assessment of savings performance against targets
- **Remedial Action:** it will enable the Council to increase the pace in dealing with identified budget and/or savings variances

1.2 The Council has a clear and accepted strategy for addressing the budget savings it needs to achieve – ***Sustainable Swansea – Fit for the Future***. However, it is clear that the strategy has to increase in both scale and pace if the Council is to address the very real financial challenges that it currently faces.

1.3 It is also clear that at present the Council remains attached to a policy of addressing its financial affairs via the annual budget cycle rather than accepting the medium term financial outlook and, in doing so, moving to a position where it operates in advance of annual savings targets.

1.4 It is clear that those Councils who are successfully dealing with savings requirements highlighted in the MTFP, in all forms, are doing so by adopting a strategy of constant in year savings implementation set against the annual budget cycle. The inevitable result of that is a tendency to achieve annual in year budget underspends due to actions being taken early to address the long term downward trend in net expenditure.



1.5 The above table contrasts Councils that operate via traditional annual budget cycles with an annual April budget reduction with the expenditure path taken by those who adopt a strategy of constant change. Those that adopt the strategy recognise and accept a net reduction in expenditure as a certainty over the medium term financial plan period.

1.6 The Council does have a successful track record of implementing savings requirements on an annual basis. For the period 2008/09 to 2013/14 the Council achieved cumulative savings of some £42m in order primarily to offset budget pressures; crucially, however, during that period it did so against the background of a net expenditure increase (allowing for changes in funding to Council tax support costs) of some £30m

1.7 The 2014/15 and 2015/16 financial years have seen further cumulative savings targets totalling some £38m. This is set against a net reduction in overall spend of some £11m over the two year period – i.e. a real cash reduction in Council spend.

1.8 It is clear, as stated above, that the Council faces unprecedented challenge in delivering future required savings targets.

1.9 This Statement is intended to form a logical flow from an assessment of current year anticipated performance through each step of a structured planning process for future years and as such it specifically details:-

Section 2 - Revenue financial forecast 2015/16

Section 3 - Service/Financial risks currently identified in relation to the delivery of the 2015/16 Revenue Budget

Section 4 - A revised Medium term Resource and Funding forecast for the period 2016/17 to 2018/19 based on latest known decisions and Council decisions

Section 5 – An assessment of risk and potential movements on specific grants

Section 6 - An assessment of medium term spending pressures

Section 7 - The medium term financial forecast

Section 8 - Medium Term Financial planning for Schools

Section 9 - An assessment of reserves

Section 10 - Capital programme and funding

Section 11 – Summary of Actions and Decisions required/Legal implications/Access to services implications

1.10 This report should be read in the context of the Council's overarching budget strategy – ***Sustainable Swansea – Fit for the Future*** – and the revised Delivery Programme as agreed by Cabinet on 16<sup>th</sup> July 2015

## **Section 2 – Revenue Financial Forecast 2015/16**

**The purpose** of this section is to provide a high level assessment of the projected 2015/16 revenue outturn position as an essential precursor to forward financial planning assumptions.

**An analysis** of the current position is given in sections 2.1 to 2.7 below.

**Conclusions and recommendations** are given in sections 2.8 and 2.9 below.

- 2.1 The first quarter budget monitoring report presented to Cabinet on 17<sup>th</sup> September 2015 highlighted a forecast service overspend for 2015/16 of £8.2m. Whilst it is implicit within the Council's Financial Procedure Rules that it is the duty of responsible Officers to manage budgets within agreed limits, that report highlighted that it is unlikely that recovery of overspends in the areas of Education and Social Services can be delivered in the current year.
- 2.2 The Revenue outturn report for 2014/15 detailed a net Council underspend for 2014/15 of some £3m. The report highlighted the one-off impact of Corporate items on this outturn position and also drew attention to the fact that overspends within adult services and education, unless addressed, were likely to impact adversely on the 2015/16 budget position. The areas of overspend – particularly around Mental Health and Learning Disability – continue to overspend in 2015/16
- 2.3 The first quarter budget monitoring report also highlighted the need to resolve the allocation of work stream savings against specific service budgets as an in year process. This is in hand..
- 2.4 Given the ongoing spending pressures facing the Council it is important that, where possible, local expenditure is prioritised in order to best reflect community needs and priorities. To this extent consideration needs to be given to the potential to further involve Local Ward Members to influence spending decisions specific to their individual wards.
- 2.5 Work must be undertaken to try and mitigate projected overspends in the Directorates affected by savings elsewhere but it is unlikely that a balanced outturn can be achieved for 2015/16 at this point in time.
- 2.6 It is also likely that the projected underspend of £0.1m on Corporate Services Directorate will increase in scale due to:-
  - Ongoing management action being taken to address both 2015/16 and 2016/17 savings targets
  - Likely savings arising from the Council Tax Support Scheme

- 2.7 The position regarding the use of the Contingency Fund and the Corporate Inflation provision is largely in line with that reported at first quarter. The Contingency fund position, however, will be largely determined by the scale of ER/VR/Redundancy costs incurred later in the year.
- 2.8 Anticipating both current and future year spending pressures, the Section 151 Officer has made formal reports to Cabinet and Council highlighting the significant escalation in risks arising from projected funding reductions and known spending pressures and informing Council, based on his view of the changing risk profile, of his recommendation at this point to reclassify earmarked reserves in order to set aside some £7.8m towards future costs of downsizing the organisation.
- 2.9 The Council is continuing to undertake a challenging review of Single Person Discounts in respect of Council Tax. Early indications are that, whilst some element of savings may arise from this exercise, they will be nowhere near the scale of those achieved for 2014/15.

In addition, the Council continues to pursue claims through HMRC in relation to VAT, although at the current time there are no anticipated receipts from these claims in 2015/16.

- 2.10 During 2015/16 the Council has reported on a detailed savings tracker which is designed to monitor delivery of specific savings proposals contained within the 2015/16 budget report. This activity is separate but entirely complimentary to the standard budget monitoring process. The clear indication at this point is that against an extended savings target of £26.774m the Council is anticipating less than 80% achievement which, given the scale of the challenge faced, is a significant achievement. However, whilst manageable in the short-term, this is outside of sustainable budget affordability. Work is in hand to try and identify in year savings to offset against this overspend.
- 2.11 **Overall the key message is that the Council, subject to the high level risks and issues below, will struggle to deliver within the overall resources identified to support the budget in 2015/16 and will need to significantly accelerate its efforts in terms of scale and pace in order to implement the *Sustainable Swansea* delivery programme into 2016/17 and beyond. In terms of projected outturn, much will depend on the willingness and ability of the Council to reduce and restrict ongoing expenditure across all areas for the remainder of 2015/16.**
- 2.12 **In determining the high level budget strategy for 2016/17 onwards the MTFP discussed later in this report considers the impact of specific variances in year.**

### **Section 3 – Current year Financial and Service risks**

**The purpose** of this section is to provide an overview of the identified high level financial and service risks which could impact on the 2015/16 revenue outcome as detailed in section 1 above. It is critical in understanding the potential for in year variances.

**An analysis** of the current position is given within the tables in section 3.1 below.

**Conclusions and recommendations** are that the Council remains at risk around the identified areas and where appropriate further assessments of likelihood and scale of impact have been undertaken.

3.1 The Council continues to carry a number of financial risks arising out of both Corporate and Service issues:-

#### **Corporate Financial Risks**

<b>Issue</b>	<b>Scale/Risk</b>	<b>Mitigation/Funding</b>
<b>Equal pay payments/Backpay</b>	£1m+/Medium	
The Council is in the process of settling equal pay claims covering a number of categories of claimants. The current financial position suggest adequate funding exists subject to settlement rates on grievance claims.		Current analysis of settled and projected claims suggests adequate funding exists based on agreed settlement rates. Any movement upwards on these rates introduces a potential additional cost over and above sums currently set aside. Any additional funding would be a call on one-off savings for 2015/16 or reserves.
<b>Pay awards</b>	£0/ Very Low	
A two year settlement including backdating was implemented in January 2015 covering the period to March 2016. Risks are minimal in terms of additional costs in current year although there has		Would have to be met from contingency fund, one off savings identified during 2015/16 or reserves. Reduction in service budgets would be difficult due to timing.

been a supplemental national pay claim made around national minimum wage levels.		
<b>Job Evaluation Appeals</b>		
The Council is continuing a significant appeals process following the introduction of Single Status from April 2014. The budget report approved by Council on 24/2/15 approved the Revenue Budget for 2015/16 which contained a clear statement that ' <b>any additional costs that may potentially arise out of the appeals process will be met from within existing Directorate Budgets</b> '.	£1m+/Medium	No corporate provision exists to meet the ongoing costs of successful JE appeals. Whilst the majority of appeals will be heard by the end of 2015/16, the ongoing incremental effect of successful appeals will inevitably impact on revenue costs going forward. In effect this translates into an additional savings requirement on each service of the Council.
Welsh Government Grant Funding	£3m+	There remains the potential for Welsh Government to passport Central Government in-year budget cuts across Services in Wales including Local Government. The current assumption is that this will not be implemented until 1 <sup>st</sup> April 2016 but will form the first tranche of funding cuts for 2016/17.

### Service Financial/operational risks

Issue	Scale	Mitigation/Funding
Key areas of spend around Social Services (particularly at this stage in Adult Services/Mental Health services) remain volatile in terms of demand.	£3.5m+	Discussed at Executive Board. Action being taken to manage demand in the current year with long term plans in place to further manage demand.



Key areas of education spend around out of school tuition show continued signs of overspend without current mitigation.	£1,200k	Progress is being made to deliver savings in these areas albeit delayed against original plan.
The Council continues to incur costs above budget in respect of Employment Training	£400k	Discussed at Executive Board – action being taken to downsize cost 15/16 – timing issue at present.

## **Section 4 – Revised Medium Term Core Funding Forecast**

**The purpose** of this section is to provide an update on the latest known position regarding the potential levels of Aggregate External Funding Going Forward together with an impact across a range of assumptions both in terms of Aggregate External Finance and potential Council Tax levels.

**An analysis** of the current position is given in sections 4.1 to 4.5 below..

**Conclusions and recommendations** in respect of planning assumptions are given in section 4.6 below and are based around an annual reduction of 4.5% in AEF and an indicative annual 3% rise in Council tax which is consistent with assumptions contained within the Medium term Financial Plan.

### **4.1 Existing position 2015-16**

The net revenue budget requirement set for 2015-16 excluding Community Councils was £409m, consisting of gross expenditure of £676m and associated revenue of £267m, comprising specific grants and trading income. It was financed as follows:

<b>2015-16</b>	<b>£m</b>	<b>%</b>	<b>Determined</b>
Aggregate External Finance	308	75	By Welsh Government
Council Tax – Swansea	101	25	By CCS - with constraints
<b>Total Financing</b>	<b>409</b>	100	

This paper considers the strategic position regarding the budget for 2016/17 to 2018/19 and presents figures rounded to £m. A stylised presentation and assumption in all cases is made of a low, medium and high outcome, albeit the parameters of each component are different.

### **4.3 Aggregate External Finance**

#### **4.3.1 Prior announcements for 2016-17 - Autumn Budget Statement planning assumptions**

The UK government Autumn Budget Statement is predicated on all government departments making preparations for two scenarios for unprotected spending:

25% reduction in funding OR  
40% reduction in funding

There will be consequential reductions for the Welsh Government of similar magnitude. Given UK Government relative protection to the NHS and Education there is likely to be some similar degree of prioritisation in Welsh Government

budgets and local government can therefore continue to expect to fare relatively badly in any settlement.

Any mitigation in the scale of reduction will only be likely if schools continue to receive further funded relative protection which will in turn limit our ability to make savings in our largest area of spend.

In announcing the 2015/16 final Local Government grant settlement no indicative figures were given for 2016/17 and beyond. This followed the position in 2014/15 where initial indicative settlement figures proved to be wildly optimistic.

The timing of the Autumn Statement (17<sup>th</sup> November 2015) means that Local Government in Wales is unlikely to have indicative funding levels for 2016/17 available until mid January 2016.

#### **4.3.2 Known funding reductions to Welsh Government**

Following the outcome of the General Election in May 2015, the Chancellor of the Exchequer announced specific in-year budget reductions to non protected areas of Government expenditure within England. The consequent effect of that ,through the impact the Barnett funding formula, results in a net reduction in the Welsh Government budget of some £50m for 2015/16 with a proviso that for devolved administrations implementation of those cuts could be delayed until 1<sup>st</sup> April 2016.

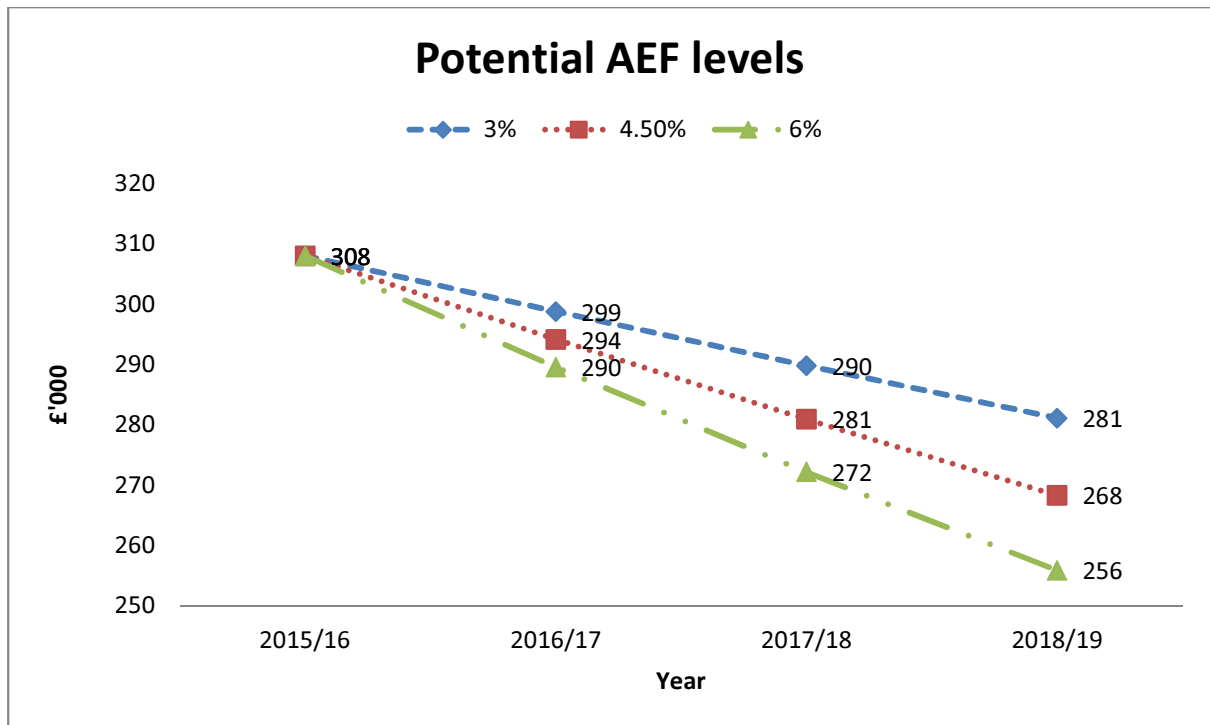
There has been no announcement by Welsh Government as to the distribution of these savings across the components of Welsh Public Sector Expenditure but the reality is that, should that sum be allocated across Local Authority expenditure, then CCS would incur a reduction of some £3.5m for 2016/17 solely as a result of that decision.

#### **4.3.3 Assumptions around 2016/17 and beyond**

There are uncertainties around the **SCALE** of reductions and **TIMING** of budget announcements. The latter cannot be influenced but it is essential that, in planning future spend, account is taken of what will inevitably be a significant and sustained reduction in Welsh Government core funding. The question is not **IF** there will be a reduction it is **HOW MUCH** that reduction will be.

We cannot plan in a vacuum. Therefore it is clear that at the present time we have to make assumptions around future core funding.

The following graph illustrates annual and cumulative effects of reductions of 3%, 4.5% and 6% respectively:-



At the present time it would be realistic to assume the middle funding scenario – i.e. a compounded annual reduction of 4.5% although this is simply a planning assumption. There remains great risk attached to this assumption and, indeed, an assume upper reduction limit of 6% p.a. cuts. The reality of the situation is that the Council remains dependent on the outcome of funding decisions both by the Westminster Government and Welsh Government with absolutely no guarantee that these decisions will be made in a timescale that offers sensible planning timetables.

#### 4.4 Council Tax – Swansea

Budgeted gross council tax yield for Swansea for 2015-16 is £100,807,000, which we have rounded up to £101 million. This remains prudent as we are seeing reductions in single persons discounts, following a targeted and forensic reassessment of eligibility, and we have not seen any reduction in collection rates (as we might have first feared) as a result of the all Wales Council Tax Support Scheme.

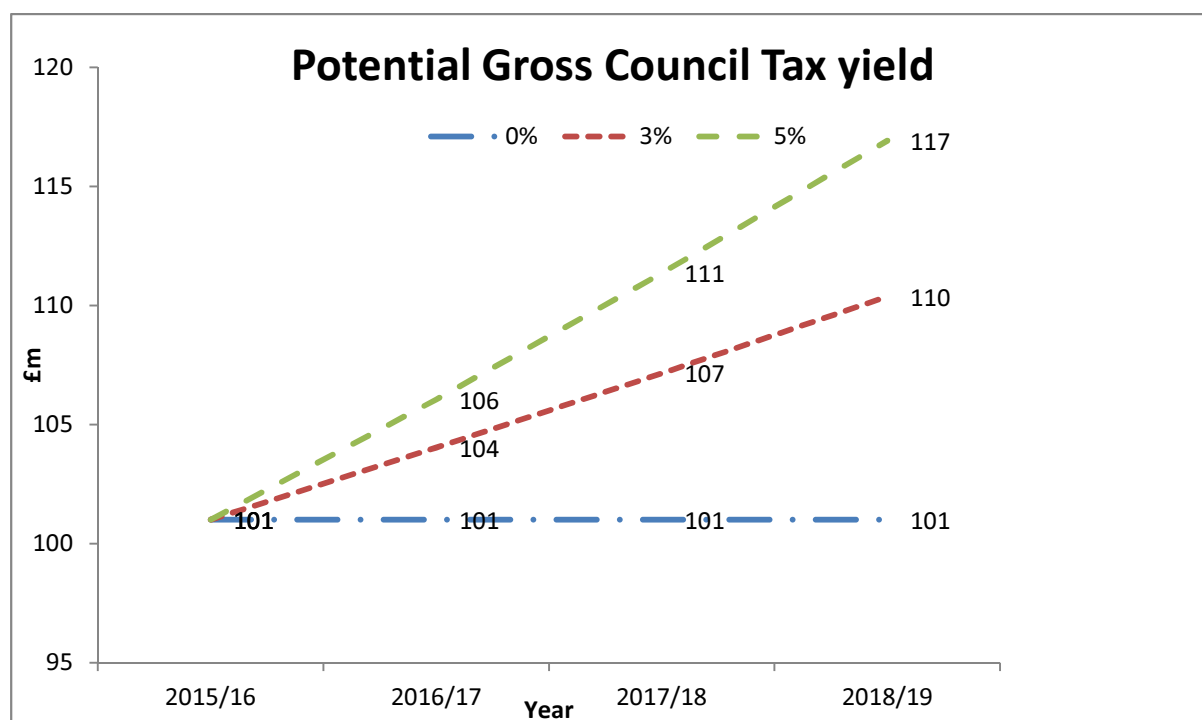
This remains the gross yield on Council Tax and it must be borne in mind that any Council Tax increases results in a corresponding increase in the local cost of the Council Tax Support Scheme, and that will have to be met as expenditure by the City and County of Swansea. This will be flagged as a spend pressure when we consider the spend side of the budget plan.

To be prudent and err on side of caution we will not, for broad strategic planning purposes at this stage, make any assumption about additional growth in the Council Tax base beyond the slight increase implied by rounding the starting point up to the nearest £1 million. This is essential in that the allocation of Local Authority block grant takes account of relative changes to the Council tax base for individual Councils on an annual basis.

Policy decisions on the level of Council Tax will of course remain a matter for full Council to determine on an annual basis and it is always relatively challenging to set out a published range of Council Tax options years in advance, so what follows can only be an indicative assumption to give a plausible range of planning scenarios, to aid the overall understanding of the financial plan.

The following stylised planning assumptions are made:

- As in the past, there is no formal published upper limit to annual Council Tax increases but Welsh Government reserve powers and hints of action taken against what could be deemed to be excessive rises, place an effective top end cap at 5% per annum. This is assumed to be the absolute high end of any potential increases for scenario planning;
- Given the sheer scale of spending reductions needed to set a future balanced budget it is considered equally implausible (albeit theoretically not impossible) that Council Tax levels will be cut. This provides a lower limit of 0% per annum;
- To provide a middle ground option, the stylised assumption is 3%. This provides continued consistency with the current single assumption set out in the existing medium term financial plan.



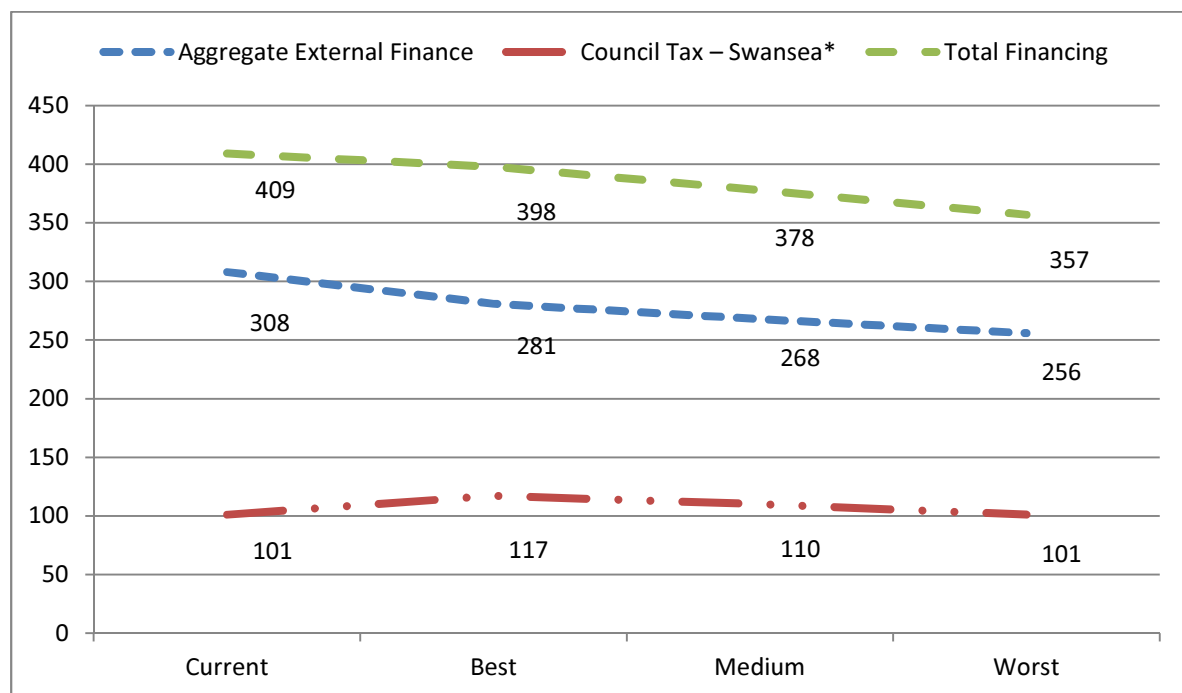
#### 4.5 Combining the assumptions around the resource forecasts

We have set out a range of low, medium and high stylised assumptions for each of the core components of the overall resources available, which does ultimately constrain and determine the budgets we can anticipate setting.

Whilst all or none of these three stylised assumptions may come to pass and indeed it is more likely that the final outcome is one that is either a mix of all permutations, or none at all rather than any one single stylised set of low, medium or high outcomes. It provides a bounded range and a mid point to try to capture relative sensitivities, for the first time in our planning assumptions.

In sensibly combining the components it must be borne in mind, there is a need to align running orders of the three scenarios. So a worst overall case scenario is one which combines high scenario cuts in Aggregate External Finance and low scenario increases in Council Tax income. The converse is also true, an overall best case (solely in terms of resource availability) is one which combines high increases in Council Tax income with low reductions in Aggregate External Finance. This realignment is marked in the following table by \*.

### Future Resources - Cumulative three year effect



\* Running order reversed so best increase aligned to worst cut and vice versa

### 4.6 Commentary on the resource scenarios

In combining the three sets of stylised assumptions, crucially in the correct order, we are saying:

- If there is no change in Council Tax levels for three years and there is a 6% per annum reduction per annum in Aggregate external Finance then we face a £52 million cumulative reduction in resources, before we even factor in any spend and inflation pressures whatsoever.

- The mid range scenario results in a loss of resources, before any spend and inflation pressures of a cumulative £31 million.
- The best case resources scenario, of low 13% reductions in Aggregate External Finance, combined with high 5% per annum Council Tax increases, could mean a cumulative loss of resource of £11million, before factoring in inflation and spend pressures. So even in the most optimistic scenario possible resources will have reduced.

Note: the Council has a clear policy to be more commercial and to increase income to seek to offset some of the financial pressures that we face. Although this should mitigate the position in the medium term, it is unlikely that the level of increased income that we can achieve will make a significant contribution in the next 1/2 years. It is equally clear that in terms of the scale of the savings requirements facing the Council then any increase in Commercial activity will potentially contribute to the solution but in no way will it provide the solution on its own.

#### **4.7 Prudent planning assumptions.**

At this point, given the clear message contained in the letter from the Minister, it would be prudent to assume an annual reduction in AEF of 4.5%.

At an average rise of 3% in Council Tax per annum, the net reduction in funding over the three year period, not taking into account spending pressures detailed elsewhere in this report, would be £31m and this forms the basis of planning for the rest of this report.

## **Section 5 – Updating assessments of specific grants**

**The purpose** of this section is to provide an assessment of the potential impact on the Councils medium term resources in respect of potential reductions in specific grants.

**An analysis** of the current position is given in sections 5.1 to 5.4 below.

**Conclusions and recommendations** in respect of planning assumptions are given in section 5.5 below.

Our successive budgets and medium term financial plans have made one assumption about specific grants: effectively that spend plans are aligned to specific grants and if specific grants reduce, expenditure will reduce to neutralise the loss of grant. That remains an explicit assumption but emerging evidence in terms of the pace and scale of reductions in specific grants requires us to more robustly capture and model risks around specific grant reduction and indeed cessation.

### **5.1 Existing position 2015-16**

Underpinning the net budget set for 2015-16 were substantial specific grants. The most consistent method for capturing and reporting specific grants is to utilise the statutory budget returns (RA returns) which all local authorities have to complete. There are some inherent risks in such an approach:

- Not all grants are firmly agreed at the time of the return
- New grants emerge
- Some grants change (in terms of focus or target or amount) after the budget is set
- Some smaller and ancillary grants can be omitted from the data collection process

The total specific grants underpinning the 2015-16 budget, with broadly matched expenditure were £169,009,000.

<b>2015-16</b>	<b>£m</b>	<b>Determined</b>
Specific Grants	169	By Welsh Government
<b>Total Specific Grants</b>	<b>169</b>	

The nature and range of grants is incredibly diverse. They range in size from, through and to:

- Private sector and HRA housing benefit subsidy £89m;
- Supporting People £12m;
- Education Improvement Grant £12m;
- Concessionary fares £6m;
- Bus Services £5m;
- Waste Grant £5m;



- A range of very small grants worth a few thousand pounds each.

A stylised presentation and assumption in all cases is made of a low medium and high outcome, albeit the parameters of each component are different.

## 5.2 Past history and recent announcements

A raft of announcements and experiences lead us to conclude it remains wholly inappropriate to not recognise the scale of specific grants underpinning our spending and work. Particularly given the size of some of the reductions proposed or to come.

## 5.3 Taking a view on specific grants

The most likely scenario is there will be further reductions in specific grants in total value. Some will reduce, some will cease and some new ones will spring up. Given their nature and the timing of announcements it is problematic to capture these in a forward strategic plan given they direct resources to Ministerial priorities which ebb and flow over time.

The following table shows the current level of specific grant funding to CCS together with the specific area of impact per Directorate/delegated budget.

Possible outcomes at the moment cannot be individually guessed at and, following the table, overall assumptions around potential reductions are exemplified.

### Specific grants – Swansea - £ millions

	Current value £m	Possible outcome	Impact on
Education Improvement Grant	12	?	Delegated
Families First	3	?	People
Post 16 schools provision	6	?	Delegated
Pupil Deprivation Grant	6	?	Delegated
Concessionary Fares	6	?	Place
Bus Services Support	5	?	Place
Supporting People	12	?	People
Flying Start	6	?	People
Community Housing	3	?	Place
Work Based Learning	2	?	People
Waste Grant	5	?	Place

Outcome Agreement	2	?	Corporate
European Rural Development Plan	2	?	Place
Housing Benefit (inc. admin subsidy)	90	2% per annum increase	Corporate/HRA
Other	9	Miscellaneous	
<b>Total</b>	<b>169</b>		

**5.4** On balance it is felt prudent to model the following three outcomes based on ASSUMPTIONS only at this stage:

- A reduction of 6% per annum excluding housing benefit related grants;
- A reduction of 4% per annum excluding housing benefit related grants;
- A reduction of 2% per annum excluding housing benefit related grants;

In all cases the explicit assumption is that the overall loss of grant will be offset by a range of reductions in service expenditure equivalent to the overall loss of grant.

#### **Specific Grants - Swansea - £ millions**

	Current	2016-19 – cumulative 3 year effect £m		
		-2% pa	-4% pa	-6% pa
Grant income	169	159	150	140
Assumed spend*	-169	-159	-150	-140
<b>Net cost</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* This ignores the relatively small number of cases where there is an obligation to match fund specific grants with core resources. There are also instances where the authority voluntarily spends more on services currently than the level of specific grant and this is then recorded as net spend within the overall cost of services.

Specifically, whilst there is no overall financial impact if spend is reduced at the same rate as grant is reduced, we are recognising explicitly the propensity to need to remove spending and activity and this will have consequential impacts on residents and communities. However, this assumption is caveated in two ways:-

- To the extent that specific grant underpins services considered to be essential in contributing to the Council's agreed priorities, decisions to cut expenditure in those areas may be difficult and potentially subject to challenge.

- The ad-hoc nature of funding announcements means that remedial action often cannot be taken in time to meet any reduction that occurs. There is both a service and timing risk that exists.

If specific, non housing benefit grants fell on average by 3% per annum, £7 million of less spending will need to be undertaken by the authority by year three. That would be in addition to any spend reductions relating to loss of core funding and spend pressures highlighted elsewhere in this report.

- 5.5 Of course by their very nature each grant is considered and awarded through a different section of Welsh Government. Each of those separate Departments will be subject to varying overall reductions in core funding and will separately have the ability to vire funding across various service areas on an annual basis.
- 5.6 The result is that reductions in specific grant funding may be far more draconian than the initial modelling suggests.
- 5.7 Equally from the tables above it is clear that the impact of grant reductions should they occur will fall heavily on Schools' delegated budgets. This will have to be taken account of when forecasting the potential Schools position regarding the allocation of future core CCS funding.

## **Section 6 – Revised Medium Term spending pressures forecast**

**The purpose** of this section is to provide an update on the known and assumed spending pressures which will impact the Councils Revenue Budget in the medium term. To make clear, the savings targets that the Council will have to make in the coming years arises due to funding reductions detailed in the previous two sections of this report together with the need to fund additional spending pressures which are detailed in this section.

**An analysis** of the current position is given in within the tables in sections 6.1 to 6.3.9 below.

**Conclusions and recommendations** in respect of planning assumptions are given in section 6.3.10 below which results in a significantly larger level of spending pressures largely as a result of National Decisions regarding levels of National Insurance and Teachers Pension contributions.

6.1 The starting position is a review of the stated included and excluded assumptions in the published MTFP as approved by Council on 24<sup>th</sup> February 2015.

### **Existing published projected spending pressures 2016/17 – 2018/19**

		<u>2016/17</u>	<u>2017/18</u>	<u>2018/19</u>
		<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Future cost of pay awards		1,700	3,400	6,800
Pay and grading scheme		2,700	5,400	8,100
Cumulative contract inflation		1,000	2,000	3,000
Capital charges		1,750	3,250	5,000
Schools pay award		1,200	2,400	4,800
Teacher's pension costs		700	700	700
National Insurance rebate		8,000	8,000	8,000
Use of General Reserves		1,200		
Demographic and Service pressures		3,000	6,000	9,000
<b>Total known pressures</b>		<b>21,250</b>	<b>31,150</b>	<b>45,400</b>

Aggregate External Finance movement		13,844	27,064	39,690
<b>Cumulative budget shortfall</b>		<b>35,094</b>	<b>58,214</b>	<b>85,090</b>

The above spending pressures were accompanied by extensive notes not included for brevity in this paper but they remain extant.

## **6.2 Assessment of the assumptions and material changes to make**

### **6.2.1 Pay awards**

It was prudent to provide for 2% pay awards for staff and a similar pay award for teachers for 2017/189 and 2018/19. Recent commentary by the Governor of the Bank of England indeed indicates that pay growth is likely to accelerate over the next few years as slack is eroded from the economy. Nonetheless this potential for pay growth has to be contrasted with the past six year's experience which is an effective public sector pay freeze or pay cap of 1% each year (the last being a 2.2% two year deal), and the Budget 2015 announcement of a renewed effective cap at 1% until 2020. Having due regard to our employee budgets it is considered equally likely that future pay awards could be at nil or 1% as opposed to the current 2%. Each 1% less is worth £2.9m per annum including schools.. Compounding 1% less for the latter two years is over £5 million.

On balance it feels that an appropriate solution is to assume the mid point 1% per annum and if increases go higher then the cost of those increases will have to be mitigated by agreeing to budget for yet lower numbers of staff employed.

### **6.2.2 Pay and Grading Scheme**

This provides an estimate of the cost of implementing a pay scale where the majority sit on the bottom of the new pay scale and progress up to the top of pay scale. There is no material reason to modify the assumptions made.

### **6.2.3 Contract inflation**

Inflation has proven muted and lower than expected. Given the scale of purchased services the current increases are modest and it would be prudent to keep them unchanged. However, all efforts should be made to seek to contain contract increased through a more commercial approach with suppliers.

