



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Service Improvement & Finance

At: Committee Room 2 - Civic Centre, Swansea

On: Thursday, 27 September 2018

Time: 2.00 pm

Convenor: Councillor Chris Holley OBE

Membership:

Councillors: P Downing, P R Hood-Williams, L James, M H Jones, P K Jones, J W Jones, I E Mann, B J Rowlands and D W W Thomas

Other Attendees: M Sherwood

Agenda

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|----------|--|------------------|
| 1 | Apologies for Absence. | |
| 2 | Disclosure of Personal and Prejudicial Interests.
www.swansea.gov.uk/disclosuresofinterests | |
| 3 | Minutes.
To approve & sign the Notes of the previous meeting(s) as a correct record. | 1 - 4 |
| 4 | Public Questions <ul style="list-style-type: none">• Questions must relate to matters on the open part of the Agenda of the meeting, and will be dealt with in a 10 minute period | |
| 5 | Quarter 1 2018/19 Performance Monitoring Report <ul style="list-style-type: none">• Richard Rowlands - Corporate Performance Manager | 5 - 46 |
| 6 | Equality Review Report 2017/18 <ul style="list-style-type: none">• Councillor Mary Sherwood – Cabinet Member for Better Communities (People)• Richard Rowlands – Corporate Performance Manager | 47 - 119 |
| 7 | Work Plan 2018/19 | 120 - 123 |

Next Meeting: Monday, 29 October 2018 at 10.00 am

Huw Evans

Huw Evans
Head of Democratic Services
Thursday, 20 September 2018
Contact: Scrutiny 636292

Agenda Item 3



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Service Improvement & Finance**

Committee Room 5 - Guildhall, Swansea

Tuesday, 11 September 2018 at 10.00 am

Present: Councillor C A Holley (Chair) Presided

Councillor(s)

P Downing
M H Jones
B J Rowlands

Councillor(s)

P R Hood-Williams
P K Jones

Councillor(s)

L James
J W Jones

Officer(s):

Chris Howell
Matthew Perkins

Head of Waste Management and Parks
Group Leader Waste Management

Apologies for Absence

Councillor(s): I E Mann and D W W Thomas

Co-opted Member(s):

Other Attendees:

1 Disclosure of Personal and Prejudicial Interests.

- None

2 Notes

- Approved

3 Public Questions

- None

4 Recycling and Landfill - Annual Performance Monitoring 2017/18

- Welsh Government has a national strategy for waste and interim targets until they place a 70% recycling target
- Swansea Council exceeded its target for last year but it was a slight dip on the year before due to the reclassification of wood recycling

- Swansea Council are around 10th in the league table for Wales which is really positive due to some restrictions e.g. commercial waste, students and high density housing which limits space for recycling
- Swansea Council don't benefit from incinerated tonnage like some other Councils keeping their scoring position artificially low
- Next year (2019/2020) recycling targets will increase from 58% to 64%. If these targets are not met, there is potential for Welsh Government to issue fines
- Priority areas were identified in the Commissioning Review and are being worked on
- There is still substantial amounts of recyclable waste going into black bags and this needs to be tackled at the kerbside
- The service are encouraging waste minimisation e.g. food and plastics
- The 3 back limit has impacted positively on the kerbside
- Changing to recycling only centres has really improved recycling – Swansea Council are leading on recycling centres in Wales with other authorities coming to visit to see good practice examples
- There is a regional food waste project with Bridgend
- Rubble recycling facilities contribute to the recycling figure and restricts commercial waste at recycling sites
- The service must continue a strong communication strategy with the public
- Must also encourage any residents who don't currently recycle to start recycling
- Some review in Welsh Government over what is considered as 'recycling' currently and some definitions may change in the future
- Financial pressures include paying for disposal of certain products, cost of which varies greatly and is always changing in line with the market and the grants from Welsh Government which will be decreasing going forward
- **Question 1 – Plastics are an increasing concern. Not being able to recycle soft plastics is problematic and increasing black bag numbers. Can you comment?**
- Plastic increases are a concern as 'flimsy' plastics are not currently practically recyclable due to sorting difficulties and costs – processors say that processing flimsy plastics is problematic and not cost effective for companies to process
- There is a new group called Plastic Free Swansea who have links with Swansea Environment Forum and Welsh Government is working with processors in this area
-
- **Question 2 – How is Garngoch Recycling Centre performing? Timescales and details on Tir John closure? Cost of disposing of food waste?**
- Feedback on the trial of the reintroduction of black bags at Garngoch. Broadly the reintroduction has gone smoothly although there are low numbers using it, queuing has increased due to the loss of parking, and satisfaction of the site has dropped significantly.
- The aim is to landfill Tir John landfill site until 2022 when it will be closed. The site will then be sealed and landscaped by 2024
- Food waste costs around £20 per tonne to dispose of