### **6.2.4 Capital charges**

No reason to change existing assumptions.

### **6.2.5 Schools pay award**

Same comments apply to pay generally as stated above.

### **6.2.6 Schools capital charges contribution**

No reason to change the assumptions

### **6.2.7 Use of Reserves**

No reason to change the assumptions

### **6.2.8 AEF Movement**

This should be removed as a spend pressure as it has been more accurately reclassified and separately considered as part of resource availability elsewhere in this paper.

## **6.3 New considerations to factor in to the forecast**

### **6.3.1 Changes to Teachers Pensions**

A long standing 14.1% employer rate is now confirmed to be replaced by a 16.4% rate with effect from September 15 and triennial revision thereafter. Accommodating the difference between academic and financial years we can reasonably estimate the additional employer cost to be £1m in 2015-16 and a full year cost of £1.7m (i.e additional £0.7m) in 2016-17. This is an additional unavoidable pressure falling on schools.

### **6.3.2 Changes to National Insurance**

The government intends to progress the single state pension with effect from 1 April 2016. Linked to this is an unavoidable removal of the current 3.4% national insurance rebate to providers of contracted out pension schemes. Both the Local Government Pension Scheme and Teachers Pension Schemes are such schemes. Whilst there will be statutory provisions for savings to be made to pension arrangements for private sector employers to offset these increased costs there is no mechanism offered for public sector schemes and HM Treasury forecasts an extra £5 billion plus in national insurance receipts which must imply no offsetting additional funding to public bodies to neutralise the cost. This will fall to all employers. We estimate the cost to be a worst case £8m in 2016-17 split £2.5m schools and £5.5m non schools.

### **6.3.3 National Living Wage**

The announcement of a stepped increase in a new National Living Wage by 2020 doubly complicates things. There will be a need to bottom load national pay awards for local government and implement locally at a level up to almost

the whole of Grade 4. By 2018-19 this is forecast to cost an additional £3m on the direct pay bill. More significant will be the cost on contracts predominantly incurring costs on staffing by contractors at or near minimum wage, especially in the care sector. By 2018-19 this is forecast to add £6.5m to contract costs over and above inflationary pressures.

#### **6.3.4 Older people demographics**

It is recognised the population in Western Europe, the UK and Wales is getting increasingly old and even more so at the higher dependency higher cost over 85 level. Further more detailed and sophisticated work needs to be done on demographics but it is reasonable to flag the need for additional volume spending, growing at a stylised rate of £2m per annum.

#### **6.3.5 Children's services**

Notwithstanding the demographic trends in the older population, there is also an emerging theme of longer term demographic pressures in childhood ages and this is forecast to particularly affect three Welsh authorities, including Swansea. This has implications for both children's social services and for schools, albeit the latter to some extent have the benefit of surplus capacity places so it is expected the overall impact for education is somewhat deferred (because in the short run extra school places can be accommodated in existing schools and the formula grant allocation will respond relatively to increasing school age populations).

Furthermore there is an inevitability that given well documented serious child protection failures in some English authorities that there is a likelihood of increased spend pressures flowing from reporting of concerns by the wider public, vigilance by staff within and without social services and by other stakeholders and law enforcement bodies and systems assurance required in our own aspects of child protection.

Overall it is considered reasonable to make a stylised assumption of a further spend pressure at a growing rate of an additional £1m per annum.

#### **6.3.6 Taxation**

There are no material enough pressures beyond normal measures (e.g. land fill tax) to require additional and specific large scale uprating of our spend pressures.

#### **6.3.7 Council Tax Support Scheme**

Elsewhere in this paper we have separately considered three scenarios for annual increases in Council Tax. It is emphasised these were on the gross Council Tax yield. Under the Council Tax Support Scheme a sum was

transferred into aggregate external finance to pay for the costs of the support scheme. All future increases in costs have to be met locally. Crucially as we have budgeted for gross increase in Council Tax income we need to budget for the increased local costs of providing Council Tax support to those on low incomes. CTSS amounts to approximately £20 million. A 1% per annum Council Tax increase for three years adds about £0.6 million to our spending cumulatively. A 5% per annum increase adds £3.2 million cumulatively. A mid range 3% per annum adds £1.9 million cumulatively.

### 6.3.8 Specific grants

We have separately factored in elsewhere in this report an explicit assessment of specific grants and the likelihood of loss of resources for the first time.

### 6.3.9 Change in ICT contract arrangements

The Council is changing the model of ICT service delivery during 2015/16 which may result in additional transition costs for ICT services during that year.

### 6.3.10 Reassessing the spending pressures

Combining the various assumptions and updates above we have the following updated assessment:

		<u>2016/17</u>	<u>2017/18</u>	<u>2018/19</u>
		<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Future cost of pay awards		<b>1,700</b>	<b>3,400</b>	<b>5,100</b>
Pay and grading scheme		2,700	5,400	8,100
National Living Wage – own pay bill		<b>0</b>	<b>700</b>	<b>1,700</b>
National Living Wage – contract inflation		<b>2,500</b>	<b>4,000</b>	<b>5,500</b>
Cumulative contract inflation		1,000	2,000	3,000
Capital charges		1,750	3,250	5,000
Schools pay award		<b>1,200</b>	<b>2,400</b>	<b>3,600</b>
Teacher's pension costs		700	700	700



National Insurance rebate		8,000	8,000	8,000
Use of General Reserves		1,200		
Demographic and Service pressures		3,000	6,000	9,000
Council Tax Support Scheme		600	1,200	1,900
<b><i>Total known pressures</i></b>		<b><i>24,350</i></b>	<b><i>37,050</i></b>	<b><i>51,600</i></b>

**Where each of these items represents a new or increased burden then it will be necessary to stretch the targets in relation to the appropriate Workstream within the Sustainable Swansea programme.**

Items in bold italic above represent areas of changes in assumptions/new items compared to the original MTFP and are open to debate and potential change.

## Section 7 – The Medium Term Financial Forecast

**The purpose** of this section is to combine the assumptions highlighted in Sections 4, 5 and 6 above to provide a high level set of planning assumptions around resource requirements going forward.

**An analysis** of the current position is given in sections 7.1 to 7.4 below.

**Conclusions and recommendations** in respect of the forecast are given in section 7.5 below which identifies a potential minimum additional funding deficit for the period of the MTFP critically assuming that:-

- All current planned savings both at Directorate level and through workstreams are achieved
- Any specific grant reductions are matched by equivalent specific service reductions
- All other planning assumptions remain valid.

**Specifically it would be prudent at this time to envisage savings some £20m in excess of current savings plans for 2016/17 alone as set out in the Sustainable Swansea update in July 2015. None of these are yet assured.**

- 7.1 Having assessed the potential spending pressures and likely resourcing scenarios we need to combine the two to determine the overall resource gap.
- 7.2 Whilst the resourcing side has been sensitivity tested with a range of scenarios, for the purposes of establishing both a single medium term forecast and an annual target for each year the explicit assumption is made that the mid-range forecast is used.
- 7.3 The forecast resource gap is as follows:

		<u>2015/16</u>	<u>2016/17</u>	<u>2017/18</u>
	Note	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Total known pressures (as above)		24,350	37,050	51,600
Loss of block grant AEF		14,000	27,000	40,000
<b><i>Loss of specific grant (ultimately assumed funded by reduced</i></b>		<b>6,000</b>	<b>12,000</b>	<b>19,000</b>

<i>spend to match grant)</i>				
<b>Resource gap</b>		<b>44,350</b>	<b>76,050</b>	<b>110,600</b>

7.4 W

We can set against this revised resource gap existing and agreed measures, including the existing proposals set out in the medium term financial plan approved in February 2015, the updated assessment to Cabinet in July and the assumptions set out in this paper on future levels of Council Tax.

	<u>2016/17</u>	<u>2017/18</u>	<u>2018/19</u>
Note	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Council tax increase (gross)	3,024	6,139	9,348
Reduction in spend on services funded by specific grant (ultimately to match grant reductions)	6,000	12,000	19,000
Specific savings proposals already agreed and set out in MTFP	12,772	20,554	20,554
<b>Resource gap currently addressed at best</b>	<b>21,796</b>	<b>38,693</b>	<b>48,902</b>

7.5 This leaves the following gap to be addressed by further savings measures.

	<u>2015/16</u>	<u>2016/17</u>	<u>2017/18</u>
	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
<b>Remaining minimum resource gap</b>	<b>22,554</b>	<b>37,357</b>	<b>61,698</b>

This remaining minimum resource gap needs to be delivered via the various work-streams within the 'Sustainable Swansea – Fit for the Future' work programme as detailed in previous reports to Cabinet and Council

7.6 Crucially, adding the specific proposals already agreed and set out in the MTFP to the remaining minimum resource cap produces the following result:-

	<u>2015/16</u>	<u>2016/17</u>	<u>2017/18</u>
	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Remaining minimum resource gap	22,554	37,357	61,698
Specific savings proposals already agreed and set out in MTFP	12,772	20,554	20,554
<b>Total savings identified</b>	<b>35,326</b>	<b>57,911</b>	<b>82,252</b>

**This is entirely consistent with the forecast MTFP**

7.7 In terms of addressing the shortfall, Council identified within the mtfp an indicative three year savings target across Directorates as follows:-

Service	Current Budget £m	Percentage Reduction/Increase over 3 Years	Amount Realised £m
Schools & Education	159.5	-15	-23.9
Social Care – Child & Families	39.1	-15	-5.9
Social Care- Adults	65.6	-20	-13.1
Poverty & Prevention*	3.5	+5	+0.2
Place	54.0	-50	-26.5
Corporate Services	25.1	-50	-12.5
Total	346.8m		-81.7m

It is clear that the overall savings target is in line with expectations and the above table effectively quantifies the scale and distribution of savings required. Any subsequent decision to lower savings targets in one area will carry a requirement for an equal (but potentially disproportionate) increase in others

## Section 8 – Medium term Financial Planning for Schools

**The purpose** of this section is to highlight the estimated effect of specific spending pressures and potential specific grant reductions on Schools budgets as a precursor to any debate around additional savings targets for 2016/17 and beyond.

**An analysis** of the current position is given in sections 8.1 to 8.3 below.

**Conclusions and recommendations** in respect of schools budgets given in sections 8.4 and 8.5 below.

The additional potential budget reductions to schools arising out of the areas described above form PART OF the overall budget deficit as highlighted.

- 8.1 The annual projected funding deficit for the period 2016/17 to 2018/19 shown in section 7 above reflects the Gross funding requirement for the Council as a whole including expenditure relating to the Schools' delegated budgets.
- 8.2 In understanding the potential pressure on Schools budgets prior to any allocation of potential budget reductions it is important to understand the implications of both reductions in specific grants and estimated spending pressures
- 8.3 The following table, building upon information given in sections 5 and 6 above, shows the spending pressures identified as part of the overall funding pressures that are applicable to delegated budgets:-

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Schools pay award	1,200,000	2,400,000	3,600,000
Contribution to Capital charges	1,000,000	2,000,000	2,000,000
Teachers Pensions	700,000	700,000	700,000
National Insurance Rebate	2,500,000	2,500,000	2,500,000
<b>Total budget strain</b>	<b>5,400,000</b>	<b>7,600,000</b>	<b>8,800,000</b>

- 8.4 These budgets pressures are based on current assumptions and reflect realistically the spending pressures that Schools are likely to face at the current time.

- 8.5 Whilst there would appear to be no specific Ministerial guarantee on funding for schools for 2016/17 such a guarantee cannot be ruled out during the budget process.
- 8.6 It is important to note that the above table assumes NO reduction in specific grants which may form part of the delegated budgets to Schools.
- 8.7 The budget strategy adopted by the council as part of its MTFP assumed a 15% reduction in overall education funding (i.e. 5% p.a.), including schools' delegated budgets, over the MTFP period. Specific decisions on levels of school funding will have to be considered by Council as part of the coming budget round.

## **Section 9 – Use of Reserves**

**The purpose** of this section is to highlight the current planned use of General Reserves to support the 2015/16 Revenue Budget and to outline the relationships between known risks and earmarked reserves and its effect on planning assumptions.

**An analysis** of the current position is given in sections 9.1 to 9.5 below.

**Conclusions and recommendations** in respect reserves usage is given in section 9.6 below.

- 9.1 The current 2015/16 Revenue Budget is underpinned by a proposed use of £1.2m from general reserves.
- 9.2 In terms of planning assumptions the assumption is that this creates a spending pressure for 2016/17 as there is no assumption of ongoing availability of General Reserves for that year or beyond.
- 9.3 With respect to earmarked revenue reserves, a separate report has been presented by the Section 151 Officer outlining the reclassification of reserves following an updated assessment of risks currently facing the Council. Based on that report it is not envisaged any support for the Revenue budget being provided by the use of earmarked reserves at this time.
- 9.4 It remains the position that until these significant risks are fully mitigated then any additional planned use of earmarked reserves to support general revenue budget deficits would be inappropriate.
- 9.5 At this point in time, in line with previous years, any consideration regarding use of reserves should relate to General Reserves only and previous planning assumptions remain extant.

## **Section 10 – General Fund Capital programme and financing**

**The purpose** of this section is to highlight the continuing funding deficit across the period of the current capital programme and to reaffirm the need for accelerated and increased Capital receipts to support the programme.

**An analysis** of the current position is given in within the tables in sections 10.3 to 10.5 below.

**Conclusions and recommendations** in respect reserves usage is given in section 10.6 below.

- 10.1 The General Fund Capital Programme approved at Council on 24<sup>th</sup> February 2015 highlighted potential in year funding deficits for both Directorate Services and Schools improvement programme of some £9.736m for 2015/16 assuming achievement of budgeted capital receipts of some £8.1m.
- 10.2 The overall deficit in financing highlighted for the period covered by the forward capital programme is some £57.038m after allowing for assumed capital receipts of some £14.856.
- 10.3 Previous reports have highlighted the need to accelerate the rate and scale of asset disposals in order to mitigate the above requirement which includes substantial funding requirements relating to the Schools Improvement Programme.
- 10.4 Again as highlighted in previous reports the revenue effect of the above has to be taken in conjunction with the annual debt repayment being made by the Council and, in particular, the level of net debt held at any point in time.
- 10.5 A further and developing pressure on annual Revenue Capital charges is arising from the need to extend the need for additional external borrowing to replace current internal borrowing as the levels of general and earmarked reserves of the Council – and hence cash backed balances – are expected to decrease over the current year.
- 10.6 By way of explanation, where the Council carries surplus cash funding, largely arising from the existence of cash backed reserves and provisions, then rather than invest such surpluses at current historically low interest rates it makes sense as part of good financial management and best practice to use such surpluses instead of using additional external borrowing to support the Capital programme.

However, given the financial outlook of the Council it is likely that the level of cash backed balances is likely to decrease substantially over the period of the MTFP resulting in increased replacement external borrowing with a consequent increase in capital charges.



- 10.7 Future Capital charges are forecast to increase as part of the MTFP as shown in Section 6 of this report. The potential increases shown in that section are considered no better than a best assessment at this time and are dependent wholly on the shape and funding of the future capital programme going forward and the profile of Capital receipts.. It is clear however, that a move to externalise current internal borrowing alone would add some £3.5m p.a. to annual interest charges if fully implemented..
- 10.8 Until such time as additional asset sales materialise both spending pressures and recovery of debt charges arising from the schools programme via reductions in delegated budgets remain part of the revenue funding planning of the Council.
- 10.9 Aggressive pursuit of asset sales is essential to funding both the current and future capital programmes
- 10.10 It remains the case that other than further receipt of capital grants or a substantial increase in asset disposals there is no headroom going forward in terms of the general fund capital programme.

## **Section 11 – Summary of actions required**

- 11.1 There needs to be immediate and sustained action to control and reduce budgeted spend across the Council in order to achieve a balanced revenue outturn for 2015/16 in line with overall approved budget totals.
- 11.2 The Council has adopted a clear and deliverable strategy in order to address savings requirements going forward coupled with the need to continue to provide sustainable services to the public. However, the delivery of that plan needs to be increased in both scale and pace if the Council is to remain financially sound.
- 11.3 The Council needs to adopt a clear methodology of identifying and delivering savings as part of normal in year business rather than as part of an annual budget cycle. That requires implicit acceptance of the mtfp as a firm planning document. This acceptance allows the Council to be proactive rather than reactive to announcements on funding reductions and known budget pressures.

### **Legal implications**

There are no legal implications arising from this report other than the need for the Council to set and maintain a balanced budget

### **Access to Services implications**

While there are no direct implications arising from this specific report, it remains essential that where service levels are affected by budgetary changes (including savings options), robust consideration is given to the equality impact of such decisions. The corporate Equality Impact Assessment process (which includes engagement and children's rights amongst other equality issues) must continue to be used in order to ensure our compliance with the Public Sector Equality Duty for Wales.

**Background Papers:** None.

**Appendices:** None.

## Report of the Cabinet Member for Next Generation Services

Council - 22 October 2015

### LOCAL HOUSING STRATEGY 2015 - 2020

<b>Purpose:</b>	To seek approval for the Local Housing Strategy for the period 2015 –2020.
<b>Policy Framework:</b>	None
<b>Reason for Decision:</b>	To establish the strategic framework for housing policy and strategy for the period 2015 - 2020
<b>Consultation:</b>	Legal, Finance, Access to Services, Communities Cabinet Advisory Committee, a range of external stakeholders.
<b>Recommendation(s):</b>	It is recommended that:  1) The Local Housing Strategy be approved.
<b>Report Author:</b>	Peter Williams
<b>Finance Officer:</b>	Paul Cridland
<b>Legal Officer:</b>	Sandie Richards
<b>Access to Services Officer:</b>	Phil Couch

#### 1.0 Introduction

- 1.1 Although the Welsh Government's requirement for Local Authorities to produce Local Housing Strategies was removed in 2007 as part of their Plan Rationalisation Programme, the Welsh Government still regard the production of these strategies as positive practice and encourage Authorities to develop them.
- 1.2 Local Housing Strategies perform an important role in helping Authorities achieve their statutory duty under the Housing Act 1995, to 'consider the needs of their area regarding the provision of housing'. The strategy document outlines the key housing challenges facing the Authority over the next 5 years across all tenures and sets out how the Authority will address these challenges.

## **2.0 Main Elements of the Strategy**

- 2.1 The Housing and Public Protection Service Unit has prepared the strategy document in close liaison with other key Service areas. The strategy is divided into 6 chapters which are:-

*Chapter 1 – Introduction*, sets the corporate context of the strategy, its relationship to local and national strategies and the corporate aims and objectives.

*Chapter 2 - The Housing Market Assessment*, the chapter highlights the key findings of the assessment which was undertaken in 2013 and which form the basis for the strategy.

*Chapter 3 - Land Use Planning Framework*, details future housing planning priorities for the Authority and looks at the relationship between the Housing Strategy and the draft Local Development Plan.

*Chapter 4 - Affordable Housing* , looks at the level of affordable housing required as identified by the Market Assessment and how the Authority proposes to address this need in future years.

*Chapter 5 – Making Best Use of the Housing Stock*, focuses on the how the Authority manages and maintains Council Housing, issues in the Private Rented sector and energy efficiency measures.

*Chapter 6 – Addressing the Needs of Specific Groups*, looks at how the Authority intends to address the housing needs of older persons, the homeless, Black Minority Ethnic groups and gypsies and travellers.

## **3.0 Consultation**

- 3.1 As well as consulting key corporate partners, the strategy was considered by the Communities, Cabinet Advisory Committee over a series 3 meetings. Changes and additions were made to the document as a result of Members comments.
- 3,2 External stakeholders were also consulted, these included local registered Social Landlords, Third Sector organisations and neighbouring Local Authorities.

## **4.0 Equality and Engagement Implications**

- 4.1 Following an initial screening exercise a full Equality Impact Assessment has been drafted regarding the likely impact of the Local Housing Strategy. The EIA report is currently being quality assured, but to date no adverse impacts have been identified and the most current version is attached as a background paper.

## **5.0 Financial Implications**

- 5.1 The financial implications of the Local Housing Strategy have been incorporated into Council's budget for 2015/16 and the Housing Revenue Account Business Plan for 2015/16 and beyond.

## **6.0 Legal Implications**

- 6.1 Local Authorities have a statutory duty to understand local housing need and to plan for how this is met. The Local Housing Strategy will contribute to meeting this duty.

**Background Papers:** Equality Impact Assessment

**Appendices:** Local Housing Strategy 2015 - 2020

# Local Housing Strategy

2015-2020



City and County of  
**Swansea**

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# Chapter 1

## Foreword and Introduction

### Foreword

Meeting the housing needs of a growing population is both a challenge and an opportunity for all Local Authority areas in Wales.

The challenge is in ensuring there is a sufficient supply of good quality and affordable housing at a time of economic uncertainty and reduced public spending.

The opportunity is through ensuring that any economic benefit from meeting housing needs is sustainable.

A cornerstone of the challenge and opportunity is this Local Housing Strategy, which sets out a vision for housing in the City & County of Swansea for the next five years.

The strategy is underpinned by a Local Housing Market Assessment (HMA), which was completed in September 2013 and has since been updated in January 2015. The HMA takes into account the dynamics of the housing market in and around Swansea. Housing markets do not respect Local Authority boundaries hence the assessment looked at the whole Swansea Bay area in line with Welsh Government Planning Guidance and established good practice. The HMA has provided the Local Authority (the Authority) and its partners with a clear basis for assessing current trends in the housing market and predicting future developments. This will be an essential aid to the formation of future housing policy and strategy, to endeavour to ensure that enough properties of the right tenure and size are available to Swansea's population, now and in the future.

The Local Housing Strategy is also a major Corporate Strategy for the Authority. It is an overarching document to inform policy not only in Housing, but also in other critical services particularly Education, Health and Social Services. In January 2014, the Wales Health Impact Assessment Support Unit (WHIASU) published their "Housing & Health Evidence Review for Health Impact Assessment (HIA)". They identified that housing is a key determinant of health and whilst it is increasingly undeniable that aspects of housing are associated with aspects of physical and mental health, the space in which we live is also bound with less tangible issues such as place, identity & community.

The Council's Land Use Planning Policy Framework is currently being reviewed as part of the preparations for the Local Development Plan (LDP 2010-25), which is due to replace the adopted Unitary Development Plan (UDP) in 2016 and will form the Planning Policy Framework for the majority of this Local Housing Strategy period up to 2020. The Local Housing Strategy will inform the evidence base for the LDP. One of the emerging LDP's key objectives is to ensure that communities have sufficient range and choice of good quality housing to meet a variety of needs and support economic growth.



## **Introduction to Housing in the City and County of Swansea**

The 2011 Census indicated that the Authority has a population of 239,000 which is an increase of 15,500 from the figure recorded in the 2001 Census. This population figure is made up of 103,497 occupied households from 108,729 recorded dwellings. Owner occupation is the dominant tenure with the 2011 Census indicating that 64% of households are owner-occupiers; however this is less than the average for Wales as a whole. Of the remainder, 19% of households are in the social rented sector and 17% in the private rented sector.

The latest annual mid-year estimates of population for Swansea were released by the Office for National Statistics (ONS) in June 2015. The population has increased to 241,300, up 2,300 from the 2011 Census figures. However, at the time of writing, the household and dwelling figures have yet to be released.

## **The Vision for Swansea**

The Local Service Board has recently developed its Single Integrated Plan; The One Swansea Plan; Place, People, Challenges and Change. The plan was first introduced in 2013 and was updated in 2014. It outlines its vision, ambitions, population outcomes and challenges for Swansea.

The purpose of the plan is to improve the wellbeing of people in Swansea by ensuring that professionals and the public work together on a shared set of outcomes and challenges. The Local Service Board includes the main public service agencies for the area and representatives of the voluntary and business sectors.

## **The Ambition for Swansea**

Swansea is a unique city by the sea. It is green, safe, caring and friendly where people are proud of their communities and get on well together. It is a city that values learning and its public services and we want it to stay that way

Swansea is a city that is passionate about its sport, history and culture and these are worth celebrating

But we also want Swansea to be a healthier, fairer and more economically active place, a city that offers more for children and young people

We want to work together to make Swansea a better place and to improve community wellbeing and togetherness in a way that targets the most deprived areas, involves everyone and does not compromise the needs of future generations.

The vision is that Swansea will be a desirable place to live, work and visit that:-

- Capitalises on the distinctive relationship between its vibrant urban areas and outstanding rural and coastal environments
- Has sustainable, distinct communities in both urban and rural locations that benefit from sufficient good quality accommodation; supporting infrastructure, community facilities and opportunities for recreation

- Supports a competitive and prosperous economy that acts as a focal point for the wider Swansea Bay Region
- Is a thriving city centre destination that offers excellent shopping facilities and supporting leisure and business opportunities, capitalising on its proximity to the waterfront
- Celebrates and conserves its unique natural heritage and cultural and historic environments.

### **Population Outcomes**

The One Swansea Plan lists a number of key population outcomes for achievement. These are:-

- Children have a good start in life
- People learn successfully
- Young people and adults have good Jobs
- People have a decent standard of Living
- People are healthy, safe and independent
- People have good places to live and work

### **Key Challenges**

The One Swansea Plan also lists 21 key challenges that the Authority and its partners need to address over forthcoming years. These include a number which are either housing related or where housing policy and practice can make a positive contribution;

- To increase the number of people in social housing able to benefit from warm and fuel efficient homes
- To maintain current low levels of overall recorded crime
- To achieve a better balance between residential/ nursing and community based care for individual older people compared to the rest of Wales
- To significantly reduce the life expectancy gap between the most and least deprived communities

## **The Role of Housing in Helping to Achieve the Authority's Vision and Aims**

Good quality housing plays a significant role in helping to achieve the vision for Swansea and in meeting the Authority's broad aims. In relation to the Authority's own Housing & Public Protection Service, the aim is as follows;

*"To ensure that the Housing & Public Protection Service contributes to Swansea" reaching its potential by providing quality housing services that contribute towards the Authority's broad aims.*

This will be achieved by:

- Working towards bringing all existing Authority owned housing stock up to the Welsh Housing Quality Standard
- Ensuring the appropriate supply of good quality affordable homes through the publication of a clear strategy and working in partnership with others to provide new affordable homes
- Leading and promoting the improvement of housing conditions in the private sector and developing and growing the sector
- Addressing the housing needs of the vulnerable

This Housing & Public Protection Service aim and the content of this Local Housing Strategy closely reflect the housing priorities of the Welsh Government as set out in the Housing (Wales) Act, which received Royal Assent in September 2014. As a result this Local Housing Strategy places particular emphasis on;

- Increasing the supply of affordable housing
- Bringing back empty properties into the housing stock
- Addressing the accommodation issues of an ageing population.
- Improving an ageing social housing stock

## **The Corporate Context of the Local Housing Strategy**

Both the Local Housing Strategy and the Housing Service Business Plan are integral parts of a set of inter related plans and strategies for services provided by the Authority. The Local Housing Strategy may be regarded as one of the Authority's key thematic strategies, whereas the Housing & Public Protection Service Business Plan is one of a number of operational plans adopted by the Authority.

The Local Housing Strategy also acts as an umbrella for a number of 'issue specific' strategies, such as the Private Sector Housing Strategy and the Tenant Participation Strategy.

## **Consultation and the Local Housing Strategy**

Both the Local Housing Strategy and the Housing Market Assessment have been subject to a comprehensive consultation exercise involving the following stakeholders:-

- *Corporate Partners* – meetings were held with representatives of other Authority based Services
- *Stakeholders External to the Authority* – a stakeholder seminar, involving over 80 organisations from the public, private and voluntary sectors
- *Elected Members* – a Seminar for all elected Members
- *Regional Partners* – the Strategy was discussed in detail with other Local Authorities at the South West Wales Housing Strategy Network
- *Local Authority Tenants* – comments were sought via the Authority's newsletter for tenants. In addition, the strategy was discussed by the Authority's Tenant Consultative Panel
- *Housing & Public Protection Service Staff* – comments were sought from staff in the monthly team meetings held by all section/office managers

## Chapter 2

# The Housing Market Assessment

### Introduction

Opinion Research Services (ORS) was commissioned by Neath Port Talbot County Borough Council and the City and County of Swansea to undertake a joint, comprehensive study of current and future housing requirements, housing mix and housing need.

The aim of the study is to understand the nature and level of current housing demand and need against supply and to project that forward to provide a comprehensive assessment of future housing requirements.

### Overview of Housing in Swansea

- The 2011 Census recorded population figures of 239,000 (ONS released mid-year population estimates of 241,300 for 2014) for the City & County of Swansea. This incorporated 103,500 occupied households of which the average household size was 2.26, a decrease from 2.33 in the 2001 Census
- The 2011 Census data suggests there are 108,729 dwellings in the City & County of Swansea
- Almost 65% of all properties across the area are owned outright or owned with a mortgage
- In Swansea, the private rented sector has increased significantly over the last decade and now around 17,100 households (16%) rent privately
- Data from the UK Census of Population 2011 identifies 2,800 households living in part of a converted or shared house (including bedsits) in Swansea
- The proportion of social rented housing in Swansea is higher than the Welsh average, and hasn't changed much over the last 10 years
- The area west of Swansea on or near the Gower peninsula contains some of the most expensive dwellings in South Wales, with an average price over £228,000
- This contrasts with some areas in the north and east of Swansea which contain much lower house prices, where average house prices are below £70,000

- Affordability for single first-time buyers has declined sharply since mid-2004. Less than 20% of all sales in Swansea are for properties sold for below £80,000 with almost 40% selling for over £150,000
- Many dwellings in the private sector stock are only affordable to households with incomes of £20,000 or more. According to May 2015 figures taken from Hometrack's Housing Intelligence System, 42% of Swansea's total households earn less than £20,000 per annum
- Swansea has an above average share of its Lower Super Output Areas (LSOAs) featuring in the top 10% most deprived in Wales, with 18 (12%) of its 148 LSOAs now ranked in the top 191 (10%) most deprived
- In Swansea, levels of deprivation (as measured in the index of multiple deprivation) are most significant in respect of the Education, Income and Health domains, with levels in the Access to services, Housing and Physical environment domains falling below the Welsh average
- In terms of the Overall Index the 18 most deprived LSOAs in Swansea (i.e. those featuring in the top 10% in Wales) are to be found in the following wards:

Townhill	(5 out of the 6 LSOAs in the ward)
Penderry	(5 out of the 7 LSOAs in the ward)
Castle	(2 out of the 8 LSOAs in the ward)
Morrison	(3 of the 11 LSOAs in the ward)
Mynyddbach	(1 of the 6 LSOAs in the ward)
St. Thomas	(1 of the 4 LSOAs in the ward)
Bonymaen	(1 of the 4 LSOAs in the ward)

### **Housing Demand in Swansea**

The Housing Market Assessment (HMA) has highlighted several significant features which will influence the demand for housing in Swansea.

Between the 2001 and 2011 Census, Swansea's population increased by 15,700 to a total of 239,000 people (with a further estimated increase of 2,300 by 2014), representing an increase of 7.0%. This includes 234,400 residents living in 103,500 households, representing an average household size of 2.26 persons. Furthermore, the total number of households in Swansea increased by 9,100.

Comparison of the age structure for the population in Swansea against Wales shows a higher proportion of young adults aged 15-34 years, and particularly those aged 20-24 which is largely associated with the significant local student population. There is also a slightly higher proportion of residents aged over 75 compared to the Welsh average.

## Housing Need in Swansea

The Welsh Government's Planning Policy Guidance Technical Advice Note 2: Planning and Affordable Housing (2006) defines that housing need exists when a household cannot access suitable housing without financial assistance.

At the extreme end of housing need, Fig 1 shows that the total number of claims for homelessness, and the number of accepted claims, has remained relatively steady in Swansea. Until 2006/07, the figures also include those assessed as 'homeless at home'. Fig 1 is taken from the HMA 2013.

Fig 1 – Homeless Applications and Acceptances and Homeless Households in Temporary Accommodation Q1 2003- Q4 2011 for Swansea (Source: Local Authority P1E Homelessness Data. Note: Number of cases based on 12 months to end of quarter)



The Department of Work and Pensions (DWP) together with statistics released annually by Welsh Government (WG) show that over 6% of households in Swansea claim Housing Benefit while living in the private rented sector, which is slightly higher than the average for the whole of Wales. Many households choose to live in private rented accommodation with Housing Benefit support and there are obvious financial implications for increased numbers of households relying on public subsidy to live in the private rented sector, which could be mitigated by increased numbers of affordable dwellings.

The DWP also assess the growth which has occurred in Housing Benefit claimant numbers in the private rented sector in each local authority in Wales between October 2009 and June 2011 and the highest growth has been in the cities of Cardiff and Swansea. In terms of affordability which has an impact on the number of households in housing need, unemployment in Wales is above 7% and some commentators predict this could remain until at least 2016. Unemployment in Swansea is currently 7.8%.

Over 46% of all non-homeowners have incomes of under £10,000 per annum, while 72% have incomes under £20,000 per annum. Assuming that housing costs (to be affordable) do not exceed 25% of income, those households can afford no more than social rent and most would need Housing Benefit support to meet the cost of social rents in Swansea.

## Modelling Future Housing Requirements

The assessment of future housing requirements has been based on robust and credible evidence to estimate future housing need and demand, and then to model the required mix of housing over the LDP planning period up to 2025. This

assessment has also modelled how key housing market drivers (such as affordability) will impact on housing mix.

In line with Planning Policy Wales (PPW) the Council has used the latest WG Local Authority Household Projections for Wales as a starting point for estimating future housing requirements over the LDP period (2010-25). The Council has considered three alternative growth options as follows:

(1) The latest (2011-based) WG principal demographic trend based household projection (which is based on a 5 year migration trend that coincided with the 2008 Recession and a resulting period of reduced economic prosperity and lower average population growth attributable to migration);

(2) The highest of the latest (2011-based) WG variant demographic trend based household projections (which is based on a longer 10 year migration trend incorporating periods of high and low economic prosperity and net migration); and

(3) A policy based household projection derived from the Council's updated Economic Growth Assessment based on policy driven employment forecasts and the number of homes needed to accommodate this jobs growth.

Having regard to WG advice it was considered that it would not be appropriate to consider an option lower than their official household projections.

An indicative dwelling requirement based on the household projections has been calculated by applying local rates to make an allowance for unoccupied spaces (vacant and second homes) and households in a shared dwelling.

On the basis of evidence currently available, the official trend-based and Council's policy-based projections indicate a requirement over the LDP period (2010 to 2025) for 16,100 to approximately 17,100 new dwellings. To make provision for the highest level of potential growth, and include a flexibility contingency of 10% in-line with WG advice, land for up to approximately 17,100 dwellings will be specifically allocated in the LDP. This equates to the building of 1,140 dwellings per annum.

In identifying this highest level of projected growth the Council is mindful of the April 10<sup>th</sup> 2014 WG Policy Clarification Letter to Local Authority Chief Officers which stated that Councils should not solely rely on the WG Household Projections and need to fully consider the housing levels required to support Plans' regeneration and economic aspirations.



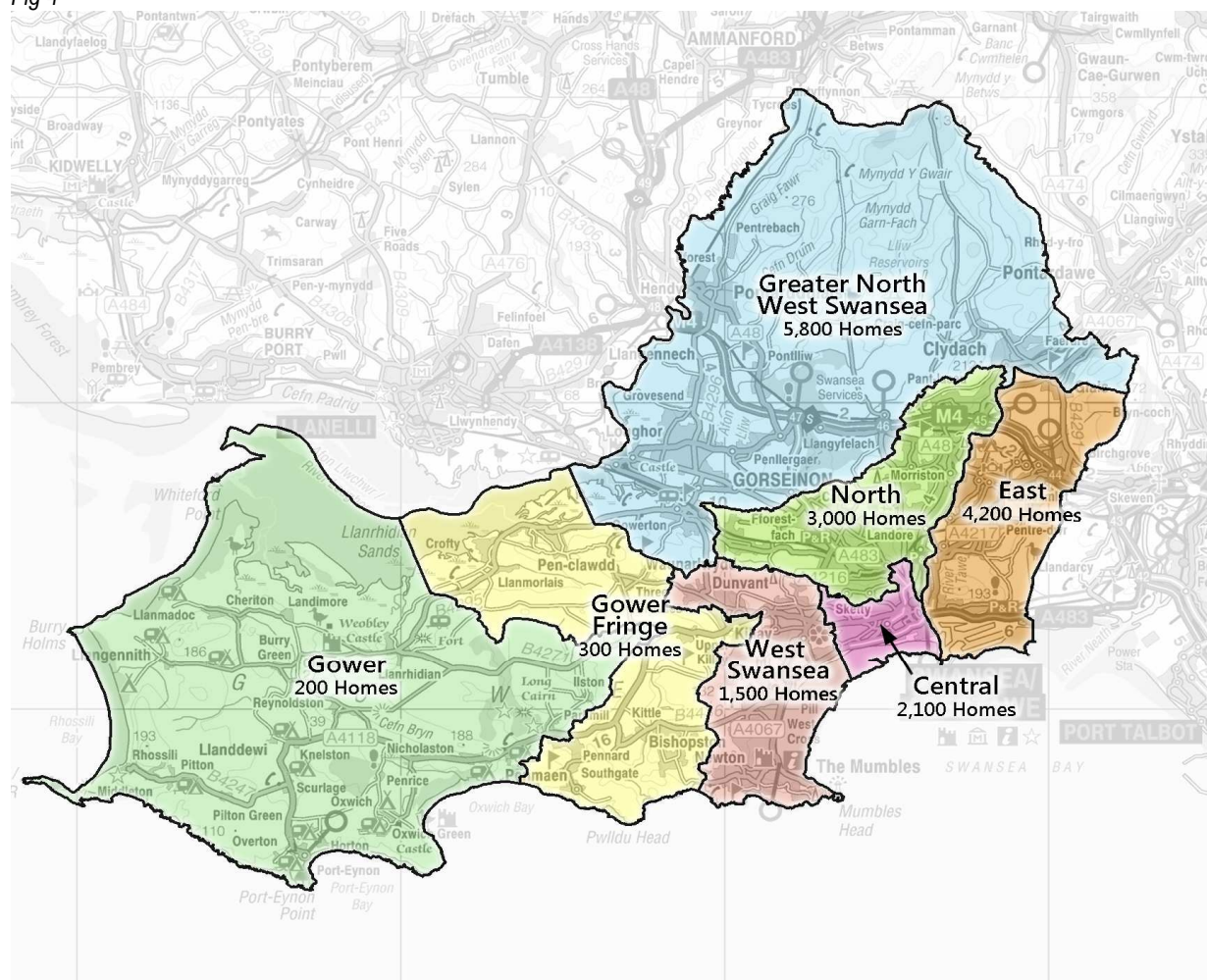
The HMA (update 2015) has modelled the housing requirements for Swansea based on the approximate 17,100 figure. The table below sets out the assessed additional dwellings requirement broken down by tenure and bedroom size.

**Figure 1: Size Mix of Housing Requirement 2010-2025 for Medium High Dwelling Delivery (Note: All figures rounded to the nearest 100. Figures represented by “-” show any shortfall or surplus which is less than 50, although this will normally be greater than 0. Figures may not sum due to rounding)**

Housing Size	Number of Dwellings Required			
	Market Housing	Affordable Housing		TOTAL
		Intermediate	Social	
<b>Net Requirement 2010-2025</b>				
1 bedroom	600	300	1,800	2,700
2 bedrooms	2,100	1,100	1,900	5,200
3 bedrooms	5,400	600	1,500	7,400
4+ bedrooms	1,600	100	100	1,800
<b>Total</b>	<b>9,600</b>	<b>2,100</b>	<b>5,300</b>	<b>17,100</b>

The following map (fig 4) shows how the 17,100 overall requirement is distributed across each sub-area of Swansea (Note: All figures rounded to the nearest 100).

Fig 4



## **Policy Issues arising from the Local Housing Market Assessment**

The results of the assessment show that the areas further west in Swansea, despite being relatively prosperous, demonstrate a requirement for affordable housing, due to having both the highest house prices and lowest build rates. The Swansea North area has a significant demand for new housing, although has historically seen low levels of house building, primarily attributable to a lack of developer interest. Areas in the east of the city typically show less of a requirement for affordable housing mainly due to the availability of a sufficient quantity of affordable private sector dwellings in this area. Northern and some western areas of Swansea show the greatest requirement for market dwellings and the greatest capacity for delivery.

The private rented sector is likely to play an increasingly significant role in meeting housing demand in Swansea, for both those in housing need and more affluent households. The housing requirement in this study, projects a high social housing requirement to mitigate the number of households claiming Housing Benefit in the private rented sector. However, as delivery of the required levels of social housing is unlikely to be achieved due to a variety of factors explored further in this strategy, there will be implications arising from this which require consideration.

Changes outlined in the Welfare Reform Act are likely to lead to a greater demand for smaller accommodation as well as for an increase in shared accommodation from single persons under 35 years. Previously, single people aged over 25 were entitled to Housing Benefit to cover one bedroom, self-contained accommodation. The changes mean that single people aged up to 35 will now be assessed using the lower shared accommodation rate. This is likely to increase demand for Houses in Multiple Occupation (HMO) accommodation within Swansea. The reforms are also likely to impede the private sector from meeting rising demand.

The delivery of new homes remains a key objective for any Housing and Planning Strategy. The Swansea HMA has highlighted a 'gap' between household growth and dwelling completions between 2003 and 2008 as household numbers have grown but new supply has not kept pace.

This assessment indicates a need to deliver around 7,400 affordable dwellings over the period 2010-25. This translates to around 495 affordable homes per annum. The ability to deliver the rate of housing required poses a considerable challenge in the current market with several factors constraining delivery including land supply, viability and finance. The provision of affordable housing through the planning system has been constrained by the lower margins of profitability on many private development sites in the recent economic climate. This has sometimes made it unviable to secure affordable housing through Section 106 agreements when there have been other competing contributions required to mitigate the impact of developments. Also, the requirement for affordable housing provision under the adopted UDP is only currently triggered on sites of 25 units or more in most areas of the County. Affordable Housing Planning Policy is being reviewed for the LDP on the basis of the HMA and a Viability Study in an effort to maximise the potential contribution of affordable housing from private development sites in future.

## Chapter 3

### Land Use Planning Framework

#### **The One Swansea Plan**

People have good places to live and work

#### **Service Objective**

Ensure the appropriate supply of good quality affordable homes

#### **Introduction**

Planning Policy Wales (PPW) provides Local Planning Authorities (LPAs) with guidance on a range of issues relating to the provision of housing. It sets out that LPAs must ensure that sufficient land is genuinely available or will become available to provide a 5 year supply of land for housing at all times.

LPAs must ensure that development plan policies are based on an up to date Housing Market Assessment (HMA) taking into account the full range of requirements across the area over the plan period.

A community's need for affordable housing is a material planning consideration which must be taken into account in formulating development plan policies. Development plans must include an authority-wide target for affordable housing (expressed as numbers of homes) based on the HMA and set out the expected contributions that the various policy approaches identified in the development plan (for example, site thresholds, site specific targets, commuted sums and affordable housing exception sites) will make to meeting this target.

The main objectives are to provide homes that are well designed, in good condition, and barrier free (e.g. Lifetime Homes standards). They should be in safe attractive neighbourhoods and sustainable communities with good access to employment and services, and with infrastructure capable of supporting the development proposed. Mixed tenure communities are encouraged with greater choice over the type/ size of housing, recognising the needs of all, including those requiring affordable or special needs housing in both urban and where appropriate, rural areas.

LPAs must also have policies in place in the Development Plan for provision of accommodation for Gypsies and Travellers and where there is an assessment of unmet need for Gypsy and Traveller accommodation in an area, the LPA should allocate sufficient sites to ensure that the identified pitch requirements for residential and transit use can be met.

#### **The Current Situation**

The Authority's policies and proposals for future development and use of land are set out within the UDP which was adopted in 2008 and covers the period 2001-2016. Its main goals and objectives in relation to housing are based on the principles of sustainable development and building sustainable communities which cater for their full range of housing and facility needs. The adopted UDP will expire in 2016 and be replaced by the LDP (2010-25) which will be the Planning Policy Framework for the

majority of this LHS period up to 2020. The LDP is due to be placed on “Deposit” late 2015 and it is anticipated it will be adopted in late 2016/early 2017. The LDP Preferred Strategy was published in 2014, which sets out the vision, objectives, levels of growth and spatial strategies that the LDP will seek to achieve. These are summarised below in relation to housing.

## **The Emerging LDP (2010-25) Vision and Objectives**

The LDP Preferred Strategy identifies the following key housing related issues which the Plan will assist in addressing:

- Housing needs must be provided for if the County is to meet the forecast for growth, which includes homes of varying types at a range of locations, whilst helping to bring forward sufficient affordable housing to meet the current shortfall
- Sufficient housing must be provided to sustain economic development and provide a resident population that supports employment growth
- In-line with national trends, the County has an ageing population which has implications for future service and housing provision
- There is a need for an additional Gypsy and Traveller site(s) in the County

The LDP vision is for the County to be a desirable place to live, work and visit that has sustainable, distinct communities, in both urban and rural locations; that benefit from sufficient good quality accommodation, supporting infrastructure, community facilities and opportunities for recreation. Building from this vision, the LDP has several objectives relating to housing:

- Ensure that communities have a sufficient range and choice of good quality housing to meet a variety of needs and support economic growth
- Direct new housing to economically viable and deliverable sites at sustainable locations
- Ensure that communities have a mix of uses and facilities to create sustainable, inclusive neighbourhoods that help to bring about wider social benefits and allow community life to flourish
- Promote good design that is locally distinct, sustainable, innovative and sensitive to location
- Support the development of safe, accessible and vibrant places and spaces
- Create environments that encourage and support good health, well-being and equality

## **LDP Growth and Spatial Strategies**

### ***Growth Strategy***

The LDP will promote a sustainable growth strategy for Swansea that seeks to address the social and economic needs of the population and support the economic growth and regeneration aspirations for the County and wider City Region in a way that does not have an unacceptable adverse impact on the highly valued natural and cultural environment. Taking forward the HMA (2015), it will identify sufficient land to accommodate approximately 17,100 homes over the Plan period which equates to an average annual build rate of around 1,140 dwellings per annum, not including

windfall sites or projected 'small site' build (sites of less than 10 units). By comparison, the average annual house build over the past ten years has been 786 dwellings falling to 735 dwellings per annum for the past five years.

### ***Spatial Strategy***

The strategy for allocating land to meet anticipated growth will be focussed on those sites that will best address the LDP's overall objectives and deliver good quality accommodation in sustainable balanced communities in both urban and rural locations. To ensure that an adequate and continuing supply of housing land is available to meet market demand in all areas, subject to environmental and infrastructure constraints, the location and distribution of new land releases has been analysed on the basis of the following Strategic Housing Policy Zones (SHPZs).

### ***North Swansea***

The North Zone incorporates the largely residential urban areas situated around the fringes of Central Swansea, and extends northwards encompassing settlements such as Penlan and Mynyddbach, until it merges with Morriston to the north. The Zone also includes the established industrial and business park areas at Fforestfach and Waunarlyydd, including the undeveloped land that surrounds this industrial land.

The Zone has historically seen low levels of house building, primarily due to lack of developer interest, and there are numerous existing housing allocations that have not been taken up, primarily within social housing areas. The LDP is unable to continue to rely on these allocations but they remain potential windfall sites. Release of additional land in the LDP needs to provide a different offer to that which currently exists.

The HMA has identified a requirement for around 2,900 new homes within this Zone over the Plan period, with the majority to be provided by the proposed Strategic Sites to the north of Gowerton and Waunarlyydd extending eastward to Fforestfach (800+), west of Morriston off Clasemont Road (up to 750), and to the north of Penderry west of Llangyfelach Road (750+).

### ***East Swansea***

The East Zone largely comprises the urban area to the east of the River Tawe including employment and mixed use locations, such as Swansea Enterprise Park, Swansea Vale, Swansea Port and SA1 Swansea Waterfront and extends as far north as Clydach. The urban settlements are set against undeveloped areas further east, which includes the defining landscape of Kilvey Hill. The area has been the subject of the County's greatest regeneration initiatives over the past thirty years as part of the transformation of the Lower Swansea Valley. This will continue over the LDP period through the further development of the SA1 project, the regeneration of appropriate land at Fabian Way, the continued redevelopment of the Tawe Riverside Corridor extending along the west side of the River from the City Centre fringes up to the Liberty Stadium at Morfa, and the revised proposals for Swansea Vale.

A requirement for 4,200 new homes has been identified within this Zone over the Plan period. The majority will be provided by existing strategic housing schemes at SA1 Swansea Waterfront, Swansea Vale and at Tawe Riverside areas.

### **Central Swansea**

The Central area largely comprises Swansea City Centre and adjoining waterfront, but also incorporates the established residential areas to the west, including Sandfields, Brynmill, Uplands, Townhill, and part of the River Tawe corridor through Landore to the north.

The Zone is largely built out and the future residential strategy for this area will be focussed on the delivery of new homes associated with City Centre Strategic Framework regeneration projects throughout the central and waterfront areas, windfall brownfield sites and conversion of vacant accommodation above shops. Many of the new homes in this Zone will be one and two bedroom units as part of apartment development; however the scope for a broader range of housing types will be explored in the interests of enhancing the vitality and vibrancy of the City Centre. A requirement for around 2,100 new homes has been identified within this Zone over the Plan period.

### **Greater North West Swansea**

This is the largest SHPZ and represents an extensive area of the County with significant variations in character, stretching from Gowerton in the west to Mawr in the far north. It contains significant areas of open countryside including the distinctive Mawr Uplands. Greater North West Swansea encompasses old industrial communities that have suffered since the 1980s from a dramatic decline in local employment opportunities, primarily due to the restructuring of the steel industry and the demise of the coal mining industry. As a consequence, the larger 'towns' of Gorseinon and Pontarddulais, suburban areas such as Penllergaer and Loughor, and the rural villages of Pontlliw and Grovesend have become primarily dormitory settlements.

A requirement for 5,800 new homes has been identified within this Zone over the Plan period, with a significant proportion to be provided through a proposed new sustainable settlement on land north of the M4 Junction 46 (850+ units), and proposed strategic sites at Penllergaer (850+), Garden Village (750+) and Pontarddulais (720+). Contributions will also be made by means of small/medium allocations at settlement edges where these would constitute appropriate rounding off and/or the fulfilment of remaining UDP allocations.

### **West Swansea**

This Zone is characterised by settlements located towards the west of the City, including Sketty, Dunvant, Killay North and Killay South. West Swansea rapidly expanded and merged over the latter part of the last century, as the urban form expanded to its environmental limits to the south and west i.e. from the urban waterfront through to the Gower AONB boundary. There is limited scope for major residential development over and above redevelopment schemes and small scale infill due to environmental and highway infrastructure constraints. Around 1,500 new homes are required within this Zone over the Plan period, the majority of which will be focussed on the two Sustainable Urban Extensions proposed on the Hendrefoilan Student Village (300 units) and Cefn Coed Hospital (600 units) sites.

### **Gower and Gower Fringe**

These areas are characterised by small and large villages located in rural and semi-rural landscapes, and near the fringe of the urban area to the west of the County.

The LDP will not identify any strategic development areas within this Zone. Such opportunities are curtailed by significant constraints, particularly landscape and biodiversity concerns, which preclude development on this scale. There are, however, opportunities for small-scale settlement boundary amendments at appropriate village and urban fringe locations, in instances where the existing character of the village or settlement would be maintained or improved. Any sites allocated would generally amount to less than 4ha in total. Controlled village/settlement expansion is the only viable way of delivering affordable, local needs housing. Opportunities have been identified at Scurlage, Pennard, Bishopston, and Three Crosses. Wherever possible the scale and location of land released will reflect the potential to improve or bring forward community facilities that are currently lacking.

There will be a number of infill and brownfield sites within village boundaries and fringe settlements that could come forward over the Plan period. Based on past trends, the majority of these are likely to be small windfall sites, and unless they are capable of accommodating 10 or more dwellings they will not be specifically allocated in the LDP.

### **Affordable Housing Provision**

The HMA update (2015) has identified the need for 7,400 additional affordable homes to be built over the LDP period, i.e. 44% of the total housing requirement.

The HMA concludes that even if currently viable levels of affordable housing are negotiated on every proposed allocated LDP housing site there is still likely to be a shortfall on the estimated affordable housing requirement. It is not reasonable to expect that the LDP will be able to deliver the entire 7,400 affordable housing units identified as being required. The delivery of more affordable housing is a strategic priority and an objective for the Council as a whole which has been recognised by the One Swansea Needs Assessment 2014. This highlights the need to include Housing Affordability as one of the challenges to be addressed in the next One Swansea Plan. Land will be made available within the LDP for the delivery of up to 4,310 affordable housing units over 2010-2025. This represents a significant and realistic contribution towards the total identified requirement for affordable homes over this period and will support the development of sustainable balanced communities.

The adopted UDP site size trigger thresholds for requiring the provision of affordable housing clearly need to be decreased (currently the requirement only applies to sites of more than 25 units, or 10 units in West Swansea), and the proportion of affordable housing units required to be provided on development sites will need to be increased. However, the Council must balance the provision of open market housing to meet its overall housing requirement with the delivery of sufficient affordable housing to create sustainable communities. If the affordable housing target is set too high, the adverse impact on development viability will choke off supply. If the target is set too low, the need for affordable housing will not be met. Potentially viable targets have been identified in an Affordable Housing Viability Study prepared by independent consultants Andrew Golland Associates and will be reflected in the LDP Affordable Housing Policy.

Affordable housing will be required to be provided on site in the first instance. Commuted sums will be considered only in exceptional circumstances. Where viability at the target levels cannot be achieved, it is proposed that variation may be agreed on a case-by-case basis. Where an agreement cannot be reached, an independent assessment would be required to be commissioned and paid for by the developer.

Where affordable housing is provided the LDP policy framework will require it to be integrated into the overall development and not be obviously segregated through location, layout or design.

The increased level of affordable housing provision required will impact on the operation of the housing market. Landowners and developers will therefore be expected to have taken into consideration the results of the various studies and guidance referred to in the LDP and the consequent obligations on the Council before entering into land/property disposal negotiations, to ensure that allowance for affordable housing provision and other aspects of quality place making are sufficiently reflected in the purchase prices.



## Chapter 4

### Increasing the Supply of Good Quality Affordable Homes

#### **The One Swansea Plan**

Helping communities in Swansea to develop and prosper

#### **Service Objective**

To ensure, the appropriate supply of good quality affordable homes

### **The Current Situation**

#### **Introduction**

The Welsh Government defines affordable housing as follows:

*“Affordable housing is housing where there are mechanisms in place to ensure that it is accessible to those who cannot afford market housing, both on first occupation and for subsequent occupiers”*

*(Planning Policy Wales para 9.2.14)*

Affordable housing can be classified into two distinct forms, social rented and intermediate housing. Social Rented Housing consists of stock that is owned by Local Authorities and Registered Social Landlords (RSLs). Intermediate Housing is where the price or rent is above that for social housing but lower than market prices or rents. This is often facilitated by shared equity schemes, low cost home ownership schemes, self-build housing and intermediate rent models.

The Essex Report on Affordable Housing in Wales, published in June 2008, indicated wide and urgent changes were needed to be made to the way in which affordable housing is regulated, funded, assessed and delivered in Wales. It covered a broad range of issues including:

- How RSLs could be helped to build more homes
- Opportunities to attract more investment into housing in Wales
- How environmental standards of housing could be improved
- How the ‘Making the Connections’ agenda could help improve delivery of affordable housing

#### **Homes For Wales**

The Housing (Wales) Act 2014 sets out the Welsh Government’s vision for Housing in Wales and provides the framework to assist the Authority in providing new affordable homes in Swansea. The Authority will seek to contribute significantly to the stated aim in the document to provide 7,500 new affordable homes in Wales by 2015.

## **The Role of the Local Authority in Providing Affordable Housing**

### **Affordability**

Affordability and access to mortgages continue to form a barrier to home ownership, particularly for newly forming households. The Local Housing Market Assessment (2013) indicated that the median income for employed people in Swansea is £18,352 (full time employed £23,369). With recent Land Registry data showing the average sale price of a property across the Authority's area at just under £150,000 and with mortgage providers requiring larger deposits, purchasing open market housing is increasingly difficult for many.

### **Housing Need**

Local Authorities are responsible for undertaking a periodical review of housing need (1985 Housing Act s8) and for Swansea, this was completed by way of a Local Housing Market Assessment, the results of which are set out in Chapter 2 of this strategy.

In overall terms, the results demonstrate that Swansea has a much higher demand for housing than the Welsh average and the requirement for affordable housing alone is greater than the total assumed number of annual completions of new build homes.

Using a scenario that best reflects key demographic trends in Swansea based on published statistics on population growth, components of population change, household composition and housing build rates; the most realistic scenario predicted by the assessment is for a requirement per annum of 1,147 dwellings, met by Market Housing (57%), Intermediate Housing (13.2%) and Social Rented Housing (29.7%).

### **Improved Planning Framework**

Local Development Plan policies must be based on an up-to-date assessment of the full range of housing requirements across the City and County over the plan period. Local Housing Market Assessments provide the evidence base for supporting policies to deliver both affordable and market housing through the planning system. For affordable housing, an appreciation of the demand for different dwelling sizes and types is needed to enable negotiation of appropriate mixes on new sites.

Since the last Local Housing Strategy, a new Unitary Development Plan (UDP) has been adopted along with a Planning Obligations and Special Planning Guidance. Under UDP policy, developments of 25 or more units or sites of over 1 ha in the urban area will be considered appropriate for affordable housing to be included. In areas which are restricted due to environmental constraints (such as in rural communities), a lower threshold is adopted (normally 10 or more units and on sites of over 0.4 ha).

The Local Authority has a critical role to play in enabling the provision of new affordable housing primarily in the following two ways:

**Section 106 Agreements** under the Town and Country Planning Act 1990 allow a Local Planning Authority (LPA) to enter into a legally-binding agreement as part of a planning obligation with a land developer to provide benefits for the local community as part of the proposed housing development. A S106 Agreement is utilised on all sites which can enable the provision of affordable housing. The agreement can take

the form of development on the site itself or a commuted sum which can be used to subsidise development elsewhere.

**Social Housing Grant (SHG)** is a Capital Grant from the Welsh Government to help subsidise new build schemes by Registered Social Landlords (RSLs) to make the provision of affordable housing financially viable. A Social Housing Grant programme is published each year by the Welsh Government which identifies a programme of development funding for the following 3 years. From 2011/12, the Welsh Government has allocated an annual amount of SHG to local authorities to manage locally and the level of funding reflects a combination of housing need, affordability and past delivery. The programme for the Authority amounted to approximately £9m over the three year period 2011/12 – 2013/14.

The Authority co-ordinates the allocation of Social Housing Grant to the four RSLs developing new housing within the Authority area, with priority being given to those schemes that best meet the adopted criteria which is considered in more detail later in this Chapter.

The Authority recognises the contribution that Social Housing Grant (SHG) makes in providing affordable housing units and the wider community benefits in terms of employment and investment.

## **Key Achievements since the previous Local Housing Strategy**

### **Social Housing Grant Schemes**

In the period 2007-2012 the Authority, in partnership with local RSLs have completed, handed over and occupied over 670 affordable homes and have a programme to potentially deliver a further 665 by 2015. Some notable developments completed in the period 2007-2012 include:

- 112 units on the former Cwmfelin works site by Coastal Housing Group
- 32 units at the former Marcroft Engineering Site (Viridian) by Family Housing Association
- 32 units on the former Barons Nightclub by Coastal Housing Group
- 26 units on the former Roma 2000 by Grwp Gwalia
- 69 units developed at 'D5a' at SA1 by Coastal Housing Group
- 9 affordable housing units through s106 at Ffordd Cynore, Fforestfach by Family Housing Association
- 54 units provided at 'D1a' at SA1 by Grwp Gwalia

### **Strategic Capital Investment Funding (SCIF)**

In 2008/2009, the Welsh Government made available SCIF funding to purchase land or partially/ fully built units from developers for affordable housing. Swansea received £1.3 million that enabled the purchase and completion of 48 units of additional affordable housing.

Additional SCIF was made available by the Welsh Government for 2010/2011 which could be used by Local Authorities to support the provision of the DIY Homebuy scheme, intermediate rental units, or to progress stalled Section 106 sites. Swansea used its allocation to develop two pilot intermediate rent schemes; 6 at Cwrt Sant Pedr (Family HA) and 4 at the Bush, Sketty (Coastal HG) and also to undertake a further 20 units of accommodation on sites that had stalled in the private sector; 6 at Cwmgelli Drive, Treboeth (Coastal HG) and 14 at the former Health Centre in Clydach (Grwp Gwalia), via the Welsh Government Land Protocol.

### **S106 Obligations**

During the period, the Authority has negotiated the provision of affordable housing with developers as part of Section 106 Agreements. This has been made more successful due to the introduction of robust evidence of the need for affordable housing from the Local Housing Market Assessment and the adoption of a Planning Obligations Supplementary Planning Guidance (SPG) in November 2009.

### **Welsh Housing Partnership**

The Authority has supported and assisted the provision of new units of affordable accommodation through the Welsh Housing Partnership (WHP) programme. This scheme, in partnership with Coastal HA has allowed the purchase of 14 additional units of accommodation through an innovative funding stream with the Principality Building Society. This has provided quality affordable homes to families who can't afford to buy their own homes via a long term rental package.

### **Affordable Housing Scrutiny Panel**

During 2012, a "cross party" panel of Councillors undertook a detailed enquiry into the way the Authority enables the delivery of affordable housing. The panel examined a raft of data heard from a range of bodies, including how affordable housing is provided by other housing organisations.

### **Future Developments**

The Local Housing Market Assessment 2013 strengthens the evidence base in terms of the future requirement for affordable housing in the City & County of Swansea. In meeting this need all available mechanisms will be used.

### **Prioritisation Criteria for New Social Housing Development**

The Authority will continue to set the strategic criteria to help prioritise RSL development proposals and to ensure the issue of affordability is addressed. The criteria will reflect the Authority's Corporate Strategies and will be reviewed in consultation with developing RSLs to maximise appropriate development opportunities that can be supported by SHG.

Any proposal for SHG funding will need to meet current Welsh Government requirements, in particular the Welsh Housing Quality Standard (WHQS) and the Development Quality Requirements (DQR). They will need to be built to the current Code for Sustainable Homes level and will need to meet environmental requirements and provide wider community benefits.

First and foremost any proposal for SHG should be;

- **In an area of housing need where that type of accommodation is needed**

Assuming it meets this requirement, the Authority will give priority to schemes which meet one or more of the criteria below (not in any order of priority).

- There is a clear need for public sector intervention
- Partnership schemes that help tackle defective Authority owned stock through area and community regeneration
- Proposals which address the support needs of vulnerable groups within the community and address priorities within the Social Care Plan, Supporting People Operational Plan & Local Housing strategy
- Schemes that complement Corporate Regeneration Strategies
- City Centre schemes in Authority priority areas and with specific allocation policies
- Rehabilitation/Regeneration schemes will in general be favoured in preference to greenfield sites
- Schemes that complement the Authority's Empty Property Strategy
- Schemes in rural areas which meet the affordable housing requirements identified by the Authority
- Private/public/third sector partnership schemes
- Preference will be given to schemes that already have planning permission
- The scheme and RSL demonstrate a realistic level of deliverability

### **Partnership and Innovation**

The Authority is committed to continuing existing partnership arrangements with RSLs and to the creation of new partnerships with developers and funders to help develop new sources of affordable accommodation.

The Authority will seek to achieve this aim by enabling the development of new affordable housing focused on the identified needs of communities, which cannot be met effectively within the existing stock, through the use of new innovative funding streams.

The Authority will continue to explore a range of innovative financial models that could potentially be used to develop more affordable housing and will work directly with developers, funders and landowners to take these forward.

### **Vibrant and Viable Places**

Swansea Council has received £8.394m under the Vibrant and Viable Places Framework to target regeneration projects in Swansea City Centre. Welsh Government funds will be supported by public and private investment.

The projects which will receive Vibrant and Viable Places funding include:

#### **The Kingsway**

The aim is for the run down Kingsway area to become home to young professionals through a mixed use development. The new homes will be available to rent at intermediate rents and it is hoped the development will be the first phase of a wider investment programme. The aim is to transform Kingsway into a vibrant area including homes, shops and a central business district.

#### **Sandfields Housing Renewal Area**

The five-year Sandfields Housing Renewal Area programme aims to improve housing quality and energy efficiency. Improvements will include external wall and loft insulation, boiler replacement, external and internal repairs and home safety assistance for vulnerable residents. The programme will also benefit local businesses and create job and training opportunities through City and County of Swansea Councils' 'Beyond Bricks and Mortar' initiative.

#### **Housing Above Retail Premises**

Homes Above Retail Premises (HARP) grants aim to support the conversion of vacant floor space above shops into new affordable homes. It will be used alongside Commercial Property Improvement grants. The aim is to bring new tenants into the city centre, including young professionals.

#### **High Street Regeneration**

This mixed use development will further improve the High Street and help to bring in private sector investment. The work will focus on three separate but related projects:

- Urban Village Phase 2
- People's Square
- Development of the former 'Iceland' building

Between them, the three projects will deliver social housing, commercial and retail floor space, business incubation units, and public space. They will also create jobs and training opportunities for the unemployed.

#### **Sandfields**

The Vetch housing development will enable residents to remain in their community into their old age through relocating an existing residential scheme for over 50s from the former St David's Centre to Sandfields.

#### **Property enhancement / development grant**

Swansea Market, the Glynn Vivian Gallery, the former Central Library building, the Dylan Thomas Centre, Morgan's Hotel and Dragon Hotel will all benefit from this new

grant. The scheme will complement other development proposals and the Homes Above Retail Premises (HARP) initiative.

### **Essential enabling infrastructure**

This project will improve the city centre including its gateways and links to the beach. The 2014-2015 programme will focus on the completion of the Boulevard scheme and High Street corridor. Proposals for 2015-2017 will concentrate on the Kingsway, Maritime Quarter and Alexandra Road areas. This budget will be used to match a future European funding bid for the city centre, allowing the programme to be extended through to 2020. The improvements will complement the other developments receiving Vibrant and Viable Places funding.

### **Housing Finance Grant (HFG) which replaces the Welsh Housing Bond (WHB)**

Although in its infancy, the Authority supports the principle of the Housing Finance Grant and its ability to raise additional levels of funding outside of the conventional SHG/Private Finance route. The Authority will seek to work with its RSL partners to maximise its ability to use this grant to ensure that the maximum number of new affordable homes are provided in the City & County of Swansea.

### **Smaller properties funding**

The Authority was successful in securing £1.7m of smaller properties money from Welsh Government to deliver 36 units. They have also announced that a further Smaller Properties Grant of £1.7m has been awarded to cover the period from 2014 to 2016.

### **Co-operative Housing**

Co-operative Housing can provide an alternative choice to the traditional landlord/tenant arrangement. It can provide a more flexible tenure that reflects the changing needs and financial circumstances of the tenant.

The Authority will examine the contribution that the co-operative model of housing provision can play in developing new affordable housing in the City & County of Swansea.

### **Land**

The Authority will work with the Welsh Government on their land release programme to maximise opportunities to build new affordable housing on surplus public sector land. The Authority will work with partners to identify and transfer more 'new' surplus sites suitable for affordable housing development.

The Authority also plans to introduce a Land Release Protocol for affordable housing, the aim of which would be to assist the Authority in meeting its social housing/ affordable housing targets and speed up the Disposal Programme. This will include a development brief for each site with the proportion of affordable housing required, based on the need identified for that area. It will also include the preferred mix of tenure as indicated in the Strategic Housing Market Assessment.

### **Improved Use of Section 106 Agreements**

The Authority will continue to maximise the provision of affordable housing through the use of Section 106 Agreements, using the evidence contained in the Local Housing Market Assessment 2013.

### **Intermediate Housing**

Intermediate Housing is defined as housing where prices or rents are above those of social rented housing but below housing market prices or below market rents.

The intermediate sector includes a range of tenure types such as Low Cost Home Ownership and affordable rent models. A small portfolio of intermediate housing has been provided by way of Section 106 Agreements in addition to via the SHG programme. Whilst the current provision of intermediate housing is relatively small it is envisaged that it will continue to grow.

The Authority will continue to work with the RSLs to explore innovative ways of providing affordable housing products secured without grant funding, targeted at local people in housing need who are unable to buy or rent a property on the open market. The Authority will work in partnership with the respective RSLs to agree strategic lettings priorities and to develop a housing register for residents wishing to enter into the intermediate market and low cost home ownership.