- **Question 3 – Can you clarify the position on wood recycling reclassification?**
- High quality wood can be recycled for animal bedding and the lower quality used for worktops etc. The Wood Processor was recycling 100% of our wood, but this has changed
- NRW and Welsh Government believe the wood to be too low quality to be all recycled, now require the poorest quality wood to be removed, so it is now at 70 – 80% recycling, contributing less to overall recycling figures
- **Question 4 – Can you clarify the position on nappies, is there kerbside collection?**
- Nappies are now recyclable and can be taken to recycling centres, are collected if separately if required through the Exemption Policy, however there is general no kerbside collection as this is not affordable
- Plastic can be extracted from them
- Some nurseries are trialling having theirs collected and having a specific nappy bin for this purpose. Parents using the nurseries are encouraged to bring their nappies in and use the specific nappy bin too
- **Question 5 – Why is there a restriction on the number of garden waste bags?**
- The reason garden waste is limited to 10 bags is a time issue – the team have to complete the round and emptying all of the garden waste bags can be time consuming
- **Question 6 – what is the plan after Tir John Landfill site closes?**
- After Tir John landfill closes long term solutions are needed, we are working with WG and neighbouring Councils to see if a South West hub the best way forward
- A consultant is currently looking at options ranging from a new plant to using existing ones – being mindful that residual waste is reducing as a result of increased recycling
- **Question 7 – What is the policy on business recycling and disposal of waste? Do you feel this has led to fly tipping? What is the education strategy?**
- There is a statutory duty to provide commercial waste service when requested but this is chargeable
- Businesses which recycle can dispose of rubbish more cheaply and tradespeople should go over the weighbridge to ensure they pay for the disposal of waste properly
- Figures do not show that this had led to an increase in fly tipping
- Waste in standard litter bins is not sorted for recycling but litter pickers do sort litter for recycling
- Education needs to be widespread and social media used more
- The inclusion of Councillors when disseminating information would be very helpful so they can pass it on to their wards
- **Question 8 – what are you doing to increase the base income figure to relieve the financial pressure?**
- Income is always being reviewed in order to generate more, however the cost of disposing of and selling waste is subject to volatile and constantly changing market prices

- **Question 9 – some commercial food waste is perfectly usable, what do we do to ensure it isn't wasted e.g. from supermarkets?**
- Supermarkets have national contracts to deal with that kind of food waste
- **Question 10 – Would it be wise to remove dog bins and replace with litter bins given that dog waste can now go in these?**
- It isn't in the plans but this will likely happen over time
- **Question 11 – Could the Council look at skip collection on a commercial basis?**
- Swansea Council currently operate a commercial skip service for caravan parks and farms. Potential to look at winter skip collection for items which would contribute to recycling figures
- There is a balance between gaining income and adversely affect recycling performance which needs to be achieved for this to be viable

5 Work Plan 2017/18

- Add end of year item with Ben Smith

The meeting ended at 11.10 am

Chair

Agenda Item 5



Report of the Cabinet Member for Business Transformation & Performance

Cabinet – 20 September 2018

Quarter 1 2018/19 Performance Monitoring Report

Purpose:	To report corporate performance Quarter 1 2018/19.
Policy Framework:	<i>Delivering a Successful & Sustainable Swansea</i> Corporate Plan 2018/22 <i>Sustainable Swansea – Fit for the Future</i>
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that: 1) the performance results are noted and reviewed to help inform executive decisions on resource allocation and, where relevant, corrective actions to manage and improve performance and efficiency in delivering national and local priorities.
Report Author:	Richard Rowlands
Finance Officer:	Paul Roach
Legal Officer:	Debbie Smith
Access to Services Officer:	Catherine Window

1.0 Introduction

- 1.1 This report presents the performance results for Quarter 1 2018/19 delivering the Council's Well-being Objectives (priorities) described in the Corporate Plan 2018/22 *Delivering a Successful & Sustainable Swansea*.
- 1.2 The outturn presented in the performance tables (Appendix A) incorporates an overview of performance that needs to be considered alongside the current financial situation of the Council.
- 1.3 The financial resources required to achieve the specified performance levels in 2018/19 have been provided in the approved budget. As part of the work on *Sustainable Swansea – Fit for the future* there will be an

increased focus on understanding the level of activity and outcomes that are achieved for the budget allocated so that choices can be made about relative priorities.

2.0 Performance and Improvement

- 2.1 Performance is judged using the results measured by Corporate Plan performance indicators compared to agreed targets.
- 2.2 Improvement is measured by comparing the results of Corporate Plan performance indicators against the results from the same period last year where comparison is possible.
- 2.3 It is important to point out that each of the corporate priorities cannot be seen in isolation from each other. Each priority both affects and is affected by the others. For example, Improving Education and Skills is both important to our efforts to tackle poverty and improve the economy. For this reason, many of the performance indicators allocated to measuring one priority can also be used to show progress meeting other priorities.

3.0 Outturn

- 3.1 The Corporate Plan performance indicators measure progress meeting the following key priorities:
 - i) Safeguarding people from harm.
 - ii) Improving education and skills.
 - iii) Transforming our economy & infrastructure.
 - iv) Tackling poverty.
 - v) Transformation & future Council development.
- 3.2 The outturn for Quarter 1 2018/19 shows that **32 out of 42 (76%)** Corporate Plan performance indicators (that had targets and where there was data) met their targets. **32 out of 36 (61%)** comparable Corporate Plan performance indicators also showed improvement compared to Quarter 1 2017/18.
- 3.3 The performance tables in Appendix A also set out an overview of performance for each Corporate Plan priority provided by Directors and Heads of Service who are the responsible leads; these overviews are set out in para 4.0.

4.0 Context: Overviews of Performance in Quarter 1 2018/19

- 4.0.1 The following overviews provided by responsible departments describe the context to the performance meeting the Council's key priorities as at the end of 2017/18.