### **'Homebuy' Scheme**

The evidence of the LHMA is that there is considerable demand in Swansea for housing priced between the current open market levels and social rent levels. In addition to maximising the delivery of low cost home ownership via the planning process, the Authority will make available a limited amount of Social Housing Grant funding for 'Do-it-yourself' Homebuy, where a purchaser buys a property with the assistance of a Homebuy loan from a Registered Social Landlord. The loan can be up to a maximum of 30% of the purchase price in urban areas.

### **Private Rented Sector**

There is increasing demand for homes in the private rented sector. In addition, areas of traditionally more affordable family housing are seeing a variety of competing demands for stock to meet the needs of first time buyers, young families, private landlords and students.

The Authority will seek to work in partnership with the private rented sector to increase the provision of affordable housing. Working with accredited and approved, responsible private sector landlords, the Authority will explore new and innovative ways to utilise this sector of the housing market to increase the supply of good quality, well managed affordable accommodation.

This will complement the corporate emphasis on bringing empty properties back into use, both dwelling houses and empty shops and commercial properties.

### **Leased Properties**

The Authority will consider the leasing of property for specialist affordable housing provision to RSLs to manage and maintain. Any lease arrangement would require the RSL to substantially improve, maintain and manage the property to a high standard.



### **The More Homes Project**

To date, the Housing Revenue Account Subsidy System (HRAS) has constrained the funding of new affordable housing directly by the Authority. Equally, HRA Capital resources are being earmarked to fund the improvement of Authority owned housing up to the Welsh Housing Quality Standard by the 2020 target year.

However, following agreement between the WG and the UK Treasury, the HRAS was dismantled in Wales in April 2015 and replaced with a system of self-financing where the full value of the rental income is to be retained by the Authority. This reform, coupled with changes in the way that rent levels are calculated, will mean additional resources being made available over and above that which is needed for WHQS.

Whilst in the short term, the Authority is unlikely to be able to invest in significant numbers of new and additional Council housing, in the medium to long term; the HRA Business Plan identifies considerable revenue resources which could be used to support new-build. However any future borrowing will be limited by a debt cap on each Authority which is a requirement by the UK Treasury as part of the overall agreement.

The Council is in the process of developing a strategy for delivering more council homes over the next few years. This will be known as the More Homes Project. Construction methods, such as the PassivHaus model will be explored as part of this strategy.

### **Summary of Main Objectives**

- To continue partnership arrangements with RSLs to develop new sources of affordable accommodation for households unable to meet the market cost of housing in Swansea
- To enable the development of new affordable housing focusing on the identified needs and priorities of local communities
- To work with partners to expand the intermediate sector in Swansea.
- To continue to maximise Section 106 agreements to secure or enhance affordable housing provision
- To maximise SHG investment levels into the City & County of Swansea
- To prioritise (and review) RSL development proposals in accordance with the strategic criteria
- To secure and maximise alternative funding approaches for maximising the provision of affordable housing or enabling movement within the housing market within the City & County of Swansea
- To evaluate the effectiveness and impact of alternative funding approaches – e.g. such as WHPs, Co-Ops and WHB

- To utilise commuted sums in the provision of affordable housing
- To introduce a housing database of clients for Intermediate/Assisted Home Purchase Housing projects, maintained by the Authority
- To work with planning colleagues to set an affordable housing target in the LDP based on the Local Housing Market Assessment
- To ensure that the specific housing needs of vulnerable groups are considered within the delivery of additional units of accommodation
- Increase the managed use of private rented accommodation
- To explore the use of leasing existing dwelling for specialist provision
- To work with partners in maximising land release for affordable housing provision
- To review and project the contribution the HRA could make in terms of providing and enabling more affordable housing

## Chapter 5

### Improving and Making the Best Use of Existing Housing Stock

#### 5.1 Managing and Improving Council Housing

**The One Swansea Plan**

People have good places to live and work

**Service Objective**

Working towards bringing all existing council housing stock up to the Welsh Housing Quality Standard

#### The Current Situation

**Welsh Housing Quality Standard**

In 2001 the Welsh Government (WG) set out its long term vision for housing in Wales in its strategy “Better Homes for People in Wales” and in April 2002, it introduced the Welsh Housing Quality Standard (WHQS). The WHQS sets out a common target for the physical condition of all housing in Wales including Authority owned housing, and it is underpinned by legal and regulatory requirements and provides a link with other Welsh Government strategies.

In summary, the WHQS requires that all social housing properties should be;

- In a good state of repair
- Safe and secure
- Adequately heated, fuel efficient and well insulated
- Contain up-to-date kitchens and bathrooms
- Well managed (for rented housing)
- Located in attractive and safe environments
- As far as possible suit the specific requirements of the household (e.g. specific disabilities)

Whilst improving all the Council owned stock up to this standard has been a strategic priority for the Authority, until recently, the cost of its full achievement was more than what the Authority was able to access under the financial rules.

However, in 2013, a HRA Business Plan was developed which identifies funding for the improvement of the Council housing stock up to WHQS by 2020.

## **Stock Condition Survey**

The Authority's understanding of the stock's condition and the cost to meet and maintain the WHQS is based upon condition surveys carried out in 2002 and 2005 and more recently in 2012. The data from these surveys has been merged into a single comprehensive repairs programme database and the 30 year business plan has been updated annually to take account of the ongoing capital repair programmes and their impact on delivering WHQS related repair works.

Guidance issued by the WG is that such surveys should be revised on a 5 year cycle to ensure the most up to date information is used to underpin investment plans.

In March 2012, Savills Commercial Limited Chartered Surveyors were appointed by the Authority to undertake the most up to date survey. Approximately 13% of the stock was surveyed to ensure the results were statistically significant and the sample was carefully chosen so that a representative mix of properties based on different types and locations was included.

Broadly, the findings of the 2012 survey reflected the earlier 2002 and 2005 merged survey results, when completed Capital Repair Programmes from 2005 – 2011 were taken into consideration.

In overall terms, the survey identified that investment of £310m (at 2012 prices) between 2012 and 2020 is needed to improve the stock up to the WHQS.

The total investment required has remained relatively consistent across the surveys although a review of some of the more detailed elemental costs show differences to some of the original studies. In particular, there are increased costs for environmental work required within the boundary of the property such as garden walls, paths and handrails much of which is attributed to ensure compliance with Housing Health and Safety Rating System legislation which has been introduced since the original surveys.

In contrast, kitchens and bathrooms were found not to have deteriorated as much as originally anticipated despite the absence of a programme of renewal before 2012. In practice, the new survey increases the notional life cycle of the facilities, and although a majority are older than 15 years (the benchmark year in the WHQS to consider kitchen renewal) approximately 40% are in such condition that they will not need to be replaced until after 2020. A further issue that has increased the overall total requirement is that extra costs have been identified for the repair of high rise structures.

## Funding Issues

The stock condition survey findings suggest that to achieve WHQS technical compliance by 2020, investment is required as illustrated in Table 6 below:

Table 6: Breakdown between capital and cyclical investment	To meet WHQS	30 Years
Capital Repairs (major repair or renewal):	£237.5m	£720m
Revenue Repairs (responsive and cyclical repairs):	£94.5m	£405m
<b>Total</b>	<b>£332m</b>	<b>£1,125m</b>

## Policy Issues

The Authority has in place a long standing Repairs, Maintenance and Improvements Policy. Whilst some minor revisions were undertaken in 2010 (i.e. response times and the scope of Emergency Repairs), the overall approach is based on delivering repairs based on the requirements of the Housing Act 1985. This policy is currently under review to take into account the WHQS, the Housing Health and Safety Rating System (HHSRS), the Regulatory Reform (Fire Safety) Order 2005 and the HRA business-planning regime.

## Tenant Consultation

The Council recognises that tenants have a key role to play in shaping the future direction of the Housing & Public Protection Service and identifying priorities for their homes and estates. The Council has in place a Tenant Participation Strategy which was developed in partnership with tenants and leaseholders.

It is important that tenants views are sought to help inform continuous improvement and to ensure services are delivered efficiently and cost effectively. Tenants' opinions are taken into account on any policy changes to housing management, repairs and maintenance which are likely to significantly affect them. Consultation also takes place with tenants and leaseholders on future plans for improving council houses and flats in order to meet the Welsh Housing Quality Standard which is a priority for the Council.

The strategy is subject to review every 3 years to ensure that it supports tenant participation and continues to develop opportunities and ways tenants want to get involved.

## Key Achievements since the previous Local Housing Strategy

Since the publication of the last Local Housing Strategy in 2007, significant investment has continued in the stock with all available capital resources targeted on WHQS related items.

## **Improvements and Repairs**

Since 2007, over 3,500 homes have received improvements to heating systems, 2,900 properties have received electrical rewires and approximately 10% properties have received structural repairs and insulation measures.

## **Contribution to Wider Corporate Strategies**

### **Energy Efficiency and Carbon Emission Reduction Target (CERT) funding**

The inclusion of thermal efficiency measures as part of the building and repair programme has taken place for many years. The specifying of External Wall Insulation (EWI) was standardised in 1994 and continues to be included as the standard specification for wall repair schemes.

The most recent development is the specification for communal lighting systems. A programme is set to run until 2015 aimed at renewing the electrical wiring in all communal areas of blocks of flats, which will receive a combined communal and emergency lighting system that uses LED technology. The technology requires less energy to run, has extended life and therefore reduced maintenance and renewal needs. Approximately 370 sites will benefit from this work, affecting 3,000 homes. However, we need to ensure that the lighting is adequate; Older People, people with dementia and those with a visual impairment need good lighting to feel safe, and low energy lighting is not always adequate for their needs. If poor lighting results in a fall or injury the fact that it is cheaper to run has to be weighed against the potentially huge cost of treating the fall.

A project started in 2012 to increase the levels of loft insulation in Authority owned homes. The project is being undertaken in partnership with British Gas who are jointly funding the enterprise through the former CERT, and now Energy Company Obligation (ECO), funding programmes. The scheme is significantly improving the energy efficiency of Authority owned homes and has the potential to save households around £100 a year on their fuel bills.

### **Fire Risk Assessments and Improved Fire Safety**

The Authority, as Landlord, is required to undertake Fire Risk Assessments of properties which have shared/communal entrance. To date the assessment of all high rise flats have been undertaken along with most sheltered housing complexes.

The next stage will be to undertake assessments of medium rise blocks of flats. As a result, improvements have been carried out where a risk is identified. For example, one hour fire doors have now been installed in high rise flats as a result of the assessment process. Also fire safety signage has been improved and presentations have been undertaken to housing management and maintenance staff, and tenants to raise the profile of fire safety issues.

### **Range of Hazards**

Following work with the Police Service and the Arson Reduction Team, the scope of potential hazards covered by Fire Risk Assessments has increased and now covers chemical suicides and illegal drugs laboratories.

### **Multi Agency working**

The Authority and Fire Service have undertaken joint fire response exercises in high rise blocks with the aim of testing firefighting procedures, informing behaviour and monitoring the performance of the buildings in terms of fire and smoke protection facilities, integrated firefighting equipment and override and control mechanisms.

### **Future Proofing Repairs**

The interpretation of the Regulatory Reform (Fire Safety) Order is changing and expanding nationally due to key events; firstly through high profile fires nationally and the resulting recommendations of enquiries, and secondly the enforcement of the Act and subsequent case law.

As such and where appropriate, the design and specification of relevant repairs and improvements (e.g. fire separation works) to Authority owned homes anticipate future changes by increasing performance levels above the minimum.

### **Future Developments**

Coupled with a strategy for modest borrowing, the HRA Business Plan demonstrates the ability to fund the improvement of the stock up to the WHQS by 2020. However, it needs to be noted that small changes in the Business Plan assumptions can have a significant effect on the forecasts, including rent increases, the level of MRA, continued efficiency savings, interest rate levels and capital grant income. Most of these factors are outside the direct control of the Authority, either being subject to prescription by the Welsh Government or dictated by market forces.

However the move to self-financing and exit from the HRAS will allow more resources to be made available and allow more local control over longer term business planning.

To compliment these changes, a formal HRA Asset Management Plan which aims to bring together the components that are already in place, is currently under development.

### **Summary of Main Objectives**

- Develop and implement a formal HRA Asset Management plan to underpin practical achievement of WHQS and longer term Business Planning
- Update the Housing Repair and Maintenance Policy to reflect the Housing Health and Safety Rating System, Welsh Housing Quality Standard and the regulatory Reform (Fire Safety) Order
- Continue with Fire Risk Assessments to all qualifying blocks of flats
- Continuously review the Council's Tenant Participation strategy with tenants and leaseholders in line with Welsh Government requirements

## Chapter 5

### Improving and Making the Best Use of Existing Housing Stock

#### 5.2 Letting and Managing Council Housing

**The One Swansea Plan**

People are healthy, safe and independent  
People have good places to live and work

**Service Objective**

Addressing the needs of the all service users

#### The Current Situation

##### Introduction

The Council currently manages around 13,600 properties making it one of the largest social landlords in Wales. All properties are let at Social Housing rent levels and consist of a variety of sizes and types e.g. bedsits, 2 bedroom flats, 4 bedroom houses, high rise, OAP designated bungalows, sheltered accommodation, etc. Generally, demand for Council properties in the City and County has increased in recent times, which, according to the Housing Market Assessment, is attributed to a steep rise in property prices. It is now estimated that many first time buyers have to save for 10 years before they can afford a deposit to purchase a property (House Builders Federation).

##### Housing Allocations

The Council operates a points based allocation scheme for the majority of its housing stock and applications for Council housing are assessed in accordance with this policy. Applicants that are eligible for housing are awarded points, which take into account a broad set of personal circumstances. The scheme is amended when necessary to comply with legislation and to reflect changes in the conditions of the local housing market.

Within the allocation scheme, those applying for Council housing can choose from any number of the designated rehousing areas within the City & County of Swansea. This is intended to maximise housing choice as far as possible under the current Allocations Policy, which was last amended in April 2013. A number of information leaflets are provided on each rehousing area detailing the choice of properties that are available for letting. Details on the average waiting times for each rehousing area are also available on the Council's website. Applicants are also able to apply for housing managed by any of the Registered Social Landlords (RSL) operating in the City & County of Swansea area, via the nominations process and by using the same application form.



## **Welfare Reform**

In April 2013, as part of the Central Governments Welfare Reform agenda, a number of changes were introduced including the removal of the Spare Room Subsidy (SRS), commonly known as the “Bedroom Tax”. Over 2,400 tenants were affected by the introduction of the SRS, losing between 14-25% of their weekly Housing Benefit entitlement.

## **Homes Preparation Unit**

The specialist ‘Homes Preparation Unit (HPU)’ was established to provide a more strategic approach to the management of any void properties in the Council owned stock. This includes the prioritisation of works to high demand voids. The aim of the HPU is to ensure that void properties are secure, meet the minimum letting standard and to ensure that they are prepared for re-letting cost effectively and with minimum delay.

## **Demand for Council Properties**

In recent years, the Council has addressed issues relating to the low demand for some housing. For example, a Marketing Strategy was developed in conjunction with an external consultancy to better market Council accommodation. Other developments include “show homes” in areas of low demand, targeting unpopular bedsit accommodation through re-letting it as furnished accommodation and improved literature about the services that are on offer.

In addition, the rationalisation of some of the most unpopular properties has taken place either through demolition in the most extreme cases or as part of a programme of wider estate regeneration. As a consequence, the number of ‘long term’ voids has been greatly reduced in recent times.

## **Council Accommodation Used to Support Housing Projects**

The Council continues to make accommodation available to the most vulnerable, such as identifying stock to be utilised as temporary accommodation for such schemes as the Alternative to Bed & Breakfast Accommodation (ABBA) scheme. This form of temporary accommodation provides vulnerable members of society with the opportunity to develop the required skills and knowledge to maintain permanent accommodation.

## **Homeswapper**

The Authority subscribes to Homeswapper, the national organisation to assist tenants to find a suitable property to exchange their tenancy. This service is provided free of charge to tenants. Where tenants downsize their accommodation via this scheme, the Authority arranges and finances the removal costs.

## **Key Achievements since the previous Local Housing Strategy**

### **Void Council Homes**

The number of voids in the Council’s stock stood at of 220 (1.6%) as at 31st March 2014 against a target of 255. This is the lowest level since 1996.

A Systems Thinking Review of the voids and lettings service was carried out in 2013 and a number of successful initiatives have been introduced as a result. These include;

- A new multi-task clearance, cleaning and garden team has produced a more streamlined and effective service
- 200 key safes have been purchased and are in use. They are a contributory factor in the reduction of re-let times and enable a number of tasks to be carried out simultaneously
- Flexibility in ending tenancies has been introduced to assist in reducing re-let times. This is carried out where it is beneficial to both the tenant and the Council to help reduce the amount of time that a property is undergoing works

### **Maintaining Tenancies**

The Authority aims to help and support tenants to maintain their tenancy as a high turnover of properties can often result in fragmented communities. Research undertaken by the Authority indicates that 77% of tenants maintain their tenancy for at least two years.

The Authority has a dedicated Tenancy Support Unit that offers help and support to vulnerable tenants. Other initiatives introduced to help sustain tenancies include;

- The Housing & Public Protection Service has a dedicated Financial Inclusion Officer who offers help and advice to people who are experiencing multiple debt issues. In addition, two officers within the Rents Team work with tenants to support them in the first year of their tenancy.
- A range of security measures to protect vulnerable households are provided under the Domestic Abuse Safety & Security Scheme. The number of tenancies which were recorded as ending due to domestic violence reduced significantly from 43 in 2012/13 to 17 in 2013/14.
- A Furnished Tenancy scheme provides tenants with the option of 3 types of furniture packs according to their requirements.
- A Tend & Mend garden cutting service for OAP and disabled tenants is delivered free of charge.

### **Housing@Swansea**

A new website called Housing@Swansea has been developed and implemented ([www.swanseahousing.co.uk](http://www.swanseahousing.co.uk)) to give customers access to housing advice and information relating to their personal circumstances. This particularly benefits those who are unable to attend the Housing Options service in person. The website features not only Council Housing but also the available stock of local Housing Associations and in the Private Sector.

### **Rent Arrears**

In the financial year 2013/14, rent arrears increased from the previous year's total of £850,187 to £1,078,902. This increase can be attributed to the introduction of the Bedroom Tax. The rent arrears figures were reduced to £1,049,205 in 2014/15. In

relation to managing arrears, Rents Officers spend a significant amount of time working with tenants to ensure they apply for all the benefits that they are entitled to.

### **Welfare Reform**

The introduction of Welfare Reform, which affected 2,400 tenants, did not result in any evictions as a direct consequence. The Housing & Public Protection Service exhibited a tolerant approach to those affected, having recognised that the circumstances were beyond tenants' control.

### **Suspended Warrants for Eviction**

Warrants are used to seek recovery via court action when tenants fail to reach or keep to agreements to pay rent arrears. In 2014/15, around 70% of warrant applications raised with the Court were suspended due to support and advice given by staff. Performance exceeded the projected target, as a result of work to ensure tenants sustain their tenancies. Eviction is seen as a last resort and staff will continue to support tenants to help them take positive action to maintain their tenancy.

### **Credit Union**

A pilot scheme was established to encourage Council tenants to use the services of the Swansea Credit Union (LASA) in order to help them manage their money and pay their bills. The Housing & Public Protection Service is assisting the Swansea based Credit Union by publicising its services through the District Housing Offices and Open House, the tenants' magazine. During the financial year 2014/15, 132 Council tenants joined the Credit Union.

## **Future Developments**

### **Rents Strategy**

The development of a Rents Strategy, which will establish the aims and objectives of an effective Rents Management service to ensure it continues to be accessible and meets the needs of a diverse community.

### **Credit Union**

The Council will continue to encourage more tenants to join the Credit Union, which will enable tenants to manage their finances effectively, minimising the chance of rent arrears and consequent financial difficulties.

### **Welfare Reform**

Support and help will continue to be given to those affected by the SRS and Benefit Cap. This includes support with Discretionary Housing Payment applications, how to manage finances and debt advice. As Universal Credit is introduced, the tenants affected will receive specialist support to ensure that their rent payments are made and their tenancies managed effectively.

## **Summary of Main Objectives**

- The development of a Rents Strategy
- Encourage more Council tenants to join the Credit Union

- Continue to manage the impact of welfare reform

## Chapter 5

# Improving and Making the Best Use of Existing Housing Stock

## 5.3 Anti-Social Behaviour

### **The One Swansea Plan**

People are healthy, safe and independent  
People have good places to live and work

### **Service Objective**

Addressing the needs of the all service users

### **The Current Situation**

The Authority is a key partner in the Safer Swansea Partnership which aims to curtail crime and anti-social behaviour, in order to help create safe and secure estates where residents are able to live without fear of crime or harassment.

The Authority is committed to dealing robustly with anti-social behaviour (ASB) and works closely with key partners in the Safer Swansea Partnership to tackle ASB and crime on estates. There is significant investment in resources with the Council's Neighbourhood Support Unit providing a high profile landlord presence on estates of Council housing on a twenty four hour basis. There is also a small specialist ASB Team and a Family Intervention Partnership that can offer support to both victims and perpetrators of ASB.

There is recognition that perpetrators of anti-social behaviour can also be victims and the Authority's approach is geared towards supporting victims of anti-social behaviour and also offering perpetrators support to assist them in modifying their offending behaviour. If behaviour modification is not achieved, then proportionate sanctions will be taken against the perpetrators of anti-social behaviour.

Recent trends indicate that both crime and anti-social behaviour are gradually decreasing.

### **Key Achievements since the previous Local Housing Strategy**

There have been some significant developments in the way the Authority delivers its anti-social behaviour service to Council tenants. These include both technical tools and new service initiatives to help to deliver more focussed support for victims and perpetrators of anti-social behaviour. For example;

- A Remote Concierge System (RCS) has been introduced in Griffith John Street and Matthew Street multi storey blocks of flats. It allows the Council's Neighbourhood Support Unit to monitor callers to flats in these blocks from

their control room. The system has helped prevent many nuisance calls and has helped to reduce drug related crime and nuisance in these blocks

- The ReAct IT system was introduced in October 2010 and has proved a useful tool in monitoring recording and managing anti-social behaviour on estates of Council housing and assists greatly with case management. In conjunction with this system, anti-social behaviour guidelines are regularly reviewed and adapted to follow best practice. Every complainant is now issued with a unique case number and informed of the responsible case management officer, who will be dealing with their case
- An Anti-Social Behaviour Support Team has been created from existing personnel with three specialist officers who assist Neighbourhood Officers with the management of anti-social behaviour cases and the ReAct system. Their role includes providing formal case reviews, Court and Safer Swansea Partnership liaison and ensuring that perpetrators and victims in particular, are given the required support
- The Family Intervention Partnership (FIP) is part of the Authority's Tenancy Support Unit and provides specialist intensive support for those families whose anti-social behaviour may lead to them losing their home or facing legal sanctions. Funded by Supporting People, it is the only Local Authority FIP project in Wales. The FIP works with families and aims to reduce their anti-social behaviour, improve outcomes for children and young people, and reduce the burden of cost that families place on local services and wider society. It is not regarded as a soft option as enforcement action remains a viable alternative if their behaviour does not improve. The FIP has been successful and has achieved national recognition having won Cymorth Cymru's 'Working in Partnership' award in 2012 and the 'Outstanding Leadership by a Local Authority' award at the Chartered Institute of Housing – Welsh Housing Awards 2013
- Introductory Tenancies were adopted for new tenants in October 2012. It is anticipated that this measure will facilitate early intervention with new tenants who fail to maintain their tenancies satisfactorily
- The Council's Housing & Public Protection Service has been awarded the Welsh Housing Management Standard. Introduced in 2008 the standard provides a guide and benchmark for social landlords to demonstrate that they are taking a comprehensive approach to dealing effectively with anti-social behaviour. To achieve this standard, landlords must comply with the seven commitments required. A key part of the standard requires the service to consult with tenants on their expectations of the manner in which it deals with anti-social behaviour and the quality of the service delivery
- In common with other social landlords noise continues to be the main source of complaint in relation to ASB and the Council has acquired a noise monitoring device which has proved very effective in distinguishing between genuine anti-social behaviour and lifestyle issues

## **Future Developments**

### **Legislative Changes**

The Anti-Social Behaviour, Crime and Policing Act 2014 is in the process of being enacted. The Act introduces reforms which will abolish Anti-Social Behavior Orders (ASBOs) and housing injunctions. It also introduces a "Community Trigger" which gives victims the right to require that action is taken. ASBOs and housing injunctions are being replaced by a Crime Prevention Order (CPO), available on conviction, and the Community Protection Injunction (CPI) which, subject to safeguards, may be obtained against young people from 10 to 17 years old, as well as adults.

The Housing (Wales) Act 2014 stresses the need for all landlords of all tenures to be proactive in order to prevent anti-social behaviour by use of early intervention, multi-agency partnership working and tenants and their families having a clear understanding as to what behaviour is and isn't acceptable. The development of legislation to introduce the mandatory registration and accreditation of private landlords and lettings agents will take into account matters relating to anti-social behaviour.

The Authority will ensure that these proposed changes are adopted within the time frame required by the Government and that the impact of the changes continues to be monitored.

### **Domestic Abuse Policy**

The Council's Housing & Public Protection Service has published a Domestic Abuse Policy which sets out the housing policy for people in need of housing services as a result of domestic abuse or the threat of domestic abuse. The Policy will promote a preventative agenda, will ensure a victim centred approach and will also comply with Corporate Strategies. Housing will be an effective partner in finding multi-agency community safety solutions to help reduce incidences of domestic abuse, along with offering support to victims.

### **Restorative Practice**

Relevant Housing staff, such as the ASB Support Team, FIP workers and Neighbourhood Officers, have undertaken basic Restorative Practice training. This is a practice that has traditionally been used with young people and has proved to be very successful in local schools and with young offenders. This approach focuses on resolving conflicts at the earliest possible stage, seeking to avoid blame and supporting people to take responsibility for finding a constructive solution to issues. It encourages effective communication and working towards positive outcomes. Selected staff, including the ASB Support Team, have undertaken more advanced training and Restorative Practice is in the process of being embedded into our approach to dealing with ASB.

## **Summary of Main Objectives**

- Continue to work with key partners to ensure that anti-social behaviour is effectively dealt with and that victims are supported.

- Implement the new legislative changes and ensure that the service dealing with anti-social behaviour is of a high quality and meets the needs of tenants and residents.
- Restorative Practice training to become embedded in our approach to dealing with anti-social behaviour.



## Chapter 5

# Improving and Making the Best Use of Existing Housing Stock

## 5.4 The Private Sector

### **The One Swansea Plan**

People have good places to live and work

### **Service Objective**

Leading and promoting improvement of housing conditions in the private sector

### **The Current Situation**

#### **Housing (Wales) Act 2014**

The Housing (Wales) Act, has introduced new legislation that aims to improve the private-rented sector.

The Act includes a mandatory registration scheme for all private sector landlords and licensing for all landlord and agents who let and manage properties in Wales. The intention is to improve the standards of management and standards of property in this growing sector; and to support an increased awareness of the respective rights and responsibilities of tenants, landlords and letting and management agents.

The Housing (Wales) Act also requires Local Authorities to identify the location of empty properties and allows Local Authorities to impose a Council Tax penalty on homes which have been empty for more than six months, in an attempt to encourage owners to bring them back into use.

In addition, the Act will also require closer working with private landlords as the Local Authority's homelessness duty will be discharged by offering accommodation in the private rented sector.

#### **National Context**

According to recent figures from StatsWales currently around 70% of housing in Wales is owner-occupied and 14% is rented from private sector landlords. It follows that the private sector is a significant player in meeting national and local objectives for housing in Wales. The Housing (Wales) Act (2014) outlines a number of the Welsh Government's housing priorities regarding the private sector. These include:

- Financial assistance for organisations to bring empty homes back into use as 90% of empty properties are in the private sector
- The need to speed up the time taken to deal with Disabled Facilities Grants

- An acknowledgment that the quality of the private rented sector in Wales is poor and that action needs to be taken by Local Authorities to improve rental agreements
- A commitment to help private landlords work with tenants to drive up standards
- The Welsh Government seeking more legal powers to regulate the private rented sector

### **Legislative Framework**

The Regulatory Reform (Housing Assistance) (England and Wales) Order (2002) [RRO], replaced the previous legislation governing the provision of Housing Renewal Grants (with the exception of Disabled Facilities Grants (DFG) which remain mandatory). The RRO gives new wide ranging powers to provide assistance for housing renewal in the place of a previously prescriptive set of rules on providing housing grants. Local Authorities now have the freedom to decide what type of assistance to provide, and are encouraged to use other ways to help people repair and maintain their homes.

### **Funding**

There is insufficient direct housing grant investment to deal with the range and level of problems associated with private sector housing. Other approaches, specifically the development of loan based products using home owners' own equity have been developed to increase amounts of private investment and ensure that the correct type of work is done to high standards. Loan based assistance, such as the Welsh Government's Houses for Homes scheme, is viewed as a more sustainable method of ensuring housing renewal with funds being recycled back into the loan 'pot' once a property is sold. The recycled funds are then available for use by other property owners requiring assistance.

### **Local Context**

The Authority's approach to private sector housing and adaptations for people with disabilities is set out comprehensively in the policy document "Private Sector Housing and Disabled Adaptations Policy to Provide Assistance 2012/2017", which was approved in November 2011. The policy was developed in accordance with current legislation and describes in detail the issues faced and the policy direction to help tackle poor housing conditions in the private sector, and the needs of vulnerable older and disabled persons.

A summary of the local issues that have informed the policy are:

- The age profile of the private sector stock in Swansea is similar to that of Wales as a whole but there are more properties in the 1919-44 age band (15.9% locally compared with 10.9% across Wales)
- Across Swansea approximately 15% of private houses have a Category 1 hazard (as defined by the Housing Health and Safety Rating System)

- There are estimated to be 12,900 (15.0%) dwellings where the household is fuel poor, 19% of which are on benefits. The highest rate of fuel poverty was in the private rented sector
- The most common hazard found was 'excess cold' accounting for 56% of cases. The top three measures needed to improve energy efficiency and impact on fuel poverty were water cylinder insulation, loft insulation and new boilers
- There is a clear association between Category 1 hazards and low income households
- There are an estimated 3,754 empty dwellings, which equates to 3.85% of the private stock. Of these, an estimated 2,269 have been vacant for longer than 6 months (Figures as of 1<sup>st</sup> April 2015).
- Certain areas or 'hotspots' have significantly higher rates of poor housing demonstrating the need to intervene using area based approaches
- Local research undertaken by the Council and national research for WG have linked high concentrations of HMOs with adverse community cohesion and sustainability impacts. Particular problems have been identified in the Castle and Uplands Wards with noticeable links between concentrations of HMOs and high levels of on street parking problems, anti-social behaviour, noise and waste complaints, wasted school pupil places; and negative impacts on the streetscene from poor dwelling condition, waste issues and to let signs. Swansea University's Bay Campus off Fabian Way and the relocation of Trinity St David University to SA1 could result in new demand to convert properties into HMO accommodation in St Thomas. WG are shortly due to release a toolkit which will outline best practice for Councils to consider using with regard to HMOs.
- Welsh Government studies indicate that older people are far more likely to occupy housing in poor condition. This has a significant impact upon their health and well-being and is likely to contribute to accident rates in the home as well as other illnesses. According to demographic forecasts the proportion of older persons in Swansea is set to increase significantly over the next 10 years
- There is insufficient direct housing grant investment to deal with problems in private sector housing and other initiatives need to be developed

From all the evidence compiled, the 7 key issues, and policies for tackling them, are as follows:

Identified issue	Policy
Individual homes in poor condition & housing with Category 1 hazards across the area	<ul style="list-style-type: none"> <li>• Targeted loans and emergency repair fund, targeted at most vulnerable</li> <li>• Swansea Care and Repair partnership</li> </ul>
Poor housing conditions concentrated in certain areas	<ul style="list-style-type: none"> <li>• The Hafod Renewal Area has been completed. Sandfields has been declared a Renewal Area because it requires target area based intervention to improve housing conditions</li> <li>• Take appropriate enforcement action with owners of private rented properties</li> </ul>
An ageing population occupying disproportionately poor housing	<ul style="list-style-type: none"> <li>• Targeting loans and grant assistance</li> <li>• Swansea Care and Repair partnership</li> <li>• In house Grant Agency service to assist older and vulnerable persons</li> <li>• DFG and fast track housing adaptation services</li> </ul>
A culture of grant dependency	<ul style="list-style-type: none"> <li>• Introduction of loan based assistance and introduction of 'lifetime conditions' to some forms of grant awarded</li> <li>• Develop other services in longer term, such as project management services for customers, advice and information packages on home maintenance</li> </ul>
Poor conditions in private rented housing including Houses in Multiple Occupation	<ul style="list-style-type: none"> <li>• Landlord assistance grants to support group repair and Area Renewal</li> <li>• Apply HMO licensing conditions to licensable properties</li> <li>• Take appropriate enforcement action with landlords to reduce or eliminate hazards</li> <li>• Take appropriate enforcement action in cases of poorly managed HMOs</li> <li>• LDP to include a policy on HMOs building upon the adopted UDP policy and the outcomes of the imminent WG HMOs best practice toolkit</li> </ul>
Poorly insulated homes, particularly affecting older persons, causing increased illness and deaths in winter	<ul style="list-style-type: none"> <li>• Service Level Agreement with the Energy Saving Trust - advice, information, signposting services for improving home energy efficiency.</li> <li>• Submission of funding bids to suitable funding providers and delivery of practical projects to offer energy saving measures to households identified as needing them most.</li> </ul>

Empty homes in areas of identified housing need	<ul style="list-style-type: none"> <li>• Grant Aid in return for nomination rights for homeless/ waiting list applicants</li> <li>• Loans for landlords &amp; developers to bring long term empty homes back into use</li> </ul>
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## Key Achievements since the previous Local Housing Strategy

- There has been a sustained reduction in waiting times for a Disabled Facilities Grant
- Grant Agency Services have been enhanced and expanded to ensure as many vulnerable customers as possible are able to access high quality repairs or adaptations to their homes delivered in a timely manner
- There has been a review of the Authority's Disabled Facilities Grant service focusing on making efficiencies to improve the service provided to customers
- A city wide House Condition Survey was undertaken to gather up to date information on the private housing stock and to inform future policy and strategy
- Group Repair and Environmental Enhancement Programmes in the Hafod Renewal Area reached completion
- Sandfields has been declared as the next renewal area and property surveys, pending group repair works, have commenced. The Housing Renewal Area programme will improve housing quality and energy efficiency. Improvements will include external wall and loft insulation, boiler replacement, external and internal repairs and home safety assistance for vulnerable residents. The programme will also benefit local businesses and create job and training opportunities through City and County of Swansea Councils' 'Beyond Bricks and Mortar' initiative
- Additional funding has been secured through the WG/ECO scheme, Welsh Government Vibrant & Viable Places and a Utility Company to expand the scope of works in the Renewal area with a focus on home energy efficiency
- Enforcement Assessments during 2012-2014 identified Category 1 hazards in 154 properties and Category 2 hazards in 403 private rented properties including HMOs and 196 Category 1 hazards were successfully reduced or eliminated by enforcement action
- 939 private rented properties (including HMOs) were improved and brought up to standard
- Council research undertaken to identify, profile and map HMOs and highlight areas with high concentrations completed in December 2013. Politicians on the Working Group (including Local Councillors and Assembly Members) lobbied WG, using the research report as evidence, regarding the potential to

amend the planning system in Wales to give Councils more comprehensive powers similar to those in operation in England.

- There were 18 successful prosecutions of landlords for offences relating to licensing and management in HMOs and failure to comply with enforcement notices.

## **Future Developments**

The Authority will continue to improve the private sector housing stock through a range of schemes and initiatives in forthcoming years. These are listed below:

### **Resources to Support Housing Renewal and DFGs, Loans and Equity Release**

The Private Sector Housing Renewal and Disabled Adaptations Policy has been developed from an agreed programme of £5.2 million general capital funding in 2015/16. Welsh Government Specific Capital Grant (SCG) funding of £0.7m was confirmed for the Sandfields Renewal Area in 2015/16.

In recent years the funding available to provide housing grants for repair and renovation has decreased significantly and grants have become far less widely available. In Swansea, the targeting of resources to the most vulnerable (particularly older and disabled) living in the poorest housing conditions has therefore increased to ensure that the limited funding goes to people most in need of assistance.

Demand for grant aid far outstrips resources and the Authority has explored other ways of helping repair, maintain and adapt homes without direct grant funding. The Authority's current policy gives a commitment to continued development of loan products to support and supplement grants. The Authority has successfully introduced the concept of loan based assistance into its policy and provided loans to complete essential repairs for those householders who need them most. The Authority will continue to look to work with other Local Authorities using loan based assistance to explore the possibilities of further joint working to maximise the potential investment available to private sector households requiring assistance. This will include development and delivery of the Welsh Government National Home Improvement Loan Scheme with regional partner Local Authorities.

### **Housing, Health and Safety Rating System (HHSRS)**

The Authority has fully embraced the principles of the HHSRS and the associated enforcement powers and has developed expertise in the HHSRS to underpin enforcement and future renewal policies.

### **Empty Properties**

The Local Authority aims to bring empty dwellings back into residential use. In order to help deal with housing demand the Authority has identified a need to increase the amount of good quality accommodation available for rent to families. Grants for Nominations (Grants4Noms), has been developed, with particular emphasis on bringing family properties back into use that have been identified as being empty for between two to five years. The scheme intends to work proactively with private landlords to increase the supply of private rented properties available for those on the Authority's Housing Waiting List, by requiring nomination rights as a condition of the grant.

In addition the Authority has successfully used recyclable Empty Homes Loans, via the Houses to Homes Scheme and the Authority will continue to work with Neath Port Talbot and Bridgend Councils to utilise the funding to secure the reuse of empty homes through offering financial assistance and appropriate use of enforcement powers. Further funding for the scheme was received in 2014/15 and is available in 2015/16.

### **Area Renewal and Regeneration**

Within declared Renewal Areas the Authority will aim to improve the housing stock through the group repair and energy efficiency improvement, of whole terraces and where funding allows, the local environment by linked environmental improvement schemes. The Renewal Area programme in Hafod was completed during 2013. The Authority used the results of a Private Sector House Condition Survey, undertaken in 2010, to identify geographical areas of poor house condition, fuel poverty and associated deprivation that would benefit from targeted area based housing intervention. Using this information, Sandfields has been declared as the Authority's next area to benefit from renewal activity. The Authority will continue to research available sources of funding and seek to develop partnerships with Utility Companies and other funding providers such as the Welsh Government to fund repairs and/or energy efficiency improvements in identified areas.

### **Partnership Working**

The Authority has developed a strong relationship with private sector landlords through the Swansea Landlords' Forum. The Authority participates in the national Landlord Accreditation Wales scheme which encourages landlords to adopt a professional approach to letting by allowing 'fit and proper' landlords to gain accreditation after undertaking a training course, successfully completing an assessment and signing-up to a code of practice. This scheme will be replaced by the mandatory registration and licensing scheme when the Housing (Wales) Act 2014 is enacted.

The Authority works with Swansea University and the University of Wales Trinity St David's and has a formal Swansea Student Liaison Forum made up of officers from the educational establishments including Gower College Swansea, South Wales Police and local elected members. This partnership arrangement has been responsible for the introduction and funding of a Community Liaison Officer post at Swansea University since August 2013. Following successful interventions with the student population and responses to and from the local long term communities in student areas the temporary post has been extended for a further two years.

Swansea Care and Repair will continue to provide valuable services to older homeowners in partnership with Housing & Public Protection, Social Services, Health and other local service providers. Swansea is currently in merger talks with Neath & Port Talbot Care & Repair.

The Disabled Facilities Grant and Housing Adaptation Programme will be delivered with emphasis on reducing waiting times and reviewing processes to improve efficiency. Also, participation in the ADAPT project with local Housing Associations will help improve how the Authority allocate and reuse adapted housing for people who really need it.

The Authority offers free and impartial energy efficiency advice through its partnership with the Energy Saving Trust (EST). This relationship is a key in the Authority's efforts to secure fuel poverty reduction across the city and county.

### **Private Sector Landlord Survey**

In late 2013, the Housing & Public Protection Service consulted with owners of private sector accommodation in Swansea. The consultation was done face to face at a Landlord's Forum event and via an on line survey. The main purpose of the survey was to establish the services that would encourage landlords to work with the Authority on any future private lettings scheme. The results of the survey will help shape any future schemes whilst providing empowerment for the landlords who have been involved with the process. A report containing the survey results and subsequent recommendations has been completed. A total of 72 landlords completed the survey.

The survey found that the overwhelming majority of landlords who manage either by themselves or via a Lettings Agency, use "word of mouth" (38%) and the "internet" (36%) as their preferred methods of finding tenants. They fear long periods without rent and value long term relationships and a sense of trust.

Landlords were asked what services would encourage them to work with the Authority on a private sector lettings scheme. Interestingly, landlords who self-manage and those who use letting agencies provided the same responses, albeit in a slightly different order. Both groups were in agreement that "access to interest free loans for repair and renovation" was their top priority;

<b>Priority</b>	<b>Landlords who self-manage</b>	<b>Landlords using Lettings Agencies</b>
<b>1.</b>	Access to interest free loans for repair & renovation	Access to interest free loans for repair & restoration
<b>2.</b>	Free EPC certificates	Tenancy support
<b>3.</b>	Tenancy support	Discounted membership of landlord association
<b>4.</b>	Discounted membership of landlord association	Free EPC certificates
<b>5.</b>	Landlord forums	Landlord forums



The above services were also divided into landlord groupings to identify the priorities of landlords with small (1-5 properties) and large (6+ properties) portfolios. This provided the same priority, “access to interest free loans for repair and renovation”;

Priority	Smaller Portfolios	Larger Portfolios
1.	Access to interest free loans for repair & renovation	Access to interest free loans for repair & renovation
2.	Free EPC certificates	Discounted membership of landlord association
3.	Tenancy support	Landlord forums

### Ownership

The above services were also divided into landlord groupings to identify the priorities of landlords with differing ownership interests, as demonstrated below

Landlord Ownership			
Priority	Main Business	Secondary Business	Investment
1.	Access to interest free loans for repair & renovation	Access to interest free loans for repair & renovation	HB or LHA paid directly
2.	Free EPC certificates	Landlord forums	Rent guarantees
3.	Landlord forums	Tenancy support	Damage deposit guarantee
4.	Tenancy support	Discounted membership of landlord association	Free landlord insurance
5.	Discounted membership of landlord association	Pre-tenancy training	Regular updates on legislation & policy for landlords

The above table indicates that the landlords who consider their service as a main or secondary business have similar priorities, not only to themselves but also in context of the overall survey. However, the landlords who consider their properties as an investment focus on a set of different priorities.

## **Houses in Multiple Occupation**

With the introduction of the Housing Act 2004, the Authority moved from registration to licensing of HMOs. Mandatory licensing for larger HMOs of three or more storeys with five or more occupants applies to all areas of the city.

An Additional HMO Licensing scheme applies in the Castle and Uplands wards which incorporates smaller HMOs, and those consisting of fully self-contained flats which are specifically exempt from Mandatory Licensing.

There are 1,539 licensed HMOs as of February 2015 out of an estimated total licensable stock of 1,700 properties. Living conditions, including safety factors, have improved and there is a focus on improving management and street scene associated with multiple occupants.

The Authority's HMO Licensing Policy in December 2010 is currently under review.

The LDP should include a policy on HMOs building upon the adopted UDP policy and the outcomes of the soon to be published WG HMOs best practice toolkit.

## **Park Homes**

Swansea has four licensed residential Park Home sites housing around 300 households in a mixture of owner occupied and privately rented homes, varying from modern mobile homes to more traditional caravans.

The Mobile Homes (Wales) Act 2013, introduced in 2014, updated legislation that had been in existence for over 40 years and introduces new licensing arrangements for Park Homes to assist in improving housing conditions and security of tenure for occupiers.

Work is ongoing with the four site owners to re-license the sites under the new legislation.

## **Summary of Main Objectives**

The Authority aims to:

- Provide high quality services that target limited housing grant resources on tackling home health and safety hazards in order to help older, disabled and vulnerable people to remain living independently at home
- Develop loan based assistance to secure recycling of funds in future years
- Ensure that building work is of good quality, utilising our in house Grant Agency services, targeted at vulnerable older and disabled clients
- Take full advantage of available capital resources through research, bids, development of partnerships and practical delivery of appropriate housing renewal and energy efficiency projects
- Improve housing in the Sandfields area through a renewal area programme

- Improve the housing stock and environment in identified areas for targeted area based renewal through bespoke repair solutions, energy efficiency improvements and linked environmental improvement schemes
- Target enforcement to deal with properties with Category 1 hazards to bring about improvements in housing conditions and consequently help to improve the health of occupiers
- Actively participate and support the partnership with Swansea Care and Repair, ensuring good quality welfare advice, advocacy and handy person services are delivered to older persons in Swansea
- Develop its strategic role in the coordination of energy efficiency improvements and investment to the private housing stock through development of partnerships with Housing Associations, private landlords and other home owners, with special consideration to the outcomes proposed in the Housing (Wales) Act 2014
- Provide high quality home energy efficiency advice, information and signposting services through the Energy Saving Trust and other means
- Meet local performance standards targets, benchmarked against other Local Authorities, for private sector housing renewal and disabled adaptation services
- Explore increased joint working between landlords, agents, other Local Authorities, Housing Associations and other organisations to make the best possible use of the private rented sector for local people
- Use the results of the Private Sector Landlord Survey and the continuation of regular landlord consultation to help develop a private sector social lettings agency
- Engage with the owners of empty homes to offer financial assistance through local and national schemes to secure the reuse of those homes for housing purposes
- Explore Council Tax based penalties outlined in the Housing (Wales) Act 2014 in relation to Empty Properties

# Improving and Making the Best Use of Existing Housing Stock

## 5.5 Home Energy Efficiency

### **The One Swansea Plan**

People have good places to live and work

### **Service Objective**

Leading and promoting the improvement of housing conditions in both public and private sector

### **The Current Situation**

#### **National Context**

Increasing fuel prices and subsequent rises in numbers of households in, or at risk, of fuel poverty is estimated at 386,000. This means improving the energy efficiency of homes is of ever increasing importance. The Authority's approach to energy efficiency and fuel poverty reduction is based on joint working and coordination with other housing providers and partner organisations that have an important role to play adhering to the Welsh Government's (WG's) **National Energy Efficiency Action Plan**

#### **Local Context**

A Private Sector House Condition Survey was carried out in 2010 and highlighted the following local issues in relation to energy efficiency:

- The mean SAP (SAP 2005 energy rating on a scale of 0 (poor) to 100 (good)) was 54 in Swansea, which was higher than the average of 50 found nationally based on the findings of the Living in Wales 2008 survey
- The least energy efficient dwellings were older dwellings (pre-1919); and converted flats. The mean SAP rating for privately rented dwellings was 51, lower than that for owner occupied dwellings (55)
- Improving energy efficiency will contribute towards a range of Swansea's corporate priorities and indeed contribute to a wide range of issues, for example, Health & Safety Rating System reduced carbon emissions, tackling fuel poverty, elimination of Category 1 Hazards, improved health and well-being and warmer, better homes
- The level of excess cold hazards is an issue given the numbers of older residents in Swansea (35.5% aged 60 or over) and the potential link with cold related illnesses

The Authority's main objectives in relation to energy efficiency across all housing tenures are:

- To promote and publicise energy efficiency and assist residents in obtaining information to help reduce energy consumption and fuel bills
- To signpost residents to sources of available funding for energy efficiency measures
- To improve the Standard Assessment Performance (SAP – a measure of how efficient a property is) rating of homes
- To reduce carbon dioxide emissions and energy use
- To increase the take up of renewable technologies
- To bid for available funding and manage the delivery of projects to maximise the number of energy efficiency measures fitted to homes in Swansea
- Continue investment to meet the Welsh Housing Quality Standard (WHQS) which sets a target SAP level of 65 for social rented homes

## **Key Achievements since the previous Local Housing Strategy**

### **Strategy & Targeting**

#### **Strategy**

Swansea was the first Local Authority in Wales to produce an Affordable Warmth Action Plan. This was developed in partnership with the Swansea Fuel Poverty Task Group and National Energy Action (NEA), a leading charity in the field of fuel poverty reduction. The Affordable Warmth Action Plan underpinned collaboration with public, private and third sector organisations to tackle poverty and reduce carbon emissions. (now coming under the wider remit of the Financial Inclusion Steering Group).

#### **Targeting**

The City & County of Swansea has been successful in using various sources of information to target area based Energy Efficiency works to both Social Housing and Private Sector properties. Such sources of information include the Welsh Index of Multiple Deprivation (WIMD), Energy Performance Certificate Data (EPC), Standard Assessment Performance Data (SAP) and House Condition Survey Data. As a result of this targeting we have been successful in obtaining funding from number of funding streams as detailed below resulting approximately £2.2m being brought into Swansea in 2015. This not only improved the thermal efficiency of properties in Swansea but also helping to secure many much needed jobs in the area via social benefits clauses in construction contracts.

## Funding Streams utilised

- **Arbed** - the Welsh Government's energy efficiency funding programme designed to bring environmental, social and economic benefits to Wales and coordinated investment into the energy performance of Welsh homes. It is targeted at low income communities.
- **ECO** – Energy Company Obligation is a Government scheme to help improve the energy efficiency of domestic premises in Britain funded via energy suppliers who liaise with occupiers and landlords in order to identify and implement suitable energy efficiency measures.
- **GDHIF** – Green Deal Home Improvement Fund is an incentive launched by the UK Government. Open to all households in England and Wales including landlords, it is a cash back scheme aimed to make homes more energy efficient.
- **CESP** – Community Energy Saving Programme was an obligation on UK energy companies to deliver energy saving measures to low income households, which was area based. The obligation came into force on 1 September 2009 and ran until 31 December 2012.
- **CERT** – The **Carbon Emission Reduction Target** (CERT) (formerly the Energy Efficiency Commitment) which ran in 3 phases required all electricity and gas suppliers to assist their customers to take energy-efficiency measures in their homes. Suppliers had to achieve at least half of their energy savings in households on income-related benefits and tax credits, superseded by ECO in 2013.

## Schemes

### Private Sector

- The Hafod Renewal Area - a private sector initiative in partnership with Scottish & Southern Electric and Scottish Power was able to obtain £580,000 via CESP to help install solid wall insulation and boilers to private sector homes and a further £714k from Arbed phase 1.
- Sandfields Renewal Area – Swansea's new Renewal Area aiming to upgrade 1,000 properties from 2014-19, £1.8 million has been secured from Arbed 2 to help fund energy related measures.
- Gas Main and central heating installs in Glynteg & Brynymor - In areas both public and private sector properties benefited from subsidies from CERT and fuel switching vouchers amounting to approximately £30k. These projects facilitated bringing gas pipe lines into areas where they do not have gas pockets "off gas" areas that were deemed to be in fuel poverty. This work was done in partnership with Warm Wales.

### Council Stock

- The Authority in partnership with Scottish Power and 'Regen and Renew' was able to replace approximately 1136 'G' rated boilers with new efficient 'A' rated boilers in council stock via CESP amounting to 1.4 million.
- The Authority was also successful in obtaining a further 1 million of CESP funding for solid wall insulation and thermally efficient doors. ECO has now replaced CESP and this subsidy is continued to be utilised to fund similar measures.

- Loft Programme - the Council recently came to the end of a very successful loft insulation programme in partnership with British Gas who jointly funded the project through CERT and ECO. The scheme insulated 2,500 homes significantly improving energy efficiency and giving the potential to save households around £100 a year on their fuel bills.

### **Advice, Publicity & Education**

The City & County of Swansea is keen to promote Independent services to local residents to help improve their energy efficiency as well advising on energy efficient products within the home and construction methods.

The Council currently works with the following Agencies;

- **Resource Efficient Wales**, run by Welsh Government who provide free, impartial advice and information for people in Swansea who want to save and/or generate energy, reduce their energy bills and use water more efficiently, for both the domestic and commercial properties.
- **The Energy Savings Trust (EST)** also provides similar advice via phone and the web. They advise businesses, Local Authorities and Housing Associations on bespoke solutions to housing energy efficiency.
- **Nest** -The Nest programme provides grant funded energy improvement work in Wales to qualifying households. It is funded by the Welsh Government and managed by British Gas. Nest replaced the Home Energy Efficiency Scheme (HEES).

### **Publicity**

Raising awareness of energy efficiency is key to the Authority achieving its aims and objectives. Through joint working with partners there are a range of tools to ensure energy advice is effectively communicated to the public. There are a number of public events supported by the Authority held throughout the year that aim to tackle poverty, social exclusion and fuel poverty. These include events put on by Nest and the Local Authority, for example, Local Landlord forums.

Regular articles are featured in publications such as 'Open House' (the quarterly magazine for Council tenants and leaseholders), and 'The Swansea Leader' which goes out to all house holders.

The Housing & Public Protection website contains up to date information for both tenants and private households on energy efficiency and as well various potential funding streams for private sector households.

### **Education**

The Energy Monitor Loan Scheme is available in partnership with SWALEC in libraries across the city to be borrowed by local households to take home for a period to show how their home uses energy. They help people understand their energy use and where possible identify areas where they can make savings on their fuel bills.

Energy efficiency related information is available within the Council House tenant's information pack concerning their home. The information details useful hints on how to save energy, instructions on heating and controls relevant to their property and an Energy Performance Certificate (EPC) on how the property performs thermally.

## **Future Developments**

As well as continuing to promote and advise on energy efficiency generally the Authority will look to develop new approaches to securing home energy efficiency improvements. The following are areas of likely future activity:

### **Green Deal & ECO**

The Green Deal is a new finance framework that will provide householders and businesses with funding to carry out energy efficiency improvements to their properties. Funding will be repaid through the energy bill of the householder. A Green Deal charge will be applied to the electricity meter at the property. Where possible the Authority will use this and the Green Deal Home Improvement Fund (GDHIF) for its area based projects and Capital programme to help meet the Welsh Housing Quality Standard (WHQS).

### **Renewable Technology**

The Authority will continue to monitor developments in renewable energy technology including opportunities to secure income from sources such as the Feed in Tariff and Renewable Heat Incentive. Where renewables are a viable alternative to traditional energy efficiency measures these will be installed in the housing stock. The Authority will work with partners to monitor and evaluate the effectiveness of these technologies.

The Authority is also investigating the feasibility of a Community Renewable Energy and Enterprise Scheme (CREES) which aims to develop community scale renewable energy projects, where local people benefit from the renewable energy produced. The project also aims to act as a platform to build capacity to a point where the community is able to develop further schemes itself.

## **Summary of Main Objectives**

- To promote energy efficiency and help residents obtain information and advice to help reduce energy consumption and fuel poverty levels in Swansea
- To help individual residents access funding to pay for energy efficiency improvement measures such as insulation with associated environmental benefits in reducing carbon dioxide emissions from homes
- To work in partnership with funding providers in the management and delivery of projects to maximise the number of energy efficiency measures fitted to homes across all tenures in Swansea
- Obtaining Energy Efficiency funding to assist with targets investment in area of housing requiring energy saving measures to reduce fuel poverty levels and improve the housing stock



## Chapter 6

### Addressing the Housing Needs of Specific Groups

#### 6.1 Homelessness

**The One Swansea Plan**

Children have a good start in life

People are healthy, safe and independent

**Service Objective**

Addressing the needs of all service users

#### The Current Situation

**How services are currently provided**

The Authority's Housing Options service provides a range of services including a team of caseworkers focused on the prevention of homelessness, a money adviser who can help home owners faced by repossession through court representation and an ex-offender resettlement officer who works directly in prisons with clients prior to their release.

The Housing Options service also provides advice and help to anyone who is homeless including the provision of temporary accommodation for any household found to be homeless and in priority need. The Authority has developed a range of temporary accommodation options for homeless households.

Youth Homelessness services are provided at the BAYS project, a partnership between Barnardos and the Authority. The BAYS project provides a "one stop shop" approach for young people. The service is focused on supporting people to stay with their parents or relatives whenever possible. The partnership has developed and evolved a range of temporary and permanent accommodation options for young people including a flexible number of units of supported lodgings, emergency accommodation and accommodation for people with complex needs. Floating support for those ready to live independently is also provided.

There are a range of services and initiatives for rough sleepers in Swansea including;

- A street outreach and breakfast run
- One emergency bed that can be accessed on a night by night and weekend only basis
- 52 direct access beds
- A rough sleeping resource card, which gives key information for rough sleepers

- Partnership with Swansea Hope to assist rough sleepers into housing during the coldest months of the year
- Swansea Rough Sleepers Helpline which helps identify new locations where rough sleepers can be found
- Multi Agency Team Co-ordinator for Homelessness (MATCH) helps complex homeless individuals who need a multi-agency team response to resolve or prevent their homelessness

The Local Authority leads the coordinated response to tackling and reducing the impact of rough sleeping through a well-established Rough Sleeper Task Group. The group membership includes Local Authority staff from a number of departments, voluntary sector partners, Health Authority staff, Police, local church representatives and representatives from neighbouring authorities.

Homelessness prevention in Swansea include 700 units of floating support targeted at a range of client groups, 300 supported housing spaces and the “Sanctuary” scheme ( a scheme that funds property security improvements to help households who are experiencing domestic abuse to feel safe in their homes).

The Authority also runs an Alternative to Bed & Breakfast Scheme (ABBA). This scheme currently has 41 units of accommodation provided by the City & County of Swansea, Gwalia, Family and Coastal Housing. Primarily these are one bed flats which are used to provide temporary accommodation to single person homeless households who are in priority need. The Scheme has been successful in enabling the Authority to both reduce the time homeless households spend in Bed & Breakfast accommodation and reduce the overall numbers in Bed & Breakfast.

The “Move On” Strategy in Swansea is a long term partnership between the City & County of Swansea’s Housing & Public Protection Service, local Housing Associations and various statutory and voluntary agencies throughout the City. The Move On group aims to assist people who are ready to move-on from temporary, supported accommodation into an independent tenancy. This helps to prevent “bed-blocking” in the city. The scheme has been operating since the early 1990’s, but as a snapshot has housed over 200 people in the last five years alone, with approximately 85% of the tenancies maintained to a satisfactory standard.

### **Permanent accommodation**

As of July 2015 there were over 4000 applications registered on the Council waiting list. The current total Authority owned housing stock is 13,600. In 2014/15, there were 796 households found to be eligible for assistance, unintentionally homeless and in priority need, which equates to 20% of the waiting list.

The latest rehousing figures are for 2013/14; 2,010 households were rehoused off the waiting list, including 633 (31%) on a priority basis due to homelessness.

There are also approximately 9,000 social housing tenancies provided by Housing Associations across the city. Homeless charity, The Wallich, manage a Private Rented Access Team which was developed after the decommissioning of Ikon Lettings in 2014.

## Financial Support

In 2013/14, Supporting People Programme Grant funding for Swansea totalled £14,628,115. This money is used for a range of services to prevent homelessness and to support households in their accommodation. The money also supports mental health, older person and learning disability provision. This money is frozen for 2014/15 and will be reduced to £14,498,656.18 for 2015/16.

The Welsh Government currently funds a number of services directly through S180 Homelessness Grant Funding. Approximately £300k of s180 grant funding is invested in third sector organisations providing homelessness services in Swansea with the majority focused on rough sleepers with additional nationally funded schemes which operate across Wales.

## A Summary and Analysis of Demand

Swansea has a relatively high number of homelessness decisions, 3,189 in 2014/15 (including 1,186 total preventions). This reflects, in part, the proactive approach to all homeless people i.e. priority and non-priority. For example, households are actively encouraged to approach the Authority as soon as they become at risk of homelessness so that work can begin at an early stage in an attempt to prevent homelessness and the use of temporary accommodation.

This proactive approach to homelessness is demonstrated by the fact that consistently, Swansea has one of the lowest numbers of people in temporary accommodation across the whole of Wales. For example, during January- March 2015 the Authority did not accommodate any families in Bed & Breakfast and only 10 single person households, who were all moved onto more appropriate accommodation within 6 weeks.

The Housing Options service consistently receives around 3000 homelessness applications every year. Approximately 40% were accepted as homeless during 2013/14. During 2014/15, 796 households were accepted as priority need, which represents a decline of 6% in statutory homeless acceptances from 2013/14.

The average length of time all households spent in temporary accommodation during 2014/15 was 52 days. The average time homeless families spent in Bed & Breakfast decreased from 6 days in 13/14 to 1 day in 14/15. The Authority provides temporary accommodation for approximately 300 households every year.

Consistently, the main causes of homelessness are as a result of either leaving prison, loss of rented accommodation, relationship breakdown (particularly involving domestic abuse). These account for about 70-80% of all the homelessness acceptances in Swansea.

Categories of priority need by type of household	2014/15
(With) dependent child(ren)	273
Pregnant	79
Old age	30
Physical disability	63
Mental illness/ learning disability/ learning	38

<b>difficulties</b>	
<b>Other special reasons</b>	<b>37</b>
<b>Care leavers aged 18-21</b>	<b>11</b>
<b>16/17yr olds</b>	<b>2</b>
<b>Fleeing domestic violence/ threatened with violence</b>	<b>126</b>
<b>Leaving the armed forces</b>	<b>3</b>
<b>Former prisoner</b>	<b>134</b>
<b>Emergencies</b>	<b>0</b>
<b>Total</b>	<b>796</b>

### **Homelessness Planning Arrangements**

The Homelessness Strategy Planning Team (HSPT) has been established with the aim of providing a planning framework to meet the long term accommodation, health and support needs of all people who are homeless or threatened with homelessness.

The HSPT meets quarterly. Membership is open to any organisation providing services to homeless people and includes representatives from statutory and third sector organisations including Social Landlords, Support providers, Advice agencies and Tenancy Support Services.

The HSPT is responsible for developing a business plan that provides the framework for planning homelessness services and acts as a reference point for making recommendations to the Supporting People Commissioning group. It will also be used to inform decisions in relation to WG funding e.g. s180 and other Local Authority funding.

The HSPT commissions working groups to undertake specific pieces of work in relation to priority areas. Current working groups include:

- Rough Sleeping Task Group
- Move On Strategy Group
- Private Sector Development Group
- Gateway User Group
- Youth Homelessness Provider Group
- Join In Steering and Community Groups

The HSPT receive progress reports from working group leads and is able to advise, make recommendations or raise concerns in relation to the work of the group.

The HSPT review homelessness in the local area on an annual basis. The priorities are reflected in the Supporting People Planning documents and submissions to Welsh Government.

It also recognises that responses to homelessness are not just a housing issue, and that successful solutions are often based on sharing responsibility with Health, Probation and Social care.

### **Service User involvement**

The “Join In” strategy is the framework for service user consultation in Swansea in relation to Homelessness and Supporting People issues. It was initially established in 2004 and its membership includes voluntary, independent and statutory sector organisations. It also includes Service Users affiliated to these organisations. By actively involving Service Users, the people who commission, plan and provide services can gain accurate information about Service Users’ views of their needs, service delivery, deficiencies, changes & improvement, barriers faced, etc. Therefore, the planning, design, delivery, evaluation and monitoring of services can be based on Service Users’ actual needs and views, potentially enhanced by the fresh perspectives and new ideas that Service users can contribute. The local arrangements have now been rolled out to the Western Bay Region. Annual consultation and feedback events are being hosted on a regional basis for service users across the area.

## **Key Achievements since the previous Local Housing Strategy**

Since 2007 a number of important developments have occurred in homelessness services including the following;

### **Focus on Prevention**

The Housing Options service has undergone two major reviews over the last five years. The reviews have concentrated on ensuring that the customer is at the centre of service provision and that prevention of homelessness is the main focus. The reviews have helped ensure that the service is able to continue meeting key performance indicators and measures, e.g. numbers of people in Bed & Breakfast accommodation, average stays in temporary accommodation, etc. despite an increase in demand for the service.

### **Housing First**

Swansea has piloted the “Housing First” approach to dealing with Rough Sleepers which involves housing the most vulnerable and using individualised budgets to encourage long term rough sleepers to engage with services. The ethos of this work was extended with the development of the Multi Agency Team Coordinator for Homelessness (MATCH) service. The funding for the coordinator post has been withdrawn, however the expectation that services will work together and resolve homelessness remains the same.

### **B&B use**

The use of B&B has fluctuated greatly over the last five years. During 2012/13, 280 households were booked into B&B, which is an average of 23 per month. However during 2014/15 343 households were booked in B&B, which is an average of 29 per month.

### **Rough Sleepers Winter Plan**

The Authority has funded an annual rough sleeper’s winter plan since 2008. This aims to ensure that all rough sleepers are offered temporary accommodation during

cold weather and other exceptional circumstances. This was extended in 2011/12 to allow the Swansea Night Shelter project to open during the coldest months of the year. The Night Shelter is a partnership between local churches and rough sleeper stakeholders to provide emergency overnight accommodation and move on options for street homeless individuals in Swansea. The Night Shelter has become an annual partnership opening for a couple of months each winter to assist the most desperate individuals during particularly difficult times. During the first 4 years, the night shelter has helped nearly 150 men and women off the streets or helped them avoid ending up on the streets. The Council is required to take part in annual rough sleeper counting exercise. During the last few counts, between 7 and 10 individuals have been witnessed sleeping outside.

### **Gateway**

In early 2009 the Homelessness Strategy Planning Team commissioned the 'Homeless Journeys' work to map the access to services for long term homeless individuals. One of the very clear messages coming out of this work was that homeless people are required to complete multiple applications and re-tell their story numerous times in order to register and access hostel or supported housing. Funding was secured from the Welsh Government in 2010 to improve access to temporary housing and "Gateway" was developed as an online referral system using a 'tell it once' approach. It was launched in April 2011 and during 2014/15 615 referrals were made for temporary and supported housing. The ongoing future of the system is being considered during 2015/16, however the "tell it once" approach for the customer is a service that will be retained in whatever format referrals will be made for accommodation and support.

### **Future Developments**

A number of significant issues will affect homelessness services over the next five years including welfare reform, proposed changes to legislation, changes to Supporting People arrangements and the potential for Local Authority reorganisation.

These issues will shape priorities and future developments over the coming years.

### **Welfare Reform**

Significant changes to the Housing Benefit and Local Housing Allowance are being implemented as part of the Government's Welfare Reform.

The headline changes include:

- Universal Credit to replace most benefits (including Housing Benefit)
- Reduction in Local Housing Allowance for:
  - people with non-dependent children
  - the 5 bed rate
  - people of working age who are under occupying
- Reduction in the total amount of benefit paid
- Introduction of the social housing size criteria (bedroom tax)

The changes have the potential to increase homelessness as reductions in household finances may mean that people's current accommodation may become unaffordable. It may result in some households becoming more overcrowded which can also lead to tensions and strains on existing relationships.

Priorities will include working with landlords across all sectors to offer housing options that meet the needs of households affected by the changes including shared housing and the greater use of credit unions.

### **Housing (Wales) Act**

The key elements of the changes to homelessness legislation are:

- A new duty for Local Authorities to corporately "take reasonable steps to achieve a suitable housing solution for all households which are homeless or threatened with homelessness within 56 days"
- Statutory guidance on the minimum set of prevention services an Authority will need to have in place
- Requirement for Authorities to undertake a basic support needs assessment for anyone who is homeless or threatened with homelessness
- Priority need, intentionality and local connection tests to still apply if no 'housing solution' can be found
- Local Authorities to have the power to discharge their homelessness duty by providing access to suitable private rented sector accommodation
- Vulnerability test to be applied to former prisoners who are threatened with homelessness when being discharged from custody

The issues to consider are therefore:

- Ensuring prevention services are strengthened
- Ensuring there is an adequate supply of interim/temporary accommodation
- Ensuring that accommodation remains financially viable in light of DWP funding restrictions
- Increasing the supply of good quality, affordable housing across the social and private sectors

### **Supporting People**

Supporting People funding in Swansea was reduced in 2011/12 by 1.1% and in 2012/13 there was a further reduction of 2.1%, although no additional reductions for 2014/5 there is a reduction of 5.4% in 2015/16.

The Supporting People Programme Grant which came into place in August 2012 means that the Authority is responsible for commissioning services formerly

administered via the Welsh Government. This enables the Authority to have greater control over the design of services and ensure that they are responsive and flexible to the needs of homeless and vulnerable people in Swansea.