- 4.1 *Safeguarding people from harm*
- 4.1.1 Overall performance across the range of indicators demonstrates the anticipated, significant progress following key infrastructure developments including the redesign of our frontline child protection service, the development of a dedicated Dols (Deprivation of Liberty Safeguarding) team and centralising the adult services safeguarding function.
- 4.1.2 High levels of demand continue to be a challenge but our arrangements remain robust and resilient.
- 4.1.3 Now that the majority of staff within the Council have received a proportionate level of safeguarding training, we will need to consider whether a revised indicator is required going forward.
- 4.1.4 The responsible Cabinet Member continues to follow up with individual Elected Members who do not appear to have complied with undertaking the mandatory training. There is some evidence that Councillors have received the training via other means for example as part of other employment. This may indicate that the published figure under-reports the level of compliance.
- 4.2 *Improving education & skills*
- 4.2.1 The performance indicator results demonstrate an improving picture overall with improvements on the previous year's results for the expected outcomes at foundation phase, key stage 2 and key stage 3.
- 4.2.2 Despite an increase in percentages to the previous year, some targets have been missed and there continues to be work to support schools on accurate teacher assessment and ensure that pupils are well within the level of performance required. There is a disparity between targets and outputs in key stage 4 indicators. Targets were difficult to predict due to the significant changes to qualifications and the loss of key skills counting towards these indicators. However, Swansea's performance was above the expected benchmark level and results should not be compared with previous years as performance across Wales declined.
- 4.2.3 The rate of improvement has slowed across the national tests. Welsh Government have clearly stated that these tests should be used diagnostically rather than as an accountability measure and schools are now taking this on board.
- 4.2.4 The Partneriaeth Sgiliau Abertawe/Swansea Skills Partnership (PSA) has now been launched in the summer term of 2018 and includes membership from all education sectors in the authority. The aim of this partnership will work towards a number of steps to meet the wellbeing objectives in the corporate plan including ensuring that the skills and qualifications that children and young people attain meet the longer-term aspirations of the city, including those that will arise from the Swansea Bay City Deal.

4.2.5 Attendance continues to be closely monitored due to the importance of children and young people attending school regularly to achieve the skills and qualifications they need. The highest ever results for Swansea were achieved in the 2016-2017 academic year, however the challenging targets were not realised. Further challenge will be required to ensure high levels of attendance across schools.

4.2.6 The level of children becoming NEET was unchanged from the previous year. The Cynnydd project continues to support children who are at risk of becoming NEET, providing tailored interventions to individual pupils in key stages 3 and 4 to prevent them from becoming disengaged from learning.

4.3 *Transforming our economy and infrastructure*

4.3.1 Performance this quarter shows that we have achieved our targets against all but one of the key indicators and we are therefore making solid progress in delivering our objectives.

4.3.2 Over 688 Training and employment person weeks have been created this quarter by the Council's Beyond Bricks & Mortar scheme for the unemployed and economically inactive. However, the number of apprenticeships or trainee starts in the Council has failed to hit target owing to a current shortage of staff resource in this area. This will be addressed with the recruitment of an additional officer within the team. The percentage of all Planning Applications determined within 8 weeks is above target at just over 89%, and so is the percentage of major applications approved at 100%.

4.3.3 Looking at some of the major regeneration priorities, the procurement of the primary contractor for Digital Square & Arena is progressing and contract procurement recommendations will be reported shortly. Enabling works are set to start on site August 2018, with the main works commencing early in the New Year. The Kingsway infrastructure project has commenced and significant progress has been made on site. Multi-disciplinary consultants have also been appointed and work commenced to the review proposals (phase 1) for the Employment Hub with a view to development of the project. A digital services consultant has also been appointed to advise on the digital technology aspects of the project.

4.3.4 The Local Development Plan Inquiry is well advanced; however, the completion of public examination has been delayed until September owing to illness of the Planning Inspector. Work also continues to progress other key objectives to transform our Economy & Infrastructure, such as Hafod Copperworks where the HLF Stage 2 application has been submitted and a decision is anticipated in September. Heads of terms have been agreed for Penderyn and Skyline. The tender process to appoint the development manager for the Castle Square project has also commenced.

- 4.3.5 A series of major music events took place this last quarter, with the BBC Music Biggest Weekend, Swansea, attracting over 60,000 visitors to the city. This was supported by a 'Music Academy' which brought Radio 1 DJ's, musicians and producers to the city to deliver training and live performances with schools and young people in multiple venues in the weeks leading up to the concert, helping to establish the Swansea Music Hub and network for live music in the city. Along with Little Mix and the Killers at the Liberty and the largest Wales Airshow yet, an annual programme of large-scale events, with international focus is establishing itself.
- 4.3.6 Talks continue with the Welsh Government, Arts Council and City partners to finalise plans for the next three years' programming and international exchange. This capitalises on the Wales in China and British Council in India links, which have led to two major exhibitions opening in Swansea this last month, utilising a number of city centre venues and attracting coverage in the national broadsheets. The focus on cultural tourism and joint working with Welsh Government to promote Swansea as a strategic destination also led to us welcoming hundreds of visitors on HM Amadea, which docked in Swansea on 20th July. 620 German passengers participated in excursions across the city, Mumbles and Gower.
- 4.3.7 Work has commenced on this year's £54m rolling Capital Programme to improve Council properties up to the Welsh Housing Quality Standard. The second phase of the More Homes project is underway with a further 2 sites identified for development at Parc Y Helyg and Colliers Way Phase 2.