## **Summary of Main Objectives**

- Reduce homelessness as a result of domestic abuse and improve accessibility, support and move-on options
- Ensure an even greater emphasis on preventing homelessness by strengthening the role of prevention in the duties owed to people threatened with homelessness
- Work closely with the private rented sector to enable a discharge of duty by the offer of secure, private sector accommodation to people who are owed a full re-housing duty
- Increase the capacity of the private rented sector and ensuring that accommodation is well managed, affordable and of a high quality
- Ensure that the tenants of private landlords have access to housing related tenancy support
- Deal with the impact of welfare reform
- Develop and improving responses to rough sleeping
- Tackle youth homelessness including eliminating the use of B&B and improving move on options
- Develop short and long term support options for people with complex needs including older people with substance and alcohol misuse
- Develop creative support packages for people within shared housing
- Develop additional supported accommodation for adults with mental health issues
- Review Extra Care provision
- Explore options to support prison leavers in temporary accommodation and bed and breakfast
- Explore options to reduce the impact of under occupation of social housing and provide additional housing units for single bedroom occupancy



## Chapter 6

### Addressing the Housing Needs of Specific Groups

#### 6.2 Supporting People Programme

**The One Swansea Plan**

Children have a good start in life  
People are healthy and independent

**Service Objective**

Addressing the needs of all service users

#### Introduction

The Supporting People Programme Grant (SPPG) is aimed at preventing people becoming homeless or requiring residential or institutional services, through the provision of 'housing related support'. The programme is a key tool in addressing the prevention and anti-poverty agenda. Housing related support enables people to develop and maintain the skills and confidence necessary to maximise their ability to live independently.

The City & County of Swansea's 2015/16 allocation of £13.8 million is ring-fenced and helps fund short and long term temporary supported housing, permanent supported accommodation and a range of floating support services. Examples of short term temporary accommodation include homeless hostels and refuges for those who have suffered domestic abuse. Examples of longer term temporary supported accommodation include projects such as The Foyer, supported lodgings and shared supported housing. Permanent supported housing is provided for people with mental health problems, learning disabilities or learning difficulties and the programme also supports sheltered housing. Floating support services help to sustain people living in their own home and floats off once and individual no longer requires the support. Older people and other individuals with low ongoing needs may require longer term support. At any point during the year, there are more than 4,000 individuals in receipt of housing related support from the programme in Swansea.

#### The Current Situation

As in other areas the Supporting People Programme Grant (SPPG) is being affected by Welsh Government cuts. For 2015/16 the SPPG allocation was reduced by 5.45% from the previous year and early indications suggest these are likely to continue year on year with the percentage reduction likely to increase. The LA is currently developing a new Supporting People Programme Grant procurement plan to implement in approximately two years. In the interim it is likely that there will be a reduction in service provision as it is unlikely that enough reduction in expenditure can be delivered through efficiency savings alone.

The key national drivers for the SPPG programme currently are:

- Responding to the new Homelessness Legislation and enhanced prevention duties
- Implement the findings of the Aylward Review, an independent review of housing related support in Wales.
- Greater synergy with other Tackling Poverty Grants i.e. Communities First, Families First & Sure Start Preparing for the Social Services & Wellbeing Act

The service is subject to increasing demand. Strategic investment of the SPPG is directed by a combination of the Homelessness Prevention action plan and the Social Care Commissioning plans. The Supporting People Commissioning Group, a multi-agency group consisting of Health, Social Services, Housing & Public Protection and the Probation service is responsible for local commissioning decisions. The detailed commissioning activity and administration for the SPPG and associated contracts is administered by a dedicated Supporting People Team (SPT). The team ensures that all services are evaluated on a three year cycle so they are strategically relevant, safe and currently deliver on the National Supporting People Outcomes Framework.

The number of people with complex needs requiring support services is increasing and finding solutions is becoming more challenging. A range of groups collaborate on future service planning, including the Homelessness Planning Team, Social Care accommodation subgroups, third sector forums, local and regional supporting people collaborative forums and the Join In Service User Involvement Framework.

The Supporting People Local Commissioning Plan contains details about the programme, what it funds, how it is administered and the future priorities for the programme. Following Local Cabinet and Authority approval, the plan will be scrutinised by the newly established Supporting People Multi-Sector Regional Collaborate Committee (RCC). The RCC will be able to agree funding changes of up to 10% although anything greater than this will have to be referred to Welsh Government. The RCC will then consider the City & County of Swansea's Commissioning Plan, along with the equivalent from Neath Port Talbot and Bridgend, and develop a Regional Commissioning Plan for Western Bay. The Plan will then be submitted to the Welsh Government.

## **Achievements since the previous Local Housing Strategy**

The Supporting People programme has;

- Ensured that £13.8 million SPPG and additional contributions from the local authority and health board, were invested in housing related support services aimed at prevention of homelessness.
- Administered a funding reduction of 5.45% on the previous years through negotiation with service providers. Even though there have been funding reductions, it has not resulted in any service users losing their support.
- Administered a Join in Services User Involvement Framework to ensure that homeless people are represented and are able to have an influence on the commissioning of homelessness and housing related support services.

- Monitored and prioritised support packages to prevent homelessness and enable move on using the Temporary Accommodation Gateway, Mental Health OASIS Project, Tenancy Support Unit Central Referral Core and the Youth Homelessness Strategic Group.
- Worked collaboratively with Sheltered Housing providers to make progress to implement recommendations from the Aylward Review, such as severing the link with tenure.
- Delivered further supported housing accommodation options with the aim of eliminating the use of Bed & Breakfast for 16 & 17 year olds.
- Delivered brand new accommodation to enable a supported housing project for people with mental health problems.
- Established innovative and collaborative multi agency responses to prevent homelessness and enable access to suitable accommodation.

## **Future Developments**

Many of the current priorities are highlighted in the Homelessness Chapter of this Strategy, but in addition;

- Undertake a strategic review of the need for all housing related support services to inform the commission priorities going forward to determine what services are needed going forward to respond to the key strategic drivers.
- Develop and implement a procurement strategy over the next two years to respond to the findings of the strategic review which delivers sustainable services in the medium term reflecting the reduced SPPG allocations over the next three years.
- The SPT will continue to monitor welfare reforms changes which specifically impact on rental income of projects and their sustainability.
- The SPT will continuously review and improve service delivery in order to achieve the national and local strategic outcomes needs.
- Will implement Welsh Government reductions to the SPPG allocation exploring way to minimise the impact on front line service as much as is possible in the short term over the next two years.

## **Summary of Main Objectives**

- Work with projects to mitigate the impacts of Welfare Reform
- Improve the availability of Move-On accommodation
- Model the impact of a reduction to the SPPG on local services

- Commission services which are responsive to the new Homelessness legislation prevention duties.

## Chapter 6

### Addressing the Housing Needs of Specific Groups

#### 6.3 An Ageing Population

**The One Swansea Plan**

People are healthy, safe and independent

**Service Objective**

Addressing the needs of all service users

#### The Current Situation

##### Introduction

Nationally, the number of older people relative to the rest of the population is increasing and the fastest rate of increase is forecast to be in those over 80 years of age. Information from the 2011 Census indicates that 18% of the local population are over 65 (42,800 people). In Swansea by 2030, there are expected to be 34% more people aged over 65 than there are today, with those aged 85 and over growing by 78% and males of that age by 106%. Given the significant demographic changes, coupled with the expressed desire of older people to remain in their own home, it is considered important to decide how existing and future accommodation can be best used to promote individuals quality of life, health and independence, preventing unnecessary admission into hospital and promoting independence.

The location, layout and situation of older persons housing is vital. Whilst 'active ageing' is facilitated by the ability to participate and socialise, the ability to offer bespoke solutions is also useful. Whilst older people could experience feelings of loneliness and a lack of safety in the urban environment, the experience of rural older people can be that a lack of transport resulted in feelings of isolation. Housing options need to take account of the particular needs of all older people, wherever possible.

There is a growing interest in innovative housing schemes for older people that combine both independent living with high levels of care. 'Extra Care' provides older people with the opportunity for independence, prompt access to social experiences, the financial advantage of being able to access housing benefit and the ability to maintain a home with the benefit of 24 hour help and care.

Swansea has a wide range of attractive sheltered accommodation with provision that often mimics the best features of the more modern extra care developments. Many of these older people living in these units of sheltered accommodation have access to a social environment and community that enables the maintenance of skills and participation. Older people in these units are often able to manage their own health within these environments with limited additional domiciliary care. It is proposed to evaluate and monitor these schemes to better inform the work streams of the Social Services Planning and Commissioning group.

Whilst recognising and valuing the important continues contribution we all make to all areas of life as we age, one of the major challenges for the Authority is to continue to plan and deliver services that meet the needs of its ageing population. Housing is recognised as a key determinant of health and it follows that as people age, health needs become more complex and having suitable housing becomes more important. Welsh Government studies indicate that older people are far more likely to occupy housing in poor condition, which has a significant impact upon their health and well-being. Research carried out in 2011 by New Dynamics of Aging indicates the importance of the internal layout of a property when accommodating older people, especially in relation to ease of use and safety.

Research into the housing choices and aspirations of older people commissioned by the Department for Communities and Local Government (DCLG) in 2008 found that most people expressed a preference to stay where they were currently living for as long as possible. However as a demographic group, older people generally tend to be asset rich and cash poor, and may struggle to finance the necessary adaptations to their homes such as grab rails and stair lifts, which would make their homes more suitable to their needs and reduce health risks. Falls in particular are more prevalent in older persons due to problems with balance, coordination and/or strength and where falls occur; they tend to have greater general health implications. However, evidence suggests that fall prevention can reduce the number of falls between 15% and 30% and that falls, are, therefore, not an inevitable part of ageing. The overarching aim of the Ageing Well in Wales Falls prevention thematic network is to reduce the risk of falling and the number of falls amongst older people in Wales.

Older people are also more likely to experience physical and sensory impairments than the rest of the population with around 20% being classed as permanently sick or disabled. In addition 49% report living with a limiting long term illness and 19% are providing unpaid care for other people.

Fuel poverty is another concern as older people need to spend a greater proportion of their income on heating their homes during the winter months and may struggle to finance high fuel bills.

The percentage of older people owning their own home is higher than in the population as a whole, with 76% of those over 50 being owner occupiers. This proportion rises to 81% of the 50-64 age group, but reduces to 54% of the 85+ age group.

### **Key Local Research**

The findings of a research exercise carried out by Opinion Research Services in 2005 to determine the housing needs of people over 50 years old in the Authority area highlighted the following issues:

- The majority of older people want to continue to live independently in their own homes. This will require innovative support services and through the work of Network 50+ older people have told us that;
  - They want to remain at home provided they are not lonely and isolated in that home

- They need to be supported to live in homes and communities that are suitable for their needs

- Older people will need repairs and adaptations to their homes to assist them to live independently and to help to prevent them going into care
- A significant proportion of the Authority's housing stock is pre or inter-war and this will pose a challenge as older properties can be more difficult to adapt
- An ageing population will result in an increase in the number of people living alone risking social isolation
- Under-occupation will provide a challenge
- There will be an increase in the numbers of people requiring assistance to maintain their home and garden
- Advice and support services must link with others to ensure people are aware of all their options
- Older people prefer a variety of housing options so that they can choose the one that best meets their needs
- Maximising the use of technology based support services will be a cost effective way of providing more support to more people
- The proportion of Black and Minority Ethnic (BME) older people is also increasing with the latest statistics indicating that 1.3% of over 50s were from BME groups compared to just 0.6% in 2001

### **Strategy for Older People 2013-23- Living Longer Ageing Well**

Within national work on developing the third phase of the Strategy for Older People older people said:

*- That their housing needs change as they age, and either the home or its location needs to change to adapt to their changing needs.*

The WG aims for housing through the Strategy for Older People is:

*Older people have access to housing and services that supports their needs and promote independence.*

With the following issues needing to be addressed:

- Effective services that can provide appropriate aids and adaptations to help people retain independence.
- Supported housing
- Simpler and more effective arrangements for people who rent their homes
- Housing improvements such as the Welsh Housing Quality Standard.

- Energy efficiency measures
- Availability of housing options for older people and appropriate support to move.
- Alternative housing models (including retirement communities, sheltered housing and extra care) and a variety of provision.

The following indicators will be monitored:

- Number of Disabled Facilities Grants and reduced waiting times
- Number of units of support available for older persons and funded via Supporting People programme
- Number of people helped by Care & Repair services and Rapid Response Adaptations Programme

The following policies or strategies will help achieve these outcomes:

- Housing (Wales) Act 2014
- Renting Homes Bill (Wales) 2015
- Mobile Homes (Wales) Act 2013
- Framework for Action on Independent Living
- Support for Care & Repair
- Supporting People Programme
- Nest and Arbed

## **Key Achievements since the previous Local Housing Strategy**

### **Older Persons Housing Strategy**

A key aim of the Authority's Older Person's Housing Strategy is to develop a range of flexible services to address present housing provision and to work with partners and voluntary groups to allow people to live more independent lives for longer.

The Authority has been working closely with the Abertawe Bro Morgannwg University Health Board Community Resource Team and Care & Repair, to maximise older people's independence within their own homes through a range of initiatives and funding streams, and to address key issues raised in the Older Person's Housing Strategy.

A local implementation plan for the Strategy for Older People is being developed and an Ageing Well Plan through the LSB is expected by the end of October 2015, with planning groups on each of the priorities.

### **Renewals and Adaptations**

Nearly 35% of the Authority's households contain at least one older person, with 26% of households being solely occupied by older residents. The vast majority of older person households are single person households.

A recent review of the Private Sector Housing Renewal Strategy concluded that the targeted assistance for vulnerable, older and disabled persons should continue. The



review also highlighted the success of partnership working, particularly with Swansea Care and Repair which maximises value for money when providing minor repairs and adaptations to the homes of older persons.

### **Joint Working**

The previous Local Housing Strategy (2007-2011) identified a need to contribute to the delivery of the National Service Framework (NSF) for Older People by promoting integrated working between housing and support and care services, and by linking into health and social care strategies. As a result of this work, the Authority will continue to ensure that joint commissioning of services is based on strategic priorities and assessment of need and also that joint commissioning takes advantage of opportunities to maximise resources.

The importance of housing related matters also features in the Social Services Commissioning Plan for Older Peoples Services and Housing & Public Protection are represented on the Age Friendly/ Dementia Sensitive group as well as the Local Service Board Ageing Well Planning Group.

### **Future Housing Provision for Older Persons**

A key aim outlined in the last strategy was to promote the housing needs and aspirations of the over 50s in the City & County of Swansea by supporting a strategic shift away from residential care and acute settings, into community-based housing, support services and preventative services. This would include extra care housing which would aim to support people to stay at home for longer by maximising the benefits of Assistive Technology and Telecare.

To contribute to achieving this aim, a review of the Hazel Court extra care complex has been completed and the findings should inform future work in this area. The Authority is working to continue to maximise the use of technology based support services as a cost effective way of providing more support to more people.

### **Adequate and Appropriate Future Housing Provision**

The previous strategy also highlighted the need to ensure a range of good quality and affordable public and private housing which meets the changing needs of older people. Since the production of the last strategy there have been a number of new social and affordable housing developments undertaken in partnership by the Authority and local Registered Social Landlords (RSLs), to provide accommodation specifically for older persons.

Some of the most recent developments include the development of 14 units of older person accommodation at the former medical centre in Clydach and also a mixed use redevelopment of St Michael's Church, Manselton, where 6 units of older person accommodation were built in the grounds of the churchyard. The above schemes were developed in partnership with Gwalia Housing Group,

Coastal Housing has undertaken the Mariner's Court development in the SA1 area of Swansea. This scheme of 80 flats allows residents to release the equity tied up in their existing home and purchase an affordable flat alleviating the worry of possible high maintenance costs in the future.

Work has also been undertaken to address the housing needs of older people with complex needs and substance misuse and Family Housing Association have developed a block of 8 units to provide housing solutions for those unable to access sheltered housing.

## **Future Developments**

The Authority will continue to strive to develop new accommodation that meet the needs of older people, be it through specific developments or through more flexible designs which allow properties to be easily adapted to reflect the changing needs of the population.

Further investment will be made in assistive technology to help people to maintain control over their lives, contribute to their independence and manage risk more effectively.

The Authority will explore options to meet the future demand for accommodation which has a care and support element; including sheltered housing schemes and dementia care services. A key feature of the provision of extra care will be the avoidance of residential care through the flexible capacity to increase 'at home' support when needed.

There are increasing numbers of older people living with a learning disability, mental illness, dementia, or with a history of homelessness, all of which require more tailored housing and associated support services. In 2010 there was an estimated 3,189 people living with dementia in Swansea over the age of 65. By 2021, it is predicted that this number will increase by 19.6% to a total of 3,814 people.

### **Social Services Commissioning Plan for Older People 2011-2014**

A detailed Commissioning Plan for Older People's Services has been developed by the Authority's Social Services Department in partnership with stakeholders. Key priorities are listed under the plan, a number of which have direct or indirect implications for older persons' housing, especially when enabling older people to remain at home for longer. For example:

- There is an aim to maximise investment in services that provide a rapid response to manage urgent unplanned care needs and provide support in a crisis which will enable people to stay at home. This should be accessible on a 24 hour basis
- The commissioning of long term domiciliary provision will be designed and evaluated in terms of its success in meeting the outcomes identified by the service user
- The Authority is keen to reshape day services to meet a wide range of needs especially supporting access to advice and information to better support people with lower level needs
- There is an aim to increase the capacity and variety in dementia care services to meet the growing need. These will be founded on a person centred and strengths based model of care, promoting human rights and the

independence and emotional wellbeing of service users and will endeavour to support them to remain in their own home

### **Dublin Declaration on Age Friendly Cities and Communities in Europe 2013**

The Declaration was signed by Cabinet in February 2014 – part of the supporting pledge includes to:

*Promote and support the development of neighbourhoods and communities for all ages that are diverse, safe, inclusive and sustainable, and that include **housing** for older people that is of the highest quality. Particular attention should be given to the needs of older people in assisted living, residential care and nursing homes where their dignity and autonomy is at greater risk.*

One of the 8 domains/Essential Features of the WHO Global Age-Friendly Cities checklist, which underpins the Declaration, is in relation to housing:

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community
- Sufficient and affordable home maintenance and support services are available
- Housing is well-constructed and provides safe and comfortable shelter from the weather
- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways
- Home modification options and supplies are available and affordable, and providers understand the needs of older people
- Public and commercial rental housing is clean, well-maintained and safe
- Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

The implementation of the strategy and Dublin Declaration is supported by the Ageing Well in Wales Programme. The programme has five priority areas:

- Age Friendly Communities
- Dementia Supportive Communities
- Falls Prevention
- Opportunities for learning and employment
- Loneliness and Isolation

Within the priority area of Dementia Supportive Communities there is the following outcome:

*Ensure engagement of public services, such as housing and transport, with the dementia agenda.*

And within Loneliness and Isolation:

*Older people are aware of and have access to housing schemes that promote social interaction and inclusion.*

### **Areas where future joint working would be beneficial**

The Authority considers the combating of fuel poverty as an increasingly pressing issue as many residents cannot afford to heat their own homes adequately. Health studies have concluded that older people are disproportionately affected by living in fuel poverty. The Authority will continue to work in partnership with energy companies to maximise energy efficiency measures in housing of all tenures.

As outlined above, a key aim is to promote a strategic shift away from residential care into community-based housing and support services. This will require further exploration into extra care housing and increased investment in equipment and adaptations, including assistive technology and telehealth.

The Authority will continue to review the delivery of private sector housing renewal and adaptations for disabled people to ensure there is a range of good quality and affordable public and private housing which meets the changing needs of older people.

## **Summary of Main Objectives**

In order to meet the housing needs of older people, the Authority will need to:

- Monitor and evaluate the work of existing extra care housing schemes in order to assess whether it would be beneficial to fund further schemes
- Continue to ensure that all frontline staff undertake training with respect to the Equality Act 2010
- Work with housing developers to ensure adequate and appropriate future housing provision
- Promote safety and accessibility in the home in partnership with other statutory and third sector agencies
- Promote and support property maintenance and repairs in partnership with third sector organisations
- Support the tackling of fuel poverty in partnership with third sector organisations

- Work closely with Social Services and Abertawe Bro Morgannwg University Health Board in exploring the development of more flexible, responsive and localised domiciliary support at home
- Further investigate the potential for assistive technology and associated support services to help older people, particularly those living with dementia, to remain in their own home
- Ensure all frontline staff have a better understanding of how to support people living with dementia, including a positive approach to managing risk, so that obstacles which prevent people remaining at home can be overcome
- Support work on the appropriate objectives within the Strategy for Older People Development Plan and Ageing Well Plan (in particular creating Age Friendly and Dementia supportive communities)
- Ensure all new Council properties built under the 'More Homes' initiative are built to 'Lifetime Homes' standards.

## Chapter 6

### Addressing the Housing Needs of Specific Groups

#### 6.4 Black and Minority Ethnic Groups (BME)

**The One Swansea Plan**

People are healthy, safe and independent

**Service Objective**

Addressing the needs of all service users

#### The Current Situation

**Current Population**

Over the past 20 years the population in Swansea has become more diverse and its Black and Minority Ethnic (BME) communities have nearly trebled in size. In December 2012, the Office for National Statistics (ONS) published the official 2011 Census population figures by ethnic group for Local Authorities in England & Wales.

The 2011 Census data suggests that an estimated 14,326 people in Swansea were from a non-white ethnic group, around 6.0% of the total population; higher than the equivalent figure for Wales (4.4%) and the third highest percentage of the 22 Local Authorities in Wales. However, these proportions are much lower than the equivalent figure for England and Wales combined (14.0%).

In 2011, 20,368 (8.5%) of Swansea's population were non-'White British' (i.e. also including other white ethnic groups); above the Wales average (6.8%) and again third highest of the Welsh LAs, but below England & Wales (19.5%).

Over the period 2001 to 2011, the proportion of people in Swansea from a non-White ethnic group increased from around 2% of the population to 6%, an overall increase of approximately 9,500 (+198%). The number of non-'White British' increased over this period by 10,800 (+113%). Both figures exceed the equivalent increases for Wales (+118% and +78%) and England & Wales (+70% and +65%).

The 2011 Census data suggests that the largest non-white ethnic groups are:

- Chinese – 2,052 people (0.9% of Swansea's population)
- Bangladeshi – 1,944 (0.8%)
- Other Asian – 1,739 (0.7%)
- Black African – 1,707 (0.7%)
- Arab – 1,694 (0.7%)

Amongst the non-white ethnic groups, the largest estimated increases in population between 2001 and 2011 were in the Black African (+1,500 approx.), Bangladeshi and Indian groups (both +900). There was also a significant numerical increase in the 'Other-White' population of 1,400 (+40%), mainly reflecting the inflow of economic migrants from Eastern Europe since the beginning of EU Accession in

2003. Other minority groups which had very low populations in 2001 have seen significant growth in proportionate terms, for example, the Pakistani population has increased by 89% to 591. +89% (to 591).

Growth in the Bangladeshi ethnic group, long regarded as the largest non-white ethnic group in Swansea, has continued between 2001 and 2011, almost doubling (+94%) over the period. However the latest estimates suggest that the Chinese ethnic group is now larger than the Bangladeshi population in Swansea.

Amongst children, the ONS estimates suggest that the numbers aged 5-15 from non-white ethnic groups increased from around 1,000 in 2001 to 4,500 in 2011 (Census). The latest Swansea data from the Schools' Census (PLASC) suggests that the proportion of the school population who are not white-British increased from around 7.5% in 2004 to 11.3% in 2013 (around 4,100 pupils).

Ward level breakdowns of Swansea's population by ethnic group are also available from the 2011 Census. The largest ethnic minority populations were recorded in the urban wards of Uplands (2,091), Castle (3,202) and Sketty (1,323). In proportionate terms, Castle and Uplands both record ethnic minority populations of above 10%. Within wards, the 2011 Census data also reveals evidence of distinct ethnic group clusters, for example, the Arabic population in the Castle, Sketty and Uplands areas. However, these are also areas with high numbers of students and while it is important that the housing needs of BME students are considered, it is important that this is not confused with the housing needs of the rest of Swansea's BME population. The two groups may have different needs, use different parts of the housing sector and require different long term planning and action.

The following table provides information from the 2011 Census that will be useful in understanding how the housing sector in Swansea is used by those of different ethnic groups at present. For example, those in the Other White category are more likely to live in private rented accommodation than White British households. Also those from Black/ African/ Caribbean/ Black British ethnic groups are more likely to live in the social rented sector. While this data will not give indications as to the reasons behind this, it helps understanding of the current use of housing in Swansea and enable future consultation aimed at removing barriers that may exist preventing individuals from accessing certain parts of the housing sector and understand future needs of groups.

Fig 5 Different housing tenures used by BME population in Swansea

<b>Ethnic Group</b>	<b>Owned: Owned outright</b>	<b>Owned: Owned with a mortgage or loan or shared ownership</b>	<b>Social rented: Rented from council (Local Authority)</b>	<b>Social rented: Other social rented</b>	<b>Private rented: Private landlord or letting agency</b>	<b>Private rented: Other private rented or living rent free</b>
White: English/Welsh/Scottish/Northern Irish/British	33,517	30,188	12,075	6,173	10,904	2,950
White: Irish	176	172	50	45	109	31
White: Gypsy or Irish Traveller	3	3	4	3	6	1
White: Other White	353	414	233	174	771	69
Mixed/multiple ethnic group: White and Black Caribbean	22	53	38	19	47	7
Mixed/multiple ethnic group: White and Black African	6	8	13	10	20	6
Mixed/multiple ethnic group: White and Asian	20	50	24	15	40	11
Mixed/multiple ethnic group: Other Mixed	16	41	40	23	49	11
Asian/Asian British: Indian	74	221	15	9	180	19
Asian/Asian British: Pakistani	14	60	19	9	36	13
Asian/Asian British: Bangladeshi	56	256	44	23	71	20
Asian/Asian British: Chinese	123	131	25	61	359	65
Asian/Asian British: Other Asian	50	174	72	27	186	46
Black/African/Caribbean/Black British: African	30	70	265	74	286	59
Black/African/Caribbean/Black British: Caribbean	17	24	19	17	24	7
Black/African/Caribbean/Black British: Other Black	4	6	9	4	11	0
Other ethnic group: Arab	70	82	57	38	474	31
Other ethnic group: Any other ethnic group	25	38	102	50	115	18

Source: Census Data 2011- tenure by ethnic group by age



This data enables the Authority to address potential options for some. For example, groups less likely to own their own homes such as Black/ African/ Caribbean/ Black British groups may be able to access other forms of housing, such as affordable housing or intermediate renting/purchase options.

### **Quality of Accommodation**

The Authority has an important role in ensuring those from BME communities in Swansea are able to access appropriate accommodation that meets their needs. Research by the Institute for Public Policy Research found that over a third of privately rented homes were of a poor quality standard and that the private sector was the most expensive renting option. Given those from BME communities in Swansea are more likely to rent than others, this will have a disproportionate impact on these communities and underlines need for appropriate action to be taken by the Local Authority to ensure the private rented sector complies with appropriate standards. Environmental Health and HMO licensing will play an important role in this, in accordance with the measures detailed in the Housing (Wales) Act 2014.

### **Asylum Seekers and Refugees**

Asylum Seekers and Refugees may face similar issues to people from Black and Minority Ethnic people but they do not form one homogenous group; they come from many different countries and speak different languages, representing at least 100 different nationalities.

Swansea was designated a dispersal area for Asylum Seekers in 2000. By March 2012 an estimated 690 lead applicant asylum seekers lived in Swansea and there were 204 Asylum Seekers resident in Council properties.

In October 2012 Ready Homes (part of the Clearsprings Group) took over the contract from the Home Office to supply accommodation for Asylum Seekers. The Authority, however, through the work of one full time refugee resettlement officer, continue to offer refugee resettlement support for those former Asylum Seekers who received a positive decision on their case and moved to Council properties.

The Housing Service has long established working relationships with relevant third sector organisations and Social Services to meet the needs of asylum seekers and well as refugees.

### **Gypsy and Traveller Communities**

There are several Gypsy & Traveller communities residing in the Swansea area; there is one official Council site, a tolerated site, and on various private sites. It is important to establish whether these communities have any accommodation needs; be it the need for more plots for family members, more pitches or exploring the possibility of moving into bricks & mortar accommodation. These needs are recorded via Gypsy & Traveller Accommodation Needs surveys that are undertaken on a bi-annual basis. 2011 Census figures state there are currently 95 Gypsy & Travellers residing in the Swansea area. However, due to the transient nature of these community groups the population figures could be higher or lower than indicated on any given day. More comprehensive information regarding Gypsy & Traveller communities can be found later in this strategy.

## **Religion**

The 2011 Census is also the latest definitive source of information on religion. Christianity remains the predominant religion in Swansea (55%); although 34% held no religious beliefs and 7% did not answer (as the Census question on religion is voluntary). Of the groups listed, 5,415 people (2%) stated their religion as Muslim.

Information from the 2011 Census on the distribution of non-Christian religion by Ward again sees the greatest numbers in Castle (2,049), Uplands (1,208) and Sketty (886). In proportionate terms, the wards of Castle (13%), Uplands and Landore (both 8%) have the highest rates of population with a non-Christian religion.

Religion plays an important role in the choice of area, for example, the high concentration of Muslims in the Castle and Uplands wards may be attributed to a Mosque being within walking distance. Places of worship can be good indicators for people's choices of areas. The Authority wants to ensure that all communities in Swansea have access to good quality housing which is appropriate to people's needs. In the case of some BME communities this will mean ensuring that there is appropriate accommodation for BME communities in the vicinity of the mosque.

## **Public Sector Equality Duty**

Race and equality duties have become more mainstreamed since numerous anti-discrimination laws were combined into one single act- the Equality Act 2010.

The Act protects people from discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership (in employment), pregnancy and maternity, race, religion or belief, sex and sexual orientation. These are known as "protected characteristics".

A new Welsh Public Sector Equality Duty was introduced as part of the Act. Part of this duty requires the Council, in the exercise of its functions, to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under this Act
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

The duty also requires all public authorities to produce a Strategic Equality Plan containing set equality objectives. The City & County of Swansea's Strategic Equality Plan 2012-2016 sets out how we will build on our previous equality and diversity scheme and our arrangements for meeting the new legislative duties. We are required to publish annual equality and diversity review reports which demonstrate our progress against the equality objectives and include details of additional work we have undertaken throughout the year.

The plan also has close links with a number of key Council strategies and plans such as the Community Strategy.

## **Equality Impact Assessments (EIAs)**

The City & County of Swansea, like all other public authorities in Wales, has a legal duty to assess all its proposed functions, policies and procedures for their impact on protected characteristics as defined in the Equality Act 2010.

The Council's EIA process also covers other areas including:

- Welsh language
- United Nations Convention on the Rights of the Child (UNCRC)
- Poverty
- Community Cohesion
- Carers

The impact assessment enables the Council to:

- Identify and address possible discrimination
- Avoid or remove any inequalities
- Improve the services provided
- Improve customer access and relationships

## **Hate Crime**

People may be targeted, bullied, harassed or have a crime committed against them because of their age, disability, sexuality, religion, ethnicity, gender (including gender identity) or lifestyle choice (e.g. Goth) and these are termed hate crimes or hate incidents.

Victim Support has been funded by the Welsh Government as the official National Hater Crime Report and Support Centre for Wales. They have introduced a new single reporting mechanism and process for ensuring victims receive support and can report hate.

In October 2014, the Council introduced Victim Support's reporting process to replace the Housing & Public Protection Service's Hate and Harassment reporting procedure. New leaflets and posters have been distributed to District Housing Offices and the website has been updated. Staff have been updated on the charges.

## **Equality Monitoring**

It is very important to incorporate equality into service monitoring. Without this, it would be difficult to establish the nature or extent of inequalities, the areas where action is most needed, and whether the measures aimed at reducing inequality are succeeding.

The monitoring of customers using services provided by housing is mainly done by using the 'About You' monitoring form and also by recording information directly onto the housing register.

The 'About You' monitoring form was introduced at Corporate level in 2008. The form has been tailored to suit the Housing & Public Protection Service and results are collated and distributed throughout the service on a regular basis. The collation of 'About You' statistics by the Housing & Public Protection Service began in October

2008 and the latest results were captured in January 2015. Since the inception of 'About You' 7,041 customer's details have been analysed with 4.8% from BME communities and 9.3% of unknown ethnicity. The BME figure for using the Housing & Public Protection Service (4.8%) is lower than the overall BME population in Swansea. This could indicate that members of BME communities do not need, are not able to access, do not use or do not want to use the service. It should also be noted that taking part in equality monitoring is optional, with someone choosing to or not to take part. Effective monitoring can help to establish and clarify these reasons.

The 'About You' monitoring form also records the languages spoken on a day to day basis. English is the main language used and there are a number of 'other' languages, recorded with Polish and Arabic being the most popular. There are 60 other individual languages/dialects recorded. The Housing & Public Protection Service also monitors the use of Wales Interpretation and Translation Service (WITS) and the Big Word on an annual basis to compare the different languages requested.

The Housing register is used exclusively by the Housing & Public Protection Service and the ethnicity and main/preferred language of applicants (including current tenants) who apply for housing should be recorded on the system. Doing so will evidence the ethnicity of all prospective tenants and subsequently all applicants who then become tenants. However, the current levels of monitoring via the register make it difficult to establish a true record of how many housing applicants and tenants are from BME communities.

The Housing & Public Protection Service is keen to focus on the monitoring of ethnicity to better establish the nature or extent of inequality, and/or the areas where action is most needed. Initiatives to improve the monitoring of ethnicity will be introduced in 2015/16 such as a relaunch of the 'About You' form monitoring to also include new protected characteristics.

### **Housing Options Service**

The Housing Options Service monitors the ethnicity of all families and individuals that approach the Homelessness Service. These statistics are robust and formulate part of the homelessness statistics required by the Welsh Government. Figures recorded show that there were 2,665 homeless decisions made during 2011/12, of which 200 were of 'Non-White' ethnicity (3.75%). However, the way these statistics are recorded could be improved upon as currently 'specific' ethnic groups are not recorded. Whilst it does appear that a disproportionately low number of people from BME communities use the homeless service, without more specific monitoring of BME groups using the same, it is difficult to understand why this is so.

Essentially all the statistics recorded for Housing services emphasise that Swansea's BME population is growing and becoming more cosmopolitan with an increasing amount of diverse ethnicities and languages. Therefore, it is important to monitor this effectively, to ensure services are sensitive, knowledgeable, accessible and relevant.

### **Key Achievements since the previous Local Housing Strategy**

- An agreement was made between the Housing Options Service and Swansea Bay Regional Equality Council (SBREC) that if requested and/or required,

housing advice/ homeless interviews with people from BME communities could be held at the SBREC offices

- There were ongoing reviews with RSL partners regarding potential city centre BME development opportunities; identifying areas of Swansea where BME communities were most likely to reside and whether there was suitable accommodation available. For example, Family Housing Association committed to the building of two larger than standard properties earmarked for larger BME family groups
- The Asylum Seekers and Refugee Team have provided accommodation and support services for Asylum Seekers and Refugees, in accordance with the contractual obligations of the UK Border Agency up until October 2012 when Ready Homes took over the contract
- In May 2010, the City and County of Swansea was the first local authority to become a partner in WITS. This service provides all translation and interpretation requirements directly for written and face to face interviews and indirectly via *'thebigword'* telephone interpretation service
- The Housing & Public Protection Service is committed to ensure that all front line Housing staff receive Equalities training, which includes raising awareness of the Equality Act 2010
- The 'About You' monitoring format was devised, initially at corporate level and was then adapted by the Housing & Public Protection Service. The About You monitoring form enables the Housing & Public Protection Service to monitor a number of protected characteristics of all people who use the Council's housing services
- SBREC devised and delivered their "Not On Our Estate" initiative, which targeted four Council Housing Estate areas (Townhill, Blaenymaes, Sketty and Dyfatty), with the aim of eradicating racism and to increase reporting of hate crime
- Hate Crime articles have been included in the tenants' magazine, Open House and Housing & Public Protection Service staff' Team Information Sheets

## **Future Developments**

### **Swansea Bay Regional Equality Council (SBREC) Recommendations**

The SBREC have made recommendations for the future, some of which build on previous suggestions:

- The Housing & Public Protection Service should continue to reinforce the terms and conditions of tenancy agreements, with the overall objective of further reducing racial harassment. In addition, the Housing & Public

Protection Service should build on established links with the Police, Victim Support's Hate Crime Project, SBREC, Welsh Refugee Council and others in order to address harassment and racism experienced by people from BME communities

- The Housing & Public Protection Service should research, consult and establish why people from BME communities prefer to live in certain areas of Swansea. This will enable the service to anticipate future BME population trends and to subsequently target resources at expanding communities, for example, the Bangladeshi community tends to cluster in the Hafod area of the City, whereas the Chinese or Sikh communities are more dispersed
- Some BME communities (Indian, Arab) traditionally have larger families and RSLs could try to be more flexible with their allocation policy- for example, allocating two accommodation units rather than one
- The Housing & Public Protection Service and the SBREC recognise that although the monitoring of ethnicity for those using the Council's Housing Service has improved, there are still strides that can be made
- The Chinese Community Centre have approached the Housing & Public Protection Service and Social Services to request assistance in undertaking a survey of the housing and care needs of the Chinese population in Swansea. This is as a result of their concern regarding the ageing Chinese population in Swansea and the challenges this will present. This survey could be used as a template when the Housing & Public Protection Service considers how to meet the future needs of other BME groups with ageing populations
- The Housing & Public Protection Service should be more pro-active in the raising awareness of Hate Crimes, both to its staff and to its customers. Any such ventures could be undertaken with SBREC, Victim Support's Hate Crime Project and South Wales Police

## **Summary of Main Objectives**

- Reinforce tenancy conditions to current tenants, strengthen racial harassment clause in the Tenancy Agreement
- Undertake research to establish why BME Communities prefer to live in certain areas which will allow more accurate targeting of resources
- The Council to hold discussions with RSLs regarding the possibility of them introducing a more flexible approach to allocation and accommodation policies
- Improvements to be made to the ethnic monitoring of people utilising the Council's Housing & Public Protection Services
- Assist the Chinese Community Centre to undertake a housing and care need assessment of the Chinese population of Swansea

- Ensure the needs of Asylum Seekers are addressed by the new Communities First Cluster areas and integrated into community cohesion work undertaken by the Council
- Use data that is collated as part of equality monitoring and use consultation with affected groups to improve services to BME communities and remove barriers that may create inequalities

## Chapter 6

### Addressing the Housing Needs of Specific Groups

#### 6.5 Gypsies & Travellers

**The One Swansea Plan**

People have good places to live and work

**Service Objective**

Addressing the needs of all service users

#### The Current Situation

##### Introduction

Addressing the accommodation needs of Gypsies & Travellers in Wales is a stated aim of the Welsh Government.

The Authority currently has one authorised Gypsy & Traveller site located at Ty Gwyn in the Llansamlet area of the City and County. The Gypsies & Travellers on the site are required to pay rent and Council Tax to the Council.

In addition to the authorised site, there is a 'tolerated' site at the Park & Ride site in Swansea Vale. The number of caravans on this site can vary greatly over time.

The most recent Gypsy & Traveller Accommodation Needs Assessment (GTAA) identified a need for 10 additional pitches but no clear need for Transit Site provision.

There has been a resident Gypsy & Traveller population in Swansea for at least the past 25 years. The only official site is located at Ty Gwyn, Llansamlet. The site accommodates 7 pitches, has a good standard of associated facilities and is usually at full capacity. There are several private sites in Swansea but not a current recognised need for such additional site provision, according to the GTAA 2013.

The Council has historically had to manage a number of unauthorised encampments, which tend to be on Council owned land in the Llansamlet area. The families unlawfully parking on Council and sometimes private land are not provided with any facilities and normally equates to around 5 caravans (Official WG Caravan Count, Jan 2015 recorded the figure as 3).

In addition, there is a tolerated site in Llansamlet, which has limited toilet and washing facilities, that was afforded such status following a High Court ruling in which the Council failed to gain a possession order. It is clear that until the Gypsies & Travellers gain access to an official site, the Council will be unlikely to gain a possession order for this location.

According the most recent Official Welsh Government Caravan Count, which took place in January 2015, there were 13 caravans at the site. The site was created to facilitate moving the family from their previously tolerated location at the Park & Ride



site, Llansamlet. This enabled the Lower Swansea Valley Flood Risk Management Scheme to be implemented, which involved large scale works on the Park & Ride site.

The numbers of caravans and people residing at the tolerated site can fluctuate but there is an extended family who reside there on a “permanent” basis. Any additional persons would be visiting family members as the aforementioned High Court ruling prevents anyone else other than those named in the ruling from living on the tolerated site.

There is currently no official Transit Site provision within the County and no clear identified need for such facility in the immediate future. This is also the case from a regional perspective whereby both Carmarthenshire and Neath Port Talbot Councils have concluded that there isn't a clear need for such provision. From a national context it is clear from evidence that the demand for such facilities is within the counties of Cardiff, Newport and Pembrokeshire.

In March 2010, Cabinet resolved to start the search for a new site(s). In order to engage Members on a cross party basis, a Member led Task and Finish Group was formed to work with a multi-disciplinary group of officers in applying agreed criteria as part of a sifting process. The Task and Finish Group received regular progress reports on the process undertaken that examined all Council owned land against a set of criteria as agreed by Cabinet. In line with established need, the work focussed on making site provision to accommodate 1-12 pitches with the capability of being sympathetically expanded to approximately 20 as in accordance with Welsh Government guidance. This work was completed in 2013 but failed to reach a decision on an appropriate site(s) and the search process followed is subject of ongoing review by a Scrutiny Committee.

### **Understanding the Accommodation Needs of Gypsies and Travellers**

The Authority is committed to furthering its understanding of the needs and requirements of Gypsies & Travellers in the City and County.

During 2013 a GTAA was undertaken in accordance with Welsh Government's Guidance. The Assessment identified a need for 10 pitches within the City and County. In addition the Assessment is required to look at maximum 'potential' demand for pitches over the next 5 years taking into account cultural factors, such as younger teenage Gypsies & Travellers that will turn 18 in the next 5 years might want a pitch of their own to start their own family unit. This part of the Assessment identified the likelihood of more pitches being required in the future.

In addition to the above, there is a requirement to accommodate the potential need over the LDP Plan period (up to 2025). However, it is important to note that not all younger Gypsies & Travellers currently living with their parents will want to marry at an early age and start their own family unit and some of those who do may elect to move away from Swansea.

### **The Housing (Wales) Act 2014**

The Housing (Wales) Act 2014 requires Local Authorities to undertake a GTAA and includes a duty of Local Authorities to provide sites for Gypsies & Travellers where a need has been identified in those Assessments. The Act is in force, having received

Royal Assent on 17<sup>th</sup> September 2014. This requires all Authorities to undertake a GTAA by February 2016. However, the majority of its provisions still need to be brought into effect by further commencement orders by the Welsh Ministers. The Gypsy & Traveller elements of the Act are anticipated to be enforceable from March 2016 whereby the need for sites has been identified but not met, Welsh Ministers will have the power to compel Local Authorities to provide sites for Gypsy & Traveller communities. Sites will need planning permission in the same way as any other development.

### **Welsh Government Circular 30/2007- Planning for Gypsy & Traveller Caravan Sites**

Circular 30/2007 states that where there is an assessment of unmet need for Gypsy & Traveller accommodation in an area, the Local Planning Authority (LPA) should allocate sufficient sites in its LDP to ensure that the identified pitch requirements for residential and transit use can be met. The LPA will need to demonstrate that sites are suitable, and that there is a realistic likelihood that the specific sites allocated in the LDP will be made available for that purpose. This helps to provide certainty for all concerned when planning applications are determined by LPAs, or, appeals are considered.

### **The Mobile Homes (Wales) Act 2014**

The Mobile Homes (Wales) Act 2014 came into force on 1<sup>st</sup> October 2014. It updates the existing legislation, originally put in place in the 1960s for residential mobile homes.

The new legislation required the licence agreements for Gypsies & Traveller residing on the authorised site to be revised and this exercise has been completed.

### **Key Achievements since the previous Local Housing Strategy**

Between 2009 and 2012 the Authority made successful bids to the Welsh Government for grant funding to improve the authorised Gypsy & Traveller site at Ty Gwyn.

As a result of this grant funding, considerable improvements have been made to the environment of the site and the level and quality of the facilities available. The improvements include;

- The refurbishment of the service blocks
- Fencing and gates for each pitch
- Site perimeter fencing
- Drainage improvements to the site
- 2 upgrades to the playground facilities
- Improvements to the drainage of the site
- The introduction of a range of fire safety measures
- Speed ramps on the approach road to the site
- Extensions to Service blocks
- Solar Panels installed on Service Blocks

## **Future Developments**

In order to comply with the Welsh Government's new Housing Act, the Authority plans to undertake a GTAA before February 2016 so that the conclusions gained can further inform the requirements of the forthcoming LDP. This would require an additional analysis of the potential pitch requirements over the Plan period (up to 2025).

In recognition of the potential need for an additional authorised site, the Authority is currently reviewing its approach to site location assessment.

## **Summary of Main Objectives**

- A new GTAA will be undertaken and is likely to commence September 2015.

## Chapter 7

### Sustainable Development

**The One Swansea Plan**

People have good places to live, work and do business

**Service Objective**

Leading and promoting the improvement of housing conditions in the private sector

#### The Current Situation

**Regional and Local Legislation**

In recent years it has become increasingly recognised that well designed, high quality housing can have a positive impact on peoples' health and wellbeing and natural environment whilst conversely poor developments place a potentially destructive burden on the natural environment and negatively impact peoples' health and well-being. It is now accepted that to accomplish improvements in the environment in which people live, it is necessary to consider these wider impacts. Governments at international, national, regional and local levels are developing and implementing laws and policies which should result in a more sustainable use of resources, produce energy efficient housing and greater protection for bio-diversity.

The Well-Being of Future Generations (Wales) Act was given Royal Assent and became law on 29<sup>th</sup> April 2015. The Act will apply to Welsh Local Authorities from April 2016. The Act seeks to build a sustainable future for Wales and places an obligation on Welsh public bodies to integrate social, economic and environmental well-being, through its strategic decision making by making sustainable development the 'central organising principle' for the Welsh Public Sector.

To meet this duty, Council services must take account of the long-term, integration, involvement, collaboration and prevention elements of the sustainable development principle. The Housing Strategy is a key contributor to the health and well-being of Swansea communities now and for future generations and will make a fundamental contribution to the Council meeting the obligations and duties of the Well-Being of Future Generations.

The challenge of climate change is one of the biggest environmental problems faced by all levels of Government. The Welsh Government acknowledges the role housing can play in helping to tackle climate change through both the planning process (via Planning Policy Wales) and through Part L of the Building Regulations (Conservation of fuel and power).

**The City & County of Swansea**

The Authority's One Swansea Plan highlights sustainable development as one of the key, cross cutting policy areas. The Authority is an active member in all the key partnerships appointed to lead on achieving the Vision for Swansea outlined in the One Swansea Plan. One key partnership is the Swansea Environmental Forum, the

lead partnership that has responsibility for all aspects of the natural and built environment including issues relating to housing.

The Authority has adopted sustainable development as one of its under-pinning principles in the One Swansea Plan, which will be delivered by embedding guiding principles contained in the Authority's Sustainable Development Policy, reviewed and adopted in 2012.

These principles compel the Authority to adapt working practices so that they will support:

- Integrated thinking and planning around social, economic and environmental issues
- Effective joint working in partnership with others
- Changing the working culture to one that works on the basis of long term planning and considers the wider sustainability costs
- Increased community engagement and participation

In addition, the Authority's Sustainable Development Policy sets out key aims which include enhancing and protecting the natural environment, decarbonisation and climate change, sustainable resource use, social inclusion, economic resilience, governance and procurement.

## **Key Achievements since the previous Local Housing Strategy**

### **Climate Local**

The Council recognises the opportunities and benefits of action on climate change and signed up to the Climate Local Initiative in May 2014. Climate Local is a voluntary, best practise Local Government Association initiative which promotes a pro-active approach to addressing climate change that has positive benefits on all aspects of wellbeing. As a signatory to the initiative the Council is required to set commitments which demonstrate how the Council is reducing carbon emissions and management climate impacts. One of the current commitments is for "*the Council to improve energy efficiency and reduce carbon emissions in building working in partnership with other organisation including Housing Association and other public sector bodies*". The activities in Home Energy Efficiency (Chapter 5.5) will make a significant contribution to meeting this commitment.

### **Welsh Housing Quality Standard**

The Welsh Government's "Welsh Housing Quality Standard" (WHQS) includes provision for increasing the thermal efficiency of existing social housing. The WHQS also includes a requirement to improve the general environment of estates. The Authority's investment to secure achievement of this standard in Authority owned housing by 2020 will take appropriate measures into account.

### **Development Requirements**

Currently, any affordable housing funded by Social Housing Grant is required to meet the Welsh Government's Sustainable Development Code. The Authority will

continue to work in partnership with Registered Social Landlords (RSLs) on increasing the code level whilst retaining economic viability.

## **Future Developments**

### **Housing Design**

The Authority has a responsibility and is committed to take the lead in implementing environmental good practice in housing design, construction and maintenance. This can be achieved by ensuring that local housing programmes adopt sustainable development as a core objective, ensuring all new build, refurbishment or conversions exceed statutory requirements, employ sustainable design principles, link with community regeneration strategies and support the local economy.

New developments will also support core principles including supporting the need to reduce the amount of waste in the environment and also that negative impacts on wildlife and habitat resources are minimised.

### **Community Growing**

The Housing & Public Protection Service is keen to support local projects which promote community growing and will continue to explore ways of addressing barriers to the availability of land.

## **Summary of Main Objectives**

The City and County of Swansea will aim to develop high quality inclusive communities which maximise social, economic and environmental benefits by investing in sustainable development principles in housing construction and maintenance. This will be achieved by:

- Working in partnership with national and local bodies to ensure joint action on sustainable development, including Welsh Government, Swansea Environmental Forum and the Green Building Forum, also developing links across different departments
- Developing a training schedule to raise awareness and train staff on the principles of sustainable development and sustainable construction
- Continue to survey the environmental performance of the housing stock in Swansea, establishing targets for continual improvement in performance
- Adhering to sustainable design principles in line with the Sustainable Developers Guide as appropriate and developing procedures to ensure best practice
- Continue to implement the Housing & Public Protection Service Sustainability Action Plan which includes continuing to promote the issue of sustainability to both housing staff and tenants

- Working in partnership with Value Wales to identify whole life costing opportunities for housing stock, this will include examining partnership working with RSLs and private housing developers
- Working in partnership with Constructing Excellence in Wales and Value Wales to identify opportunities to source local products and services to stimulate the local economy
- Developing a review process to monitor the sustainability and environmental performance of new and existing housing stock

# Agenda Item 12.

## Report of the Cabinet Member for Transformation & Performance

Council – 22 October 2015

### MEMBERSHIP OF COMMITTEES

<b>Purpose:</b>	Council approves the nominations/amendments to the Council Bodies.
<b>Policy Framework:</b>	None.
<b>Reason for Decision:</b>	To agree nominations for Committee Membership.
<b>Consultation:</b>	Political Groups.
<b>Recommendation:</b>	It is recommended that:  1) The amendments to the Council Bodies listed in paragraph 2 be approved.
<b>Report Author:</b>	Gareth Borsden
<b>Legal Officer:</b>	Tracey Meredith
<b>Finance Officer:</b>	Carl Billingsley
<b>Access to Services Officer:</b>	N/A

#### 1. Introduction

- 1.1 Meetings of Council regularly agree and amend the membership of the various Committees/Council Bodies as reflected in the lists submitted by the Political Groups.

#### 2. Changes to Council Body Membership

- 2.1 The Political Groups have indicated that they have changes to Council Bodies as indicate below.

##### LA Governor Panel

Remove Councillor R A Clay  
Add Councillor J E Burtonshaw

##### Local Pension Board

Remove Councillor D W Cole  
Add Councillor J E C Harris

#### 3. Financial Implications

- 3.1 There are no financial implications associated with this report.



#### **4. Legal Implications**

4.1 There are no legal implications associated with this report.

**Background Papers:** Local Government & Housing Act 1989, the Local Government (Committees & Political Groups) Regulations 1990.

**Appendices:** None

# Agenda Item 13.

## Joint Report of the Presiding Member, Monitoring Officer and Head of Democratic Services

Council – 22 October 2015

### AMENDMENTS TO THE COUNCIL CONSTITUTION

<b>Purpose:</b>	To make amendments in order to simplify, improve and / or add to the Council Constitution.
<b>Policy Framework:</b>	None.
<b>Reason for Decision:</b>	A decision of Council is required to change the Council Constitution.
<b>Consultation:</b>	Access to Services, Finance, Legal
<b>Recommendation(s):</b>	It is recommended that:  1) The changes to the Council Constitution as outlined in Paragraph 4 of the report together with any further consequential changes be adopted.
<b>Report Author:</b>	Huw Evans
<b>Finance Officer:</b>	Carl Billingsley
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Euros Owen

#### 1. Introduction

1.1 In compliance with the Local Government Act 2000, the City and County of Swansea has adopted a Council Constitution. A number of issues have arisen since adoption and in order to maintain the aims, principles and procedures set out in Articles 1 and 15 of the Council Constitution, it is proposed that the amendments set out below should be made to the Constitution.

#### 2. Delegated Minor Corrections to the Council Constitution

2.1 There are no delegated minor corrections to the Council Constitution.

#### 3. Amendments to the Council Constitution

3.1 This report outlines a number of suggested amendments to the Council Constitution. The amendments are within the following area of the Council Constitution:

a) Part 4 - Rules of Procedure - Council Procedure Rules.

#### 4. Council Procedure Rule 26 “Public Presentations and Question Time”

- 4.1 As part of the Council’s drive to be open and transparent, the Council Constitution was amended some years back in order to accommodate questions from members of the public. This is set out in Council Procedure Rule 26.1. Council Procedure Rule 26.1 states:

*“After giving notice of the text thereof in writing to the Proper Officer not later than noon on the previous day, any Member(s) of the Public may, at the appointed time of the open sessions of each Council meeting, ask question(s) of any Cabinet Member, Chair or Vice Chair of any Committee or Board of the City and County of Swansea on any matter on the open part of the agenda of the respective meeting excluding Apologies for Absence, Councillors Disclosures of Interest, Minutes of Previous Meeting(s), Announcements and Public Presentations”.*

- 4.2 Council Procedure Rule (CPR) 25 “Answers to Questions” sets out the form that an answer may take. Council Procedure Rule 25.1 c states:

*“When the reply to the question cannot conveniently be given forthwith, a written answer be sent to the Councillor asking the question. **Such written answers will be made available to all Councillors**”.*

- 4.3 The requirement of CPR 25 is addressed by Council Procedure Rule 9 “Ordinary Meeting of Council”. CPR 9 sets out the Order of Business to be transacted at an Ordinary Meeting of Council. CPR 9 states that any written responses to questions asked at the last Ordinary Meeting of Council shall be placed on the Council Summons of an Ordinary Meeting of Council.

- 4.4 It is proposed to:

- a) Re-categorise the “Written responses to questions asked at the last Ordinary Meeting of Council” report as one of the excluded items listed in CPR 26.1. This would mean that Public Questions shall not be permitted on these written responses;
- b) Re-order CPR 9 so that the item “Written responses to questions asked at the last Ordinary Meeting of Council” be listed following item 9 e. “Deal with any business having precedence by statute”.

**5. Equality and Engagement Implications**

5.1 An Equality Impact Assessment (EIA) screening process took place prior to the consultation period. The outcome indicated that it was low priority and a full report was not required.

**6. Financial Implications**

6.1 There are no specific financial implications associated with this report.

**7. Legal Implications**

7.1 There are no specific legal implications associated with this report. The amended version of the Council Constitution will be available at [www.swansea.gov.uk/constitution](http://www.swansea.gov.uk/constitution)

**Background Papers:** None.

**Appendices:**

<b>Appendix A</b>	None.
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Council – 22 October 2015

## COUNCILLORS' QUESTIONS

### PART A – SUPPLEMENTARIES

1.	<p><b>Cllrs C A Holley, M H Jones, A M Day</b></p> <p>Will the Cabinet Member tell Council what land sales are being undertaken to match fund the School Building Programme.</p> <p><b>Response of Cabinet Member for Education</b></p> <p>Councillors can obtain full details in the exempt papers of Cabinet held on 17 September 2015 (Agenda Item 15a)</p>
2.	<p><b>Cllrs A M Day, J W Jones, P M Meara.</b></p> <p>Will the Cabinet Member tell Council what is envisaged in respect of the future use of Daniel James School.</p> <p><b>Response of the Cabinet Member for Education</b></p> <p>The LDP process is providing useful information on future educational requirements. Meetings have been held to discuss the relocation of Council staff at present using Daniel James School. More detailed survey work is being discussed.</p>
3.	<p><b>Cllrs C A Holley, J Newbury, P M Black</b></p> <p>Can the Leader give Council an up to date list of the buildings the Council are currently putting up for sale.</p> <p><b>Response of the Leader</b></p> <p>All assets are continually under review and therefore every asset is considered. As part of this ongoing asset review the following surplus Council operational buildings are currently being marketed:-</p> <ul style="list-style-type: none"> <li>· Clydach Teacher Centre</li> <li>· Clydach Youth Centre</li> <li>· Manselton Primary School</li> <li>· Treboeth OAP Centre</li> <li>· Cwmbwrla Primary School</li> <li>· Penllergaer Civic Centre</li> <li>· Civic Centre</li> </ul> <p>The Council also have a number of buildings that are currently in the final stages of legal documentation for sale.</p>
4.	<p><b>Cllrs Mary Jones, Jeff Jones Mike Day</b></p> <p>Considering the concern surrounding the future of our Libraries will the Cabinet Member tell Council when we will be able to see the recommendations from the Library review.</p> <p><b>Response of the Cabinet Member for Wellbeing &amp; Healthy City</b></p> <p style="text-align: center;">Page 211</p> <p>The first Review was commissioned as an internal document, to assess</p>

	<p>whether there were opportunities to reduce the costs, whilst maintaining the full breadth of the Library Service. Since then the financial context has changed drastically and as a result, Libraries, alongside all other Cultural Services, were placed within the Commissioning Review programme for the Sustainable Swansea strategy. Libraries went straight to Gateway 2 of this programme and final recommendations will go before Cabinet in November.</p>
<p>5.</p>	<p><b>Cllrs J W Jones, C A Holley, C L Philpott</b></p> <p>Inward Investment is critical to the prosperity of the City and many meetings have taken place. Will the Leader tell Council how we are able to access the minutes from the meetings of the City Bay Region</p> <p><b>Response of the Leader</b></p> <p>Minutes from meetings of the Swansea Bay City Region Board are published on the Swansea Bay City Region website and can be accessed via the website link  <a href="http://www.swanseabaycityregion.com/en/board-minutes.htm">http://www.swanseabaycityregion.com/en/board-minutes.htm</a></p>
<p>6.</p>	<p><b>Cllrs M H Jones, J W Jones, C A Holley.</b></p> <p>Over the past few months Councillors have experienced difficulties accessing their e mails via Citrix and Webmail when working remotely. Is the Cabinet Member confident that migration to the new server will resolve these problems and what does he recommend we do in the meantime.</p> <p><b>Response of the Cabinet Member for Transformation &amp; Performance.</b></p> <p>A routine software update was required to the Citrix infrastructure to extend its functionality to include access for new Windows 10 PCs and laptops. Unfortunately, during the update process, all configuration settings were lost. An interim solution to this was put in place and a further update (software version rolled-back and re-applied) took place on 5<sup>th</sup> October. This has successfully restored the standard service and a further update will be applied by 12<sup>th</sup> October (dependent on a solution being supplied from Citrix support) to restore the full two-factor authentication service.</p> <p>Councillor email accounts are being migrated during October, providing benefits such as larger mailbox allocation and quicker response times whilst using email and calendar applications.</p> <p>Recently, there have also been significant software updates to unsupported devices used by Members, for example Windows 10, Apple IOS9 and new Microsoft browser software, which could be a contributing factor to any email issues being experienced by Councillors. Councillors are requested to log all calls with the Service Desk so that ICT are able to help rectify and monitor the position.</p> <p>Over the past 2 years the Council has invested a significant amount of money in upgrading its IT infrastructure and in complying with the national Public Service Network requirements. Although this has, regrettably, caused some disruption, it will mean that the Council will have a modern, flexible and sustainable IT service in the future.</p>

7.	<p><b>Cllrs C A Holley, P M Meara, M H Jones,</b></p> <p>Given that the Guildhall is now being used extensively for filming will the Leader tell us where will Council meetings take place once he has sold the Civic Centre.</p> <p><b>Response of the Leader</b></p> <p>Alternative locations for council meetings including community buildings will be considered should a rare occasion arise when the chamber would not be available. The public would be surprised to learn that for many years this authority has had 3 council chambers. That is unsustainable and we have made a decision to reduce this to 1. The redevelopment of the civic site will give a welcome boost to Swansea's economy and both Penllergaer and the civic site will provide much needed capital receipts for the council.</p>
8.	<p><b>Cllrs EW Fitzgerald, DG Sullivan, IM Richard, GD Walker</b></p> <p>Does the Cabinet Member consider that an 'available ' walking route to school should also be a 'safe' one.</p> <p><b>Response of the Cabinet Member for Education</b></p> <p>Transport arrangements for eligible pupils are in accordance with the Learner Travel (Wales) Measure 2008 and the Learner Travel Statutory Provision and Operational Guidance 2014. The terminology within the Home to School Transport Policy complies with the terminology within the above documents.</p> <p>A walking route is deemed to be available if it can be walked in relative safety by the child/ learner alone or accompanied by an adult, as necessary, taking into account the nature of the route and the age and abilities of the child/ learner.</p> <p>The safety of routes is assessed using the methodology set out in the Welsh Government Guidance for the Risk Assessment of Walked Routes to School to determine whether a route is unavailable irrespective of whether a parent accompanies a child/ learner, given the age of the child. This takes into account factors such as speed limit, traffic volume, social factors, etc.</p>
9.	<p><b>Cllrs EW Fitzgerald, DG Sullivan, IM Richard, GD Walker</b></p> <p>Could the Cabinet Member comment on the apparent lack of 21<sup>st</sup> century children's playgrounds in the north west of Swansea and indicate when better facilities are going to be provided.</p> <p><b>Response of the Cabinet Member for Wellbeing &amp; Healthy City</b></p> <p>Due to the current budgetary constraints the Council is not in a position to provide new or significantly upgraded children's playgrounds from within its own financial resources. However it is possible that new or upgraded facilities in the north west of Swansea will be provided as a result of housing developments in the area identified in the LDP. New facilities have recently been provided from developer contributions through S106 agreements, as is the case in the recently opened site on Penllergaer Common and a further contribution has been received to provide new facilities near to the Gower View Road</p>

	<p>development in Gorseinon, In addition the 21st Century Schools programme has resulted in a significantly upgraded facility at the Elba Complex in Gowerton and it is the intention that new facilities will be provided in Parc y Werin, Gorseinon as part of the proposed Gorseinon Primary School project.</p> <p>Furthermore other play facilities in this area have benefited or will soon benefit from some form of upgrade, either through Welsh Government Play Sufficiency funding, through Community Council involvement or through the work of local Friends groups. These include Parc y Werin, Gorseinon, Coed Bach Pontarddulais and Glais.</p>
10.	<p><b>Cllrs EW Fitzgerald, DG Sullivan, IM Richard, GD Walker</b></p> <p>Could the Cabinet Member update Members as to whether the Council has recovered any of the monies owed to it by MEWN when it went into liquidation in 2014? Could the amount owed please be stated.</p> <p><b>Response of the Cabinet Member for Transformation &amp; Performance</b></p> <p>The Council formally lodged a financial claim for £85,980.54 in 2014 (proof of debt) to the appointed liquidator as a substantial creditor to MEWN. We await any distribution from that liquidation process. The whole amount remains outstanding to date.</p>
11.	<p><b>Cllrs EW Fitzgerald, DG Sullivan, IM Richard, GD Walker</b></p> <p>New signs have recently been erected on the road through Cockett welcoming visitors to this part of Swansea. What did these cost and how were they funded.</p> <p><b>Response of the Cabinet Member for Environment &amp; Transport</b></p> <p>In total there were 8 signs for these three communities which cost of £4019.93. The signs were requested and paid for via local ward member's environmental improvements allocation.</p>

**PART B - None**



## Report of the Chair of the Scrutiny Programme Committee

Council – 22 October 2015

### SCRUTINY DISPATCHES – QUARTERLY IMPACT REPORT

<b>Purpose:</b>	To present the quarterly reports from the committee to council on the impact of scrutiny
<b>Report Author:</b>	Brij Madahar
<b>Finance Officer:</b>	Carl Billingsley
<b>Legal Officer:</b>	Wendy Parkin
<b>Access to Services Officer:</b>	Sherill Hopkins
<b>FOR DISCUSSION</b>	

#### 1.0 Introduction

- 1.1 The Scrutiny Programme Committee is responsible for the overall work programme, including the various informal scrutiny activities, and monitoring progress to ensure that the work is effective.
- 1.2 The committee is also concerned about improving communication and public engagement, and getting more coverage in the media so that the public are more aware of the work of scrutiny.
- 1.3 In order to provide 'headlines' from scrutiny activity and give the work of scrutiny greater visibility, both for council and public audience, a quarterly 'Scrutiny Dispatches' report is published.

#### 2.0 Scrutiny Dispatches

- 2.1 The quarterly reports is attached for council discussion – see **Appendix 1**.
- 2.2 'Scrutiny Dispatches' is intended to demonstrate scrutiny achievements and outcomes. It is effectively a regular report about impact and how scrutiny is making a difference, rather than a descriptive account of scrutiny activities. The aim is to focus on and promote a small number of 'significant stories'. A chair's roundup is also featured to highlight other work.

2.3 As well as being a report to council the content will be shared more widely, with advice and support from the Council's Communications Team and utilising social media. This should help raise awareness of the work and impact of scrutiny, and hopefully encourage more public engagement and participation in scrutiny. It is anticipated that some of the impact stories within Scrutiny Dispatches will generate press releases.

2.4 In order to ensure that people are informed more generally about the work of scrutiny a monthly information list is also being produced. This list is shared via an email subscription, and includes details of:

- Forthcoming panel and working group meetings
- Topics being looked at by scrutiny
- Progress with current activities

### **3.0 Equality & Engagement Implications**

3.1 There are no specific equality and engagement implications raised by this report.

### **4.0 Financial Implications**

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

### **5.0 Legal Implications**

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

**Background papers:** None

**Appendices:**

Appendix 1 – Scrutiny Dispatches

‘How scrutiny councillors are making a difference’

## Boosting Support for Job Seekers

*(Lead: Councillor Chris Holley)*

Scrutiny has given a boost to support for job seekers. A single point of entry to pool together information for job seekers has been established. A website called [‘Inform Swansea’](#) is now operational, providing a wide range of practical advice, guidance and information in a one-stop-shop format on training, skills and employment.

Proposals from scrutiny councillors have encouraged the council and its partners to reduce economic inactivity in Swansea. For example:

- An initiative from the Youth Engagement Priority Framework Implementation Plan is targeting a recommendation about young people who are at risk of not being engaged in any education, employment or training, from an earlier age.
- The Council in conjunction with Gower College has received the prestigious ‘Enterprising Britain’ award for Swansea. The ‘Young Business Dragons’ competition encourages young talent and schools compete against each other. A consortium has been formed consisting of two banks, the universities, Gower College and the Council to create a ‘Swansea Seed Capital Fund.’ This will provide small amounts of funding and large levels of mentoring support to young people wishing to create their own business.

The convener of the Panel, Councillor Chris Holley said: “We had hoped that our recommendations would help take measurable steps towards improving the situation and encouraging partnership participation. At the very least we hoped that our report would be thought provoking and lead to further discussions and reviews”

The Panel was told by the Cabinet Member for Enterprise Development & Regeneration that: “the Scrutiny Inquiry has helped raise the profile of the many issues relating to tackling economic inactivity and provided a basis for further exploring how the Council and its partners can work together to identify the specific aims, barriers and possible solution to each segment.”

Since the Inquiry concluded changes have taken place, particularly in relation to the funding of regional and national schemes designed to tackle economic inactivity.

Most of the recommendations agreed by Cabinet have been implemented whilst others are being addressed within other strategies and work streams.

The inquiry was carried out during 2013. Seven recommendations were made by a Scrutiny Panel and agreed by Cabinet in June 2014 together with an action plan. The Panel of councillors that produced the scrutiny report followed up on the implementation of recommendations and impact made in June.