4.4 *Tackling Poverty*

- 4.4.1 The performance indicators demonstrate some of the supporting factors enabling the Council to tackle poverty and move people towards prosperity. In terms of delivering the "Steps to meet the Well-being Objectives" in the Corporate Plan for Tackling Poverty 17-22 we are:
- Implementing the revised Poverty Strategy to empower local people; and changing cultures to emphasise tackling poverty is everyone's business; and targeting resources to maximise access to opportunity and prosperity.
 - Working with our Health partners to ensure that, through our Early Years' Strategy, children in their early years and at Foundation Phase achieve their expected language, emotional, social and cognitive development and are ready for learning and for school.
 - Ensuring that young people are able to access employment, education or training after reaching 16 years of age through our Youth Progression Framework.
 - Helping to address the impacts of Welfare reform, such as supporting people to claim the full benefits they are entitled to so that they are able to maximise their income.
 - Investing to improve housing and to build more energy efficient Council homes and affordable housing which will help meet housing need,

reduce fuel bills, regenerate estates and bring wider economic and employment benefits.

- Preventing homelessness and supporting people to maintain their tenancies to help maintain stability and security for families, safeguard their health and well-being and prevent social exclusion.
- Exploring the creation of our own energy venture to provide low-cost energy to homes helping to tackle high domestic fuel bills and fuel poverty.
- Supporting the tackling of climate change and helping to eradicate fuel poverty and boost economic development through the ARBED scheme and energy efficiency measures in social housing.
- Exploring tax relief and support for food bank locations and encouraging businesses to reduce food waste by supplying goods to local food banks, whilst exploring sustainable options for reducing food poverty.
- Piloting 30 hours of free childcare in conjunction with the Welsh Government; as well as evaluating the impact on poverty and working to ensure every community has a reliable, affordable and quality bus service to help reduce barriers to employment.
- Supporting individuals to overcome their barriers to employment through our person-centred employability approach, Swansea Working.
- Helping Swansea's poorest communities to tackle poverty by accessing arts, culture and heritage in order to boost skills, confidence, self-esteem and aspiration.
- Implementing the Community Cohesion Delivery Plan to promote cohesive and inclusive communities in Swansea.

4.4.2 We have seen a reduction in performance in a number of indicators this Quarter. An explanation is included against each of the individual KPI's concerned and the reasons are generally systemic, often outside of our direct control and, we anticipate, will show measurable improvement by the end of the next Quarter

4.5 *Transformation & future Council development*

4.5.1 During Quarter 1 work began on reviewing the Corporate Plan. This will involve a wide range of stakeholders and partners and will be informed by local, regional and national data and strategic analysis. Work is also underway to review the Council's transformation strategy, now in its fourth year. £60m has been delivered, mostly through a focused programme of Commissioning Reviews and other targeted change projects, which are now well into implementation.

4.5.2 The digital work delivered during 2017-18 is contributing to the improved performance of CUST 2a (online payments) and b (online forms).

4.5.3 Although FINA6 (identified forecast savings and income) indicates a positive 85% for Quarter 1, this is far from fully assured. There are risks around: the timing of in-year savings; emerging service pressures (particularly in Adult Social Services and teachers' pay in Education); and a forecast budget gap. These risks and the overall Sustainable Swansea

tracker (budget and transformation activity) are being closely managed and monitored by Corporate Management Team.

- 4.5.4 A corporate approach to co-production is underway, training has begun and senior leaders are involved in strategic planning. A new indicator will be devised to track progress and community outcomes as a result of a co-productive approach.
- 4.5.5 Pilots around flexible working are being designed to help improve CHR002 (PAM001 – staff sickness). Research and case studies demonstrate flexible working can significantly contribute to staff well-being. However, Council services are very diverse, therefore the pilots need to adapt to the different services and roles across the Council.

5.0 Considerations

- 5.1 When making comparisons between previous quarters and 2017/18, the following should be considered:
 - 5.1.1 The nature and number of some performance indicators (PIs) has changed between these two periods and therefore direct comparisons may not always be appropriate.
 - 5.1.2 Many of the performance measures are new and definitions may need further refinement.
 - 5.1.3 Some targets for new performance indicators are still being baselined.
 - 5.1.4 Some data will be enhanced and improved to be more robust as data collection methods are developed and / or refined by services over the coming quarters.
 - 5.1.5 The results do not always account for changes in resources and workload during that period (although details can be seen in the numerator and denominator information and in the comments column of the data tables attached to this report).
 - 5.1.6 There may be changes to the numerator and denominator information that may affect the trends by showing a decline while the volume of work has increased.

6.0 Equality & Engagement Implications

- 6.1 This report has no direct equality and engagement implications itself although the data reported may form part of the information that leads to a service screening for and undertaking an EIA as required.

7.0 Financial Implications

- 7.1 In the current and anticipated financial environment further discussion and consideration will be required around priorities and target setting for

performance improvement as part of *Sustainable Swansea – fit for the future*.

8.0 Legal Implications

8.1 There are no legal implications associated with this report.

Background Papers: None.

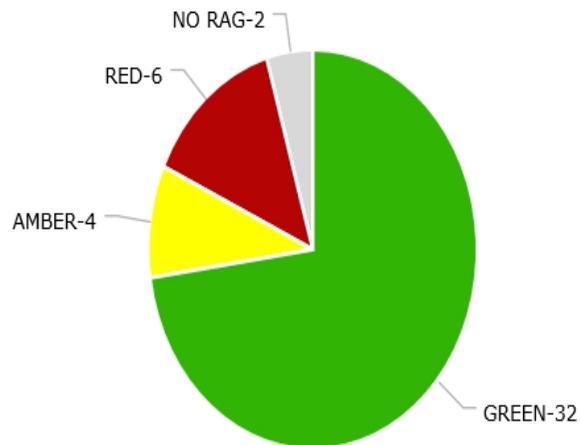
Appendices: Appendix A – Quarter 1 2018/19 Performance Monitoring Report.

Corporate Performance Management Report Q1 2018/2019

JS chart by amCharts

Performance against Target - Overall Council Summary

2018/2019 Quarter 1



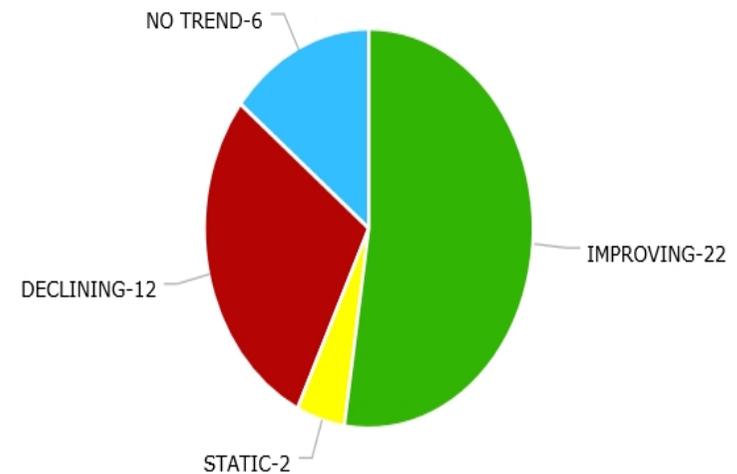
Performance against the target:

GREEN	Met or exceeded target
AMBER	Missed target (less than 5%)
RED	Missed target (more than 5%)
NO RAG	No target set

JS chart by amCharts

Performance compared to same Period of previous year

2018/2019 Quarter 1



Performance compared to the same period of the previous year:

IMPROVING	Better performance
STATIC	Same performance
DECLINING	Worse performance
NO TREND	New indicator - No historical comparison

Overall performance across the range of indicators demonstrates the anticipated, significant progress following key infrastructure developments including the redesign of our frontline child protection service, the development of a dedicated Dols team and centralising the adult services safeguarding function.

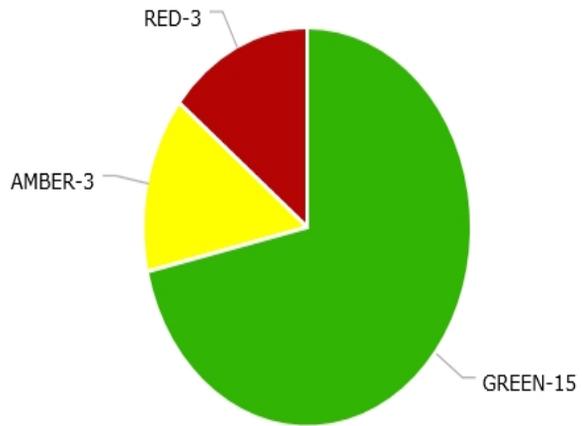
High levels of demand continue to be a challenge but our arrangements remain robust and resilient.

Now that the majority of staff within the Council have received a proportionate level of safeguarding training, we will need to consider whether a revised indicator is required going forward.

The responsible Cabinet Member continues to follow up with individual Elected Members who do not appear to have complied with undertaking the mandatory training. There is some evidence that Councillors have received the training via other means for example as part of other employment. This may indicate that the published figure under reports the level of compliance.

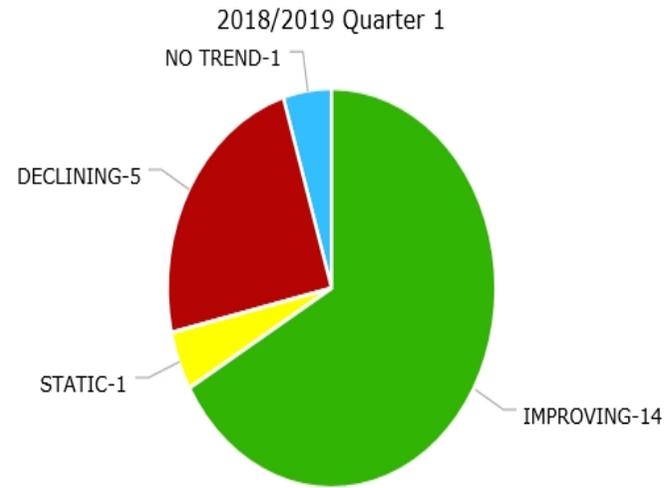
JS chart by amCharts

Performance against Target
2018/2019 Quarter 1



JS chart by amCharts

Performance compared to same Period of previous year



Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
AS10 ↑ Percentage of annual reviews of care and support plans completed in adult services	RAG		GREEN	AMBER	Good progress made on this indicator due to focus in Mental Health and Learning Disability teams on improving performance.
	Result		67.37%	68.98%	
	Target		65.00%	70.00%	
	Trend	No Data	DECLINING	IMPROVING	
	Num	3898.00	4105.00	4058.00	
	Den	5671.00	6093.00	5883.00	
AS11 ↓ Rate of adults aged 65+ receiving care and support to meet their well-being needs per 1,000 population	RAG		GREEN	GREEN	
	Result		87.70	64.78	
	Target		88.00	81.00	
	Trend	No Data	DECLINING	IMPROVING	
	Num	3168.00	4141.00	3080.00	
	Den	47220.00	47220.00	47549.00	