## Partnership now open to the public

*(Lead: Councillor Joe Hale)*

A key meeting of local service providers is now open to the public for the first time. Since July Swansea's [Local Service Board](#) is holding its meeting in public, with the public also being able to ask questions at the meeting. The Board meets every two months and includes representatives of the Council, Local Health Board, Police and Welsh Government.

This was one of a number of suggestions for improvement made by a scrutiny inquiry which has changed the way the Council engages and consults with different groups of people.

Other changes include:

- Providing feedback to people that took part in consultations will now be a requirement in the new consultation & engagement strategy.
- A new employee engagement strategy will strengthen the Council's commitment to staff engagement, communication, involvement and feedback.

The Inquiry Panel of scrutiny councillors met with the Cabinet Member for Transformation & Performance in August to review progress with the recommendations and the difference made by this piece of scrutiny. The Cabinet Member pointed to demonstrable change as a direct result of the Panel's work. He said "the inquiry had helped bring focus to delivering better customer satisfaction for residents, improving Swansea Voices by using a reputation tracker and quicker analysis of the data and improving engagement with councillors, staff and residents".

The [final report](#) of the Public Engagement Scrutiny Inquiry Panel was presented to Cabinet in October 2014. Cabinet formally responded in February and agreed all 16 scrutiny recommendations (1 in part).

## Swansea needs a strong city centre

*(Lead: Councillor Jeff Jones)*

Scrutiny has added its voice to those saying that Swansea needs a strong city centre. The City Region Board, chaired by Sir Terry Matthews, also believes that strong city centre is needed in the region and that Swansea is perfectly suited to being that hub.

This relates to a scrutiny inquiry into Inward Investment. The Cabinet Member for Enterprise, Development & Regeneration that: "the Panel's report has provided focus for how Swansea and the wider City Region should be promoted and presented to potential investors. The recommendations represent key elements of an effective process for establishing and operating inward investment response and support."

The Panel had emphasised the importance of communication to encouraging more inward investment and getting more positive messages out to potential investors is vital.

The Panel particularly welcomed the branding for 'Swansea: City of Innovation' which they felt to be relevant and current.

The Scrutiny Panel found that since the Inquiry report there have been a number of changes to the Swansea Bay City Region Board and that there is a new approach for developing transformational activity across the City Region, including identifying 5 'pillars' of economic momentum – Ideas, Skills, Capital, Opportunities and Infrastructure.

## School children have more confidence to speak out

*(Lead: Councillor Fiona Gordon)*

Children and young people feel more able to speak out about child protection or welfare issues. This is one of the improvements that schools have reported in relation to attainment, attendance and wellbeing outcomes since engaging with the United Nations Convention on the Rights of the Child (UNCRC).

Schools have also reported the following improvements:

- Improved relationships, behaviour and engagement in learning with a reduction in bullying and exclusions and attendance has improved
- Children and young people have enhanced moral understanding and positive attitudes towards diversity in society and a reduction of prejudice
- Children and young people have become more involved in decision making

A [scrutiny inquiry](#) looked at a range of issues affecting the welfare of children at school and has made a significant contribution to improving attainment & wellbeing across schools in Swansea. The Attainment and Wellbeing Scrutiny Inquiry Panel met in June to look at the impact of their inquiry.

The Cabinet Member for Services for Children & Young People said that: “the inquiry has raised the profile of attainment and wellbeing specifically in helping to deliver the UNCRC in schools. There is an improved understanding and awareness of the UNCRC and the benefits of a rights based approach.”

The Panel were informed that there had been a positive impact from the implementation of the recommendations as a whole.

## Chair’s Roundup:

This is my first quarterly roundup of the work of [scrutiny](#).

I am very pleased with the impact made by our scrutiny of economic inactivity, public engagement, inward investment and attainment & wellbeing. However there is an awful lot of other work going which I would like to highlight in this roundup.

### **Making the work of scrutiny more transparent and accessible.**

Something really important to us is making the work of scrutiny more transparent and accessible. That’s why we have created an on-line [‘publications page’](#). Here you can access all scrutiny agenda packs, reports and letters as well as responses from Cabinet Members. Filters enable easy access to publications by topic, publication type or meeting type. Publications linked to a specific piece of work can now be viewed in one place. This initiative follows a suggestion from Wales Audit Office during the recent corporate assessment.

### **Positive feedback from auditors.**

Talking about audit findings it has been particularly pleasing to hear positive comments about scrutiny in Swansea from the Wales Audit Office, WLGA Peer Review, and Estyn. The [WAO Annual Improvement Report](#) (incorporating the Corporate Assessment) found that the Council has generally robust governance arrangements and is improving access to information about its scrutiny activity, highlighting how Cabinet Members are held to account and recognising that the Council’s scrutiny structure enables a flexible and focussed approach, and that access to information about scrutiny activity has improved in recent months. There are also positive messages from Estyn about the robustness of our scrutiny arrangements. It seems that our

arrangements are more structured and more appropriately challenging than in many other authorities.

### **We want to know if people have any issues of concern.**

Even with a work programme established [requests for scrutiny](#) from all scrutiny councillors or members of the public can be made throughout the year. I will consider any issue raised and, with the committee's agreement, determine how best scrutiny can deal with it to make a difference.

### **Holding Cabinet Members to account.**

Each month's Scrutiny Programme Committee meeting features a Q & A session with a Cabinet Member in order to hold them to account for their work. As I write we are due to meet with the Cabinet Member for Transformation & Performance in November and Cabinet Member for Finance & Strategy in December. We have developed a [programme](#) for all Cabinet Members to come before the committee during the year. Acting as a 'critical friend' we question and challenge them on their priorities, actions, achievement and impact. We invite members of the public and all scrutiny councillors to contribute ideas to ensure the committee asks the right questions. A summary of each session and views of the committee are published in the form of letter to relevant Cabinet Members. Over the last few months we have put questions to the Leader and Cabinet Members for Services for Children & Young People, Wellbeing & Healthy City, and Enterprise, Development & Regeneration.

### **Praise about the work of our Performance Panels.**

I was particularly pleased to hear praise from the Cabinet Member for Services for Children & Young People about the way she, and the service, felt challenged by the Child & Family Services Scrutiny Performance Panel, vital to ensuring that the service continues to improve. She remarked on the high quality of scrutiny and questioning in relation to service performance, and valued the exchange of letters with the Panel.

### **Working in different ways to look at some issues.**

Adopting a more light-touch approach, some of the topics which we have looked at recently through one-off Working Groups have included Planning Services, Sustainability, and Car Parking, sharing our views and recommendations with relevant Cabinet Members.

### **Annual report for 2014/15 published.**

Perhaps more important to the Committee than the outside world, our [annual report](#) for the last 12 months was published in July. It gives a summary of what we have done, the feedback we have received and the things we want to improve in future. It shows that we are transparent in our work and open to scrutiny! The single committee system, introduced in 2012, has become a normal part of how we do things and continues to attract interest from other Councils. Feedback has given us encouragement that we are going in the right direction. Generally people see scrutiny as an important council function that is constructive, supportive, friendly and positive.

### **We've identified clear improvement outcomes for scrutiny.**

Looking forward, the annual report also highlights [six improvement outcomes](#) that we have agreed, following feedback, for the year ahead.

#### **Connect with Scrutiny:**

Gloucester Room, Guildhall, Swansea. SA1 4PE (Tel. 01792 637732)

**Web:** [www.swansea.gov.uk/scrutiny](http://www.swansea.gov.uk/scrutiny)

**Twitter:** @swanseascrutiny

**Email:** [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)

**Bulletin Board:** [www.swanseascrutiny.co.uk](http://www.swanseascrutiny.co.uk)

## Report of the Head of Legal, Democratic Services & Procurement

Council – 22 October 2015

### WRITTEN RESPONSES TO QUESTIONS ASKED AT THE LAST ORDINARY MEETING OF COUNCIL

The report provides an update on the responses to Questions asked during the last Ordinary Meeting of Council on 24 September 2015.

#### FOR INFORMATION

#### 1. INTRODUCTION

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

#### 2. RESPONSES

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

**Background Papers:** None

**Appendices:** Appendix A (Questions & Responses)

**Providing Council with Written Responses to Questions at Council –  
22 September 2015**

1.	<p><b>Councillor C A Holley</b></p> <p><b>Question:</b> Asked for a timescale as to when the community assets would be transferred.</p> <p><b>Response of the Cabinet Member for Wellbeing &amp; Healthy City</b></p> <p><b>Bowling Greens</b></p> <p>Discussions with the Associations and clubs are ongoing and all leases will be in place by March 2016.</p> <p><b>Underhill Park</b></p> <p>A draft Heads of Terms has been forwarded to the Mumbles Community Association and we are awaiting a response from them before the full agreement to lease can be drafted as soon as possible.</p> <p><b>The Bowls Centre</b></p> <p>Our Legal and Estates Service are still negotiating with the Bowls Club's legal advisors. The first draft lease was sent in August and no formal response has been received as yet although we have had verbal confirmation that they are seeking some alterations to wording. This is not unusual. We are hopeful of getting agreement as soon as possible. This will enable us to remain in budget for 2015/16 and make the agreed savings thereafter.</p> <p><b>Graigfelen Hall and Forge Fach</b></p> <p>We can now confirm that Graigfelen Hall has been handed over to Clydach Community Council and Forge Fach to the charity Walsingham, following agreement to and receipt of the relevant documents last week.</p> <p>I trust this provides the information you requested at this stage. We anticipate several more community transfers coming on stream in the next few years as our Community Action programme gathers momentum and I will be pleased to advise colleagues of progress accordingly.</p>
2.	<p><b>Councillor C A Holley</b></p> <p><b>Question:</b> Why there was a drop in the use of the Park and Ride Sites.</p> <p><b>Response of the Cabinet member for Transformation &amp; Performance</b></p> <p>Unfortunately, since 2009/10 there has been a decline in park and ride usage and we have not been able to ascertain with any certainty the reason for this. City centre parking charges can have an effect on the patronage of Park and ride sites and in recent years BID have been providing funding to NCP to offer discounted parking (the 123 offer) which the Council has had to match in order to maintain occupancy.</p>



	<p>Lower parking charges in the City centre provide a significant disincentive to motorists using park and ride sites.</p> <p>It is hoped that the Swansea University expansion will lead to increased usage of the park and ride sites and that patronage will continue to grow with the regeneration of the City centre.</p> <p>We are also carrying out a review of the Council's parking policy together with a review of all sites (including park and ride) with a view to developing a more strategic and commercial approach to this area.</p>
3.	<p><b>Councillor M H Jones</b></p> <p><b>Question:</b> For further information relating to the categories of reserves referred to in paragraph 2.1 of the report.</p> <p><b>Response of the Section 151 Officer</b></p> <p>See attached sheet</p>

Usable Reserves	£'000	Purpose
General Fund	12,360	Used as an overall contingency to cushion the impact of unexpected events or emergencies and as a means of smoothing out annual budgets where there is significant change
Earmarked Revenue Reserves	52,782	Consisting of sums set aside for specific purposes to support Corporate and Service needs
Earmarked Capital Reserves	3,904	Consisting of sums set aside to fund known and ongoing Capital Projects
Capital receipts Reserve	12,935	Capital monies received by the Council set aside for funding ongoing Capital schemes per the Capital Programme. These sums are committed to current schemes and cannot be used to support Revenue expenditure
Capital Grants unapplied Account	20,965	Relates to committed funding on Capital schemes and cannot be used to support Revenue spending
Housing Revenue Account	17,135	Exists to support expenditure for Housing Revenue Account purposes only and cannot be used to support general Council Revenue or Capital Expenditure
<b>Total usable reserves</b>	<b>120,081</b>	

The sum of £120,081,000 represents the total reserves that the Council has available to support all activities.

Crucially, however, not all of these reserves are available to support the annual general fund revenue budget of the Council.

The total available to support general fund revenue expenditure comprises General reserves of £12,360,000 of which £1,200,000 is earmarked to fund the current year revenue budget, together with earmarked reserves of £52,782,000 which were detailed specifically in section 3.12 of the Council report.

Again, this table, including the recommended reclassification, is shown below:-

<b>Category of Earmarked Reserve</b>	<b>Current Balance 31/3/15 £'000</b>	<b>Proposed Change £'000</b>	<b>Recommended Position £'000</b>
Technical/Third party	1,465	0	1,465
Insurance	18,775	-4,000	14,775
Job evaluation	2,234	0	2,234
Transformation and efficiency	2,525	0	2,525
Schools delegated reserves	9,754	0	9,754
Equalisation reserves	3,121	-2,471	650
Commutated sums	4,945	0	4,945
Repair and Renewal funds	3,706	0	3,706
Profit share on disposals	1,027	0	1,027
Service earmarked reserves	5,230	-1,374	3,856
<b>Restructuring costs reserve</b>	<b>0</b>	<b>7,845</b>	<b>7,845</b>
<b>Total earmarked reserves</b>	<b>52,782</b>	<b>0</b>	<b>52,782</b>

In terms of reserve descriptions and purpose, the following table gives specific background to each reserve:-

<b>Category of Earmarked Reserve</b>	<b>Purpose and use</b>
Technical/Third party	These reserves are created at year end for accounting purposes and are largely notional shares of reserves of regional bodies. They are not available for Council use although can be used by the body concerned for activities relevant to the Council.
Insurance	Monies set aside to meet excesses on insurance policies and liabilities arising from items not insured externally but through the Councils internal fund. The level is advised by independent insurance advisers.
Job evaluation	Set aside to meet residual liabilities arising from Equal pay and backpay requirements.
Transformation and efficiency	Set aside to meet the costs of facilitating whole Council change to meet current and ongoing service changes.
Schools delegated reserves	Reserves which belong to schools under the Councils scheme of delegation and which can only be used by Schools and not more widely by the Council
Equalisation reserves	Limited reserves set aside to meet potential

	fluctuations arising from major grant income or expenditure.
Commutated sums	Where an asset is transferred to the Council (e.g. the Sail Bridge) then it is often the case that the transfer is accompanied by a sum of money to meet future expected maintenance costs. These sums are set aside pending those costs being incurred.
Repair and Renewal funds	These sums are set aside to meet refurbishment costs at Major Council assets, including the LC, in line with lease and management agreements.
Profit share on disposals	These are sums due back to Welsh Government based on profit share arrangements on sale of Council sites where funding for reclamation or improvements have been funded by WG grant.
Service earmarked reserves	These small reserves have been set aside by services to meet planned expenditure.
<b>Restructuring costs reserve</b>	<b>As detailed in the report sums set aside to meet future restructuring costs.</b>

## Report of the Head of Democratic Services

Council – 22 October 2015

### DEMOCRATIC SERVICES ANNUAL REPORT 8 May 2014 – 18 May 2015

<b>Purpose:</b>	To provide the Democratic Services Annual Report for the period 8 May 2014 to 18 May 2015. The report outlines the work of the Committee during that period.
<b>Report Author:</b>	Huw Evans
<b>Finance Officer:</b>	Carl Billingsley
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Phil Couch
<b>FOR INFORMATION ONLY</b>	

#### 1. Introduction

- 1.1 The Local Government (Wales) Measure 2011 required each Principal Council to establish a Democratic Services Committee. The Annual Meeting of Council held on 24 May 2012 originally established the Democratic Services Committee.
- 1.2 Councillor P M Meara was appointed Chair of the Democratic Services Committee by Council on 6 January 2015.
- 1.3 The Democratic Services Committee is serviced by the Head of Democratic Services, Huw Evans.
- 1.4 The Democratic Services Annual Report is attached as **Appendix A**.

#### 2. Format of Annual Report

- 2.1 Councillors are asked to comment on the style and format of the Annual Report informally to the Head of Democratic Services as he is keen to ensure that it becomes an informative, easy to read report.

#### 3. Equality and Engagement Implications

- 3.1 An Equality Impact Assessment (EIA) screening process took place prior to the consultation period. The outcome indicated that it was low priority and a full report was not required.

**4. Financial Implications**

4.1 There are no financial implications associated with this report.

**5. Legal Implications**

5.1 There are no legal implications other than those set out in the body of the report.

**Background Papers:** None.

**Appendices:**

<b>Appendix A</b>	Democratic Services Annual Report 8 May 2014 – 18 May 2015
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**Democratic Services Annual Report  
8 May 2014 – 18 May 2015**

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6	Activities of the Democratic Services Committee
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8	Democratic Services Team 8 May 2014-18 May 2015
9	General Information

## **1. Foreword by the Chair of the Democratic Services Committee**

- 1.1 I was appointed to chair the Democratic Services Committee in January 2015. My term of office so far has seen the move from the Civic Centre to the Guildhall, with the disruption that the move entailed, and the loss of members of staff in the Democratic Services section. Despite the reduction in staff, I am assured that software developments and a realignment of staffing will soon address the issue.
- 1.2 As in previous years, the Democratic Services Committee has focussed its work mainly in the area of Councillor Training. The Committee is concerned that take up of training by Councillors is still relatively low, despite our use of a Learning Styles Analysis and a Training Needs Analysis, the formulation of a Councillors' Learning and Development Strategy and an extensive Councillors Training Programme. This year we have put in place a system of Councillors' Personal Development Reviews which we hope will assist with the process of formulating the Councillors Training Programme.
- 1.3 Councillor Annual Reports are another area that the Committee has focussed its attention. It is pleasing to note the steady progress in the number of Councillors making use of the facility.
- 1.4 During the coming year, I intend examining how we can make greater use of digital technology with an aim to assisting Councillors in their roles.
- 1.5 This has been a busy period for the Democratic Services Committee. I would like to extend my thanks and appreciation to the Committee for their time, dedication and support.
- 1.6 A number of officers have helped considerably with the work of the Committee. In particular, I would mention the Huw Evans, Head of Democratic Services, Allison Lowe, Councillor Support Officer and the Democratic Services Team.

**Councillor Paul M Meara**  
**Chair of Democratic Services Committee**



## 2. Membership of the Democratic Services Committee

- 2.1 The membership of the Democratic Services Committee for the period 8 May 2014 – 18 May 2015:

Councillor	Councillor
Bob Clay	Erika T Kirchner
Anthony C S Colburn	Andrea S Lewis
Ann M Cook (up to 03.03.15)	David J Lewis
J P Curtice (from 30.09.14)	Keith E Marsh
Nick J Davies (Vice Chair)	Paul M Meara (Chair from 06.01.15)
Robert Francis-Davies (up to 30.09.14)	Geraint Owens (from 03.03.15)
Jeff W Jones (from 03.03.15)	Lesley V Walton
Mary H Jones (up to 03.03.15, Chair until 08.12.14)	

## 3. Dates of the Democratic Services Committee Meetings

- 3.1 The Democratic Services Committee met 4 times during this period.

16 July 2014	3 December 2014
11 September 2014	11 March 2015

## 4. Attendance Figures by the Members of the Democratic Services Committee

- 4.1 The attendance figures for each member of the Democratic Services Committee are set out below.

Councillor	Possible	Actual	Attendance by Percentage
B Clay	4	4	100%
A C S Colburn	4	4	100%
A M Cook	3	2	67%
J P Curtice	2	1	50%
N J Davies	4	4	100%
R Francis-Davies	2	0	0%
J W Jones	1	1	100%
M H Jones	3	3	100%
E T Kirchner	4	2	50%
A S Lewis	4	3	75%
D J Lewis	4	2	50%
K E Marsh	4	3	75%
P M Meara	4	3	75%
G Owens	1	0	0%
L V Walton	4	3	75%

## **5. Democratic Services Committee - Terms of Reference**

The remit of the Democratic Services Committee is set out in **Section 11 of the Local Government (Wales) Measure 2011** and is to:

- 5.1 Exercise the function of the local authority under section 8(1)(a) Local Government (Wales) Measure 2011 (designation of Head of Democratic Services).
- 5.2 Review the adequacy of provision by the authority of staff, accommodation and other resources to discharge Democratic Services functions, including:
  - a) Achievement of the Welsh Local Government Association's (WLGA) Member Support and Development Charter;
  - b) Councillor Training;
  - c) Improvements and innovations such as electronic voting, web casting etc.
- 5.3 Make reports and recommendations to the authority in relation to such provision.
- 5.4 It is for a Democratic Services Committee to determine how to exercise those functions.
- 5.5 To determine whether or not the Councillors period of family absence should be cancelled in accordance with Regulation 34 of the Local Government (Wales) Measure 2011.
- 5.6 To determine whether or not to withhold a Councillor's Remuneration should they fail to return following a period of family absence on the date specified in the notice provided.

## **6. Activities of the Democratic Services Committee**

- 6.1 During the municipal year 2014-2015 the Democratic Services Committee has undertaken a range of activities. The activities are listed below together with a brief synopsis of the work.
- 6.2 **Councillor Consultation on City & County of Swansea Future ICT Services**
  - 6.2.1 The Committee was provided with an updated on the feedback received as a result of the termination of the ICT Capgemini contract. The responses would help to mould and reform future services once the services come back "in-house".

### **6.3 Amendments to the Council Constitution & to the Councillors Handbook**

6.3.1 The Committee reviewed the following topics which are contained in the Council Constitution or the Councillors Handbook:

- Family Absence for Councillors;
- Remote Attendance at Meetings;
- Lord Mayor and Deputy Lord Mayor Protocol;
- Section C3 “Protocols” (of the Councillors Handbook).

### **6.4 Delivery of Agendas to Councillors**

6.4.1 The Committee considered options on the delivery of agendas to Councillors in order to lower the cost of the weekly Courier Service. They recommended to Council that the Authority establish a Voluntary Opt out System whereby Councillors were encouraged to opt out of the Courier Service.

### **6.5 Councillors Annual Reports**

6.5.1 The Welsh Government states that it is mandatory for each Authority to offer support to any Councillor to complete an Annual Report in a bilingual capacity. It is not mandatory, however, for Councillors to produce Annual Reports.

6.5.2 The Committee were updated on the number of Annual Reports that had been received and uploaded onto the Council’s Website.

### **6.6 Local Government (Wales) Measure 2011**

6.6.1 The Committee discussed the role of and functions of the Head of Democratic Services, Democratic Services Committee and Scrutiny as outlined in the Local Government (Wales) Measure 2011.

6.6.2 As a result of issues raised the Committee agreed a number of additional measures in order to strengthen the links between the Head of Democratic Services and the Scrutiny Manager as follows:

- a) Democratic Services Committee Annual Report. This will include a section on Democratic Services and Scrutiny, Team Structures, Meetings, Training and associated issues. This will be presented to the Committee and Council annually;
- b) Quarterly Meetings between Chair and Vice Chair of Democratic Services, Chair and Vice Chair of Scrutiny Programme Committee, Councillor Support and Development Member Champion, Head of Democratic Services and the Scrutiny Manager;

- c) 2 x 6 Monthly Presentations to the Scrutiny Programme Committee by the Chair and Vice Chair of Democratic Services and Head of Democratic Services;
- d) 2 x 6 Monthly Presentations to the Democratic Services Committee by the Chair and Vice Chair of Scrutiny Programme Committee and Scrutiny Manager.

## **6.7 Democratic Services Committee Annual Report 24 May 2012 to 30 April 2014**

6.7.1 The Committee received their first Democratic Services Committee Annual Report.

## **6.8 Devolution, Democracy and Delivery White Paper – Reforming Local Government: Power to Local People**

6.8.1 The Committee considered and discussed matters listed in the Consultation Survey issued by the Welsh Government that had a direct impact on Councillors and Democratic Services. Their recommendations were included in a response sent via Council.

## **6.9 Councillor Training and Development**

6.9.1 Following a review of the attendance at the various sessions arranged via the Councillors Training Programme 2014-2015, see **Appendix 1**, the Committee recognised the need to formally coordinate Councillor Development.

6.9.2 As such, a revised Training Needs Analysis form was circulated to all Councillors, which would lead to the creation of a new Councillors Training Programme for 2015-2016.

6.9.3 It should be noted that due to the withdrawal of the Improvement Grant from the Welsh Government, the Welsh Local Government Association (WLGA) have revised their Councillor Development and Support Services for 2015-2016, see **Appendix 2**.

## **6.10 Independent Remuneration Panel for Wales – Annual Report February 2015**

6.10.1 The Committee reviewed the Annual Report published by the Independent Remuneration Panel for Wales.

## **7. Work Programme 2015-2016**

7.1 The Committee will continue to monitor the Local Government (Wales) Measure 2011 as further guidance is issued and will continue to progress the work already ongoing.

7.2 The Committee will continue to keep its focus on Councillor Training and Development and seek to ensure that all non executive Councillors are fully represented and have the tools which they need to conduct their duties. Should any Councillor or indeed anybody have a suggestion that falls within the remit of the Democratic Services Committee then it shall be considered if appropriate.

## 8. Democratic Services Team 8 May 2014-18 May 2015

8.1 The Team Structure for Democratic Services and Scrutiny for the period 2014-2015 are set out below. The Posts are all 1 Full Time Equivalent (fte) unless otherwise stated.

### 8.2 Democratic Services Team

Job Title	Officer Name	Notes
Head of Democratic Services	Huw Evans	-
Democratic Services Coordinator	Jane Tinker	<b>Left on 13 May 2015</b>
Democratic Services Officer	Samantha Woon	-
Democratic Services Officer	Gareth Borsden	-
Democratic Services Officer	Jeremy Parkhouse	-
Democratic Services Assistant	Suzanne Collins	<b>Left on 9 December 2014</b>
Councillor Support Officer	Allison Lowe	-
Councillor Support Assistant	Caroline Davies	-
Administration Assistant	Karen Thomas	-

### 8.3 Scrutiny Team

Job Title	Officer Name	Notes
Scrutiny Manager	Dave Mckenna	-
Scrutiny Coordinator	Brij Madahar	-
Scrutiny Officer (0.8 fte)	Delyth Davies	-
Scrutiny Officer	Rosie Jackson	-
Scrutiny Officer	Michelle Roberts	-
Scrutiny Research Officer (0.6 fte)	Jenna Tucker	-

## 9. General Information

9.1 The Democratic Services Committee is keen to see members of the public attending its Meetings. With the exception of confidential items, all business is held in public. All of the public papers are published online [www.swansea.gov.uk](http://www.swansea.gov.uk)

Further information can be provided by Democratic Services:  
Democratic.Services@swansea.gov.uk or on 01792 63 6923

## Councillor Training Programme 2014-2015 (Appendix 1)

Day	Date	Time	Location	Event	Officer	Max No.	Attended	
							CIrs	Co-opt
Tuesday	13.05.2014	-	-	Licensing - Due to Cttee Membership Change	-	1	1	0
Thursday	03.07.2014	2.00 pm	Cttee Room 2	Freedom of Information	Janet Hooper	34	20	2
Thursday	03.07.2014	3.30 pm	Cttee Room 2	Data Protection (including ICO role as data controller)	Janet Hooper	34	15	1
Wednesday	23.07.2014	3.30 pm	Cttee Room 2	Data Protection (including ICO role as data controller)	Janet Hooper	34	10	1
Wednesday	23.07.2014	5.00 pm	Cttee Room 2	Freedom of Information	Janet Hooper	34	5	0
Monday	04.08.2014	1 – 4 pm	Cttee Room 2	Public Engagement	Participation Cymru / Rhian Millar	34	7	0
Tuesday	05.08.2014	9.30 – 12.30	Cttee Room 2	Public Engagement	Participation Cymru / Rhian Millar	34	10	2
Wednesday	06.08.2014	4.30 – 7.30 pm	Cttee Room 2	Public Engagement	Participation Cymru / Rhian Millar	34	4	0
Thursday	14.08.2014	3.00 pm	Meeting Room 3	How to get the most out of your tablet / smart phone	Paul Lamprey	12	10	0
Wednesday	08.10.2014	3.00 pm	Room 2.2.1	How to get the most out of your tablet / smart phone	Paul Lamprey	12	6	1
Wednesday	08.10.2014	5.00 pm	Room 2.2.1	How to get the most out of your tablet / smart phone	Paul Lamprey	12	5	0
Monday	13.10.2014	10 am	Cttee Room 2	Safeguarding	Diane Cooper	22	9	1
Wednesday	15.10.2014	2.00 pm	Cttee Room 2	Financial Governance	Jeff Dong & external consultants	34	6	2
Thursday	23.10.2014	2.30 pm	Cttee Room 3	Safeguarding	Diane Cooper	22	11	3
Friday	31.10.2014	10 am	Cttee Room 2	Safeguarding (Mop-up session)	Diane Cooper	22	6	0
Tuesday	04.11.2014	-	-	Appeals & Awards - Due to Cttee Membership Change	-	1	1	0
Wednesday And Tuesday	12.11.14 18.11.14		Cabinet Conf Room	Recruitment & Selection (for Cabinet Members only)	Steve Rees / Deb Yates	10	5	0
Wednesday	19.11.2014	1.30 pm	Cttee Room 1	Workshop - Elected Members Role in Supporting and Promoting Gypsies, Roma and Travellers	Jake Bowers in conjunction with Anna Morgan, WLGA	50 inc. NPT	8	0
Tuesday	25.11.2014	3.00 pm	Circle Bar, Grand Theatre	Scrutiny Councillor Development Session – Making the best use of performance information	LGIU		9	2
Wednesday	26.11.2014	3.00 pm	Cttee Room 1	Defamation	Patrick Arran	34	7	1
Tuesday	09.12.2014	5.00 pm	Cttee Room 2	Defamation	Patrick Arran	34	11	3
Monday	23.02. 2015	2.00 pm – 3.00 pm	Cttee Room 3	Human Trafficking & Anti-Slavery	Fiona Hughes & Diane Cooper	22	5	0

## Councillor Training Programme 2014-2015 (Appendix 1)

Day	Date	Time	Location	Event	Officer	Max No.	Attended	
							Cllrs	Co-opt
Thursday	05.03.2015	9.30 am – 12.30 pm	Cttee Room 3	Human Trafficking & Anti-Slavery	Fiona Hughes & Diane Cooper	22		
Thursday	12.03.2015	9.00 am – 5.00 pm	Cttee Room 6, Guildhall	Planning Committee Training The Role of Councillors in Planning in Wales: Propriety and Good Practice	Ryan Thomas	12		
Thursday	26.03.2015	5.00 pm – 8.00 pm	Cttee Room 3	Human Trafficking & Anti-Slavery	Fiona Hughes & Diane Cooper	22		

# Councillor Development and Support Services from the WLGA: 2015-16

The work of a councillor is complex and challenging and the political, legislative and local landscape in which they work is changing constantly. Communities have high expectations of their elected representatives from the day of their election throughout their period of office. New and experienced councillors therefore need appropriate support, guidance and personal and professional development to undertake their complex and evolving roles.

The WLGA works with local authorities across Wales to help provide this important support to councillors. The support is informed by councillors themselves and the officers who support them.

The WLGA has over a decade of experience in providing valued training, development and support to councillors and officers. The WLGA's improvement and support role has however been refocused following the withdrawal of Welsh Government funding in 2015; the WLGA will continue to coordinate and provide strategic national guidance and support to local authorities but will offer a more focused range of bespoke in-house training and support packages to councils and councillors. The WLGA will charge for some services from 1<sup>st</sup> April 2015.

## CORE SERVICES (FREE)

- **Ad hoc guidance to authorities, councillors and officers** on all aspects of councillor support and development
- **Facilitating national councillor and officer networks** to share learning, experiences and expertise, to collaborate on activities such as the production or delivery of councillor training or guidance notes
- **Developing national guidance**, with input from authorities, such as the Wales Charter for Member Support and Development, model member development strategies, role descriptions and development frameworks.
- **Developing induction and training modules and e-learning** for councillors and authorities
- **Representing local government interests and views** to ensure that the needs of councillors are promoted and that the requirements of authorities are reflected in Welsh Government policies, programmes and legislation
- **Signposting authorities** to, and briefing of, consultants and trainers who can provide specialist training and development for councillors in Wales
- **Promoting leading practice and raising standards** of councillor development and support through the Wales Charter for Member Support and Development
- **Supporting councils' arrangements for personal development review for councillors**, including workshops for those involved and undertaking or sourcing peers to undertake reviews for councillors who chose to seek this outside of their local arrangements
- **Liaising with national partners** to ensure any councillor development or training programmes that may be offered in future are appropriate, proportionate and add value



## TRAINING

Coaching, training and workshops will be provided by WLGA officers, unless otherwise specified or requested.

**Councillor skills workshops:** £200 plus VAT

- **Chairing skills for councillors:** An interactive workshop covering the key skills required to chair meetings effectively. This provides councillors with some examples of good practice and encourages them to consider their own performance as chairs or vice chairs.
- **Chairing skills for scrutiny:** A similar workshop catering for the specialist needs of the chairs of overview and scrutiny committees.
- **Scrutiny Questioning skills:** An interactive workshop on outcome focused questioning strategies and techniques for scrutiny committee members.
- **Effective scrutiny:** An opportunity for scrutiny members to review their approaches to outcome focused scrutiny which makes an impact.
- **How to be a mentor:** An interactive workshop where members have opportunities to develop practical skills in mentoring new or inexperienced members.
- **Similar bespoke workshops on request** where expertise is available in the WLGA. For example induction workshops.

Workshops are typically 2hrs. Maximum numbers 15 councillors per workshop. Workshops can be delivered to councillors from one or a group of authorities.

- **Other skills or subject matters:** The WLGA aims to be responsive and, on request, will seek to signpost to relevant trainers or may deliver and/or commission other sessions in response to emerging councillor development and training needs where possible. Fees may vary depending on whether additional external trainers are required.

**Regional/National Workshops on new or key areas of councillor skills and knowledge:** £75 plus VAT per delegate (4 for the price of 3 for multiple bookings).

**Individual Coaching for Councillors:** £200 plus VAT for 4 confidential sessions (plus cost of any psychometrics). Sessions will be provided by a WLGA qualified coach, to help councillors address current or new challenges, role changes or personal skills.

**Individual Support for Chairs:** £400 plus VAT. Confidential one-to-one support for chairs focusing on improving confidence and performance in meetings and on webcasts. This would include observation of meetings, feedback on performance and 3 coaching sessions

## FOR FURTHER INFORMATION, CONTACT:

**Sarah Titcombe**

**Policy and Improvement Officer (Democratic Services) 029 20468638**

[sarah.titcombe@wlga.gov.uk](mailto:sarah.titcombe@wlga.gov.uk) [www.wlga.gov.uk](http://www.wlga.gov.uk) @welshlga