Safeguarding 17-22

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
AS12  Rate of adults aged 18-64 receiving care and support to meet their well-being needs per 1,000 population	RAG		GREEN	GREEN	
	Result		9.47	8.28	
	Target		11.00	9.00	
	Trend	No Data	IMPROVING	IMPROVING	
	Num	1535.00	1420.00	1248.00	
	Den	149958.00	149958.00	150659.00	
AS13  Number of carers (aged 18+) who received a carer's assessment in their own right during the year	RAG		GREEN	GREEN	
	Result		102.16	197.00	
	Target		82.00	175.00	
	Trend	No Data	No Data	IMPROVING	
	Num		142.00	197.00	
	Den		1390.00		

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
AS14  The percentage of people who have completed reablement who were receiving less care or no care 6 months after the end of reablement.	RAG		GREEN	GREEN	
	Result		82.79%	83.57%	
	Target		82.00%	80.00%	
	Trend	No Data	IMPROVING	IMPROVING	
	Num	81.00	202.00	117.00	
	Den	120.00	244.00	140.00	
AS15  The percentage of statutory performance indicators where performance is maintained or improving	RAG		GREEN	GREEN	Although performance has improved over the last quarter, performance is not as good as this time last year. This is due to 2 indicators where performance has either not been maintained or improved, namely Measures 19 and 23. Work is ongoing to improve performance in these areas.
	Result		86.00%	71.00%	
	Target		80.00%	70.00%	
	Trend	No Data	No Data	DECLINING	
	Num		6.00	5.00	
	Den		7.00	7.00	

Safeguarding 17-22

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
AS8 ↑ Percentage of adult protection referrals to Adult Services where decision is taken within 24 hours (i.e. 1 working day)	RAG	RED	GREEN	GREEN	
	Result	41.10%	65.23%	70.23%	
	Target	50.00%	65.00%	65.00%	
	Trend	No Data	IMPROVING	IMPROVING	
	Num	127.00	212.00	210.00	
	Den	309.00	325.00	299.00	
AS9 ↑ The percentage of Deprivation of Liberty Safeguarding (DoLS) Assessments completed in 21 days or less.	RAG		AMBER	RED	It continues to be a challenge to process DoLS assessments within the statutory timescales due to the high number of assessments submitted. The new dedicated team came into effect on 2nd July however, so we anticipate an improvement in performance over the next quarter.
	Result		58.60%	50.60%	
	Target		60.00%	70.00%	
	Trend	No Data	DECLINING	DECLINING	
	Num	284.00	246.00	243.00	
	Den	467.00	420.00	480.00	

Safeguarding 17-22

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
CFS14 ↑ The percentage of decisions about a referral for care and support received by Child and Family Services which are taken within 24 hrs from receipt of referral.	RAG	GREEN	GREEN	GREEN	
	Result	100.00%	100.00%	100.00%	
	Target	100.00%	100.00%	100.00%	
	Trend	STATIC	STATIC	STATIC	
	Num	508.00	555.00	362.00	
	Den	508.00	555.00	362.00	
CFS16 ↑ The percentage of initial core group meetings held within 10 working days of the initial child protection conference.	RAG	GREEN	AMBER	GREEN	Fractional decline in performance from the last period. Performance remains above target.
	Result	93.75%	88.79%	92.71%	
	Target	92.00%	90.00%	89.00%	
	Trend	DECLINING	DECLINING	IMPROVING	
	Num	60.00	95.00	89.00	
	Den	64.00	107.00	96.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
CFS18 ↓ The number of children looked after per 10,000 of the 0-17 Swansea population.	RAG		AMBER	GREEN	The number of Looked after children increased slightly in 2017/18. Following completion of a number of high profile projects, we are now in a position to renew our focus on achieving the aims of the Safe LAC Reduction Strategy continuing on with our work to safely reduce numbers of children coming into care and increase the numbers returning home. Although we have a higher population than 12 months ago, this work has already seen the looked after population decrease from its peak in Q4 2017/18.
	Result		104.62	108.52	
	Target		100.00	109.00	
	Trend	No Data	IMPROVING	DECLINING	
	Num	496.00	492.00	513.00	
	Den	47026.00	47026.00	47272.00	
CFS19 ↓ The number of children on the Local Authority's Child Protection Register per 10,000 of the 0-17 Swansea population.	RAG		GREEN	GREEN	
	Result		54.23	53.31	
	Target		60.00	55.00	
	Trend	No Data	DECLINING	IMPROVING	
	Num	206.00	255.00	252.00	
	Den	47026.00	47026.00	47272.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
CFS20  The number of children in need of care and support per 10,000 of the 0-17 Swansea population.	RAG		RED	GREEN	
	Result		236.46	186.58	
	Target		190.00	205.00	
	Trend	No Data	DECLINING	IMPROVING	
	Num	1039.00	1112.00	882.00	
	Den	47026.00	47026.00	47272.00	
CFS21  Percentage of all statutory indicators for Child & Family Services that have maintained or improved performance from the previous year.	RAG			RED	Statutory Indicators show a minor decline from figures at the same time last year. Changes to the overall numbers of people with care and support, the redesign of supported care planning and continued work on processes in the looked after system means that we are better prepared to deliver high quality services to children and families in Swansea. We hope that all indicators show improvement by the end of Q3 2018/19.
	Result			20.00%	
	Target			80.00%	
	Trend	No Data	No Data	No Data	
	Num			1.00	
	Den			5.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
Measure 18  The percentage of adult protection enquiries completed within 7 days	RAG	RED	GREEN	GREEN	
	Result	68.93%	92.92%	97.32%	
	Target	100.00%	90.00%	90.00%	
	Trend	No Data	IMPROVING	IMPROVING	
	Num	213.00	302.00	291.00	
	Den	309.00	325.00	299.00	
Measure 19 (PAM025)  The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	RAG	GREEN	GREEN	RED	There was a slight deterioration in performance in June which impacted on the overall level of performance. Measures are in place however to ensure that delays are kept to a minimum and the situation is being closely monitored.
	Result	1.20	0.92	1.69	
	Target	6.00	1.00	1.50	
	Trend	No Data	IMPROVING	DECLINING	
	Num	26.00	20.00	37.00	
	Den	21619.00	21672.00	21956.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
Measure 24 (PAM028) ↑ The percentage of assessments completed for children within statutory timescales	RAG	GREEN	RED	AMBER	An improvement from the last period as the effects of the Supported Care Planning redesign begin to take shape. We hope to be above target for this indicator by the end of Q3 2018/19.
	Result	97.02%	76.22%	86.41%	
	Target	0.00%	86.00%	90.00%	
	Trend	No Data	DECLINING	IMPROVING	
	Num	228.00	250.00	178.00	
	Den	235.00	328.00	206.00	
	Measure 28 ↓ The average length of time for all children who were on the Child Protection Register (CPR) during the year	RAG	GREEN	GREEN	
Result	236.18	199.00	237.19		
Target	280.00	300.00	300.00		
Trend	No Data	IMPROVING	DECLINING		
Num	16060.00	22330.00	22296.00		
Den	68.00	112.00	94.00		

Safeguarding 17-22

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
SAFE27  Total number of staff who have completed the corporate mandatory safeguarding awareness training (excludes school based staff)	RAG		RED	GREEN	103 staff completed both adult and child modules: 98 staff completed one module: 0 staff completed face to face training. Results from e-learning and Oracle
	Result		176.00	201.00	
	Target		200.00	175.00	
	Trend	No Data	No Data	IMPROVING	
	Num		176.00	201.00	
	Den				
SAFE8b  Percentage of Elected Members who have received training in safeguarding vulnerable people	RAG		GREEN	AMBER	No elected members have completed training in this period. To date 59 elected members have completed the training .
	Result		47.22%	81.90%	
	Target		25.00%	85.00%	
	Trend	No Data	No Data	IMPROVING	
	Num		34.00	59.00	
	Den		72.00	72.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
SUSC5 					
Number of new requests for local area co-ordination	RAG	GREEN	GREEN	GREEN	
	Result	38.00	74.00	97.00	
	Target	35.00	60.00	75.00	
	Trend	No Data	IMPROVING	IMPROVING	
	Num	38.00	74.00	97.00	
	Den				

The performance indicator results demonstrate an improving picture overall with improvements on the previous year's results for the expected outcomes at foundation phase, key stage 2 and key stage 3. Despite an increase in percentages to the previous year, some targets have been missed and there continues to be work to support schools on accurate teacher assessment and ensure that pupils are well within the level of performance required. There is a disparity between targets and outputs in key stage 4 indicators. Targets were difficult to predict due to the significant changes to qualifications and the loss of key skills counting towards these indicators. However, Swansea's performance was above the expected benchmark level and results should not be compared with previous years as performance across Wales declined.

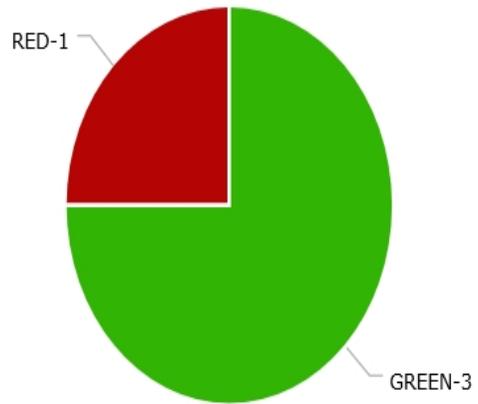
The rate of improvement has slowed across the national tests. Welsh Government have clearly stated that these tests should be used diagnostically rather than as an accountability measure and schools are now taking this on board.

The Partneriaeth Sgiliau Abertawe/Swansea Skills Partnership (PSA) has now been launched in the summer term of 2018 and includes membership from all education sectors in the authority. The aim of this partnership will work towards a number of steps to meet the wellbeing objectives in the corporate plan including ensuring that the skills and qualifications that children and young people attain meet the longer term aspirations of the city, including those that will arise from the Swansea Bay City Deal.

Attendance continues to be closely monitored due to the importance of children and young people attending school regularly to achieve the skills and qualifications they need. The highest ever results for Swansea were achieved in the 2016-2017 academic year, however the challenging targets were not realised. Further challenge will be required to ensure high levels of attendance across schools. The level of children becoming NEET was unchanged from the previous year. The Gynnydd project continues to support children who are at risk of becoming NEET, providing tailored interventions to individual pupils in key stages 3 and 4 to prevent them from becoming disengaged from learning.

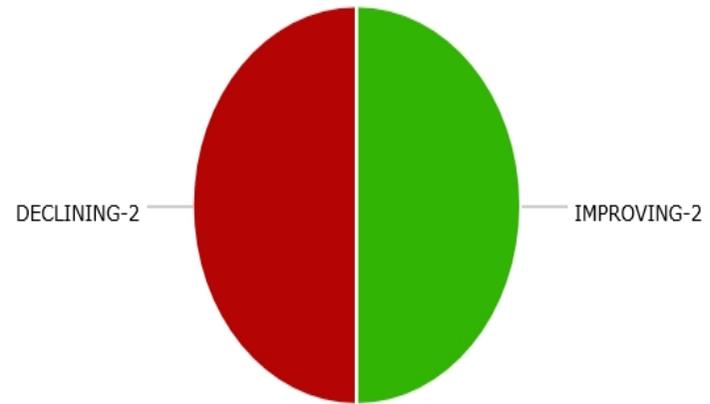
JS chart by amCharts

Performance against Target
2018/2019 Quarter 1



JS chart by amCharts

Performance compared to same Period of previous year
2018/2019 Quarter 1



Education & Skills 17-22

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
BBMA4 ↑ The number of apprenticeships or trainee starts in the Council	RAG		GREEN	RED	No other apprenticeships have been notified as started this quarter. It is anticipated that most apprenticeships will start at the end of the Quarter 2 period to coincide with the start of the college academic year.
	Result		1.00	2.00	
	Target		1.00	5.00	
	Trend	No Data	No Data	IMPROVING	
	Num		1.00	2.00	
	Den				
EDU016a (PAM007) ↑ Percentage of pupil attendance in primary schools	RAG	GREEN	GREEN	GREEN	Spring term attendance is lower than the same period last year. This was primarily due to an increase in pupil sickness absence in the early part of the term. Since then, improved attendance has resumed and underlying attendance patterns remain good. Challenge Advisers challenge attendance during school core support visits. There is targeted support in place for non-attendance through the Education Welfare Service and referral procedures in place to support services where required.
	Result	94.26%	95.40%	94.70%	
	Target	94.00%	94.00%	94.00%	
	Trend	DECLINING	IMPROVING	DECLINING	
	Num	1577539.00	1940695.00	1604664.00	
	Den	1673527.00	2034238.00	1694499.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
EDU016b (PAM008) ↑ Percentage of pupil attendance in secondary schools	RAG	GREEN	GREEN	GREEN	Challenge Advisers challenge attendance during school core support visits. There is targeted support in place for non-attendance through the Education Welfare Service and referral procedures in place to support services where required.
	Result	93.43%	93.65%	93.74%	
	Target	93.00%	93.00%	93.00%	
	Trend	DECLINING	IMPROVING	IMPROVING	
	Num	1180751.00	1407576.00	1161814.00	
	Den	1263808.00	1503075.00	1239349.00	
POV07 ↑ The number of training and employment person weeks created by BBM for unemployed and economically inactive.	RAG		GREEN	GREEN	The number of training weeks will vary depending on when projects commence on site. It is anticipated that the target will be achieved by the end of the financial year.
	Result		806.00	688.00	
	Target		500.00	450.00	
	Trend	No Data	No Data	DECLINING	
	Num		806.00	688.00	
	Den				

Performance this quarter shows that the majority of targets have been achieved. It is particularly pleasing to see that the percentage of all Planning Applications determined within 8 weeks is above target at just over 89%, and so is the percentage of major applications approved at 100%. There is a transition taking place between the regeneration programmes - "Vibrant & Viable Places" to "Targeted Regeneration Investment" and as such targets for housing units created and commercial floorspace created are yet to be agreed, however, we are hopeful that this will be in place shortly when the new programme is formally approved by Welsh Government.

Looking at some of the major regeneration priorities, the procurement of the primary contractor for Digital Square & Arena is progressing and contract procurement recommendations will be reported shortly. Enabling works are set to start on site August 2018, with the main works commencing early in the New Year. The Kingsway infrastructure project has commenced and significant progress has been made on site. Multi-disciplinary consultants have also been appointed and work commenced to the review proposals (phase 1) for the Employment Hub with a view to development of the project. A digital services consultant has also been appointed to advise on the digital technology aspects of the project.

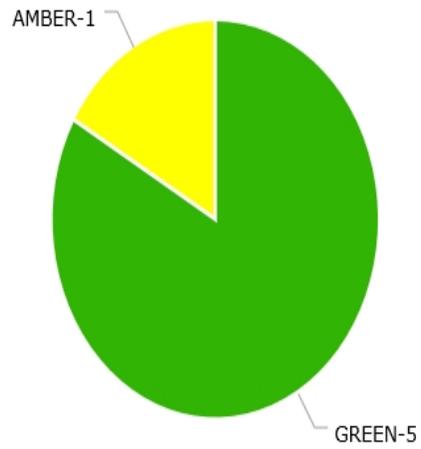
The Local Development Plan Inquiry is well advanced, however, the completion of public examination has been delayed until September owing to illness of the Planning Inspector. Work also continues to progress other key objectives to transform our Economy & Infrastructure, such as Hafod Copperworks where the HLF Stage 2 application has been submitted and a decision is anticipated in September. Heads of terms have been agreed for Penderyn and Skyline. The tender process to appoint the development manager for the Castle Square project has also commenced.

Work has commenced on this year's £54m rolling Capital Programme to improve Council properties up to the Welsh Housing Quality Standard. The second phase of the More Homes project is underway with a further 2 sites identified for development at Parc Y Helyg and Colliers Way Phase 2.

A series of major music events took place this last quarter, with the BBC Music Biggest Weekend, Swansea, attracting over 60,000 visitors to the city. This was supported by a 'Music Academy' which brought Radio 1 DJ's, musicians and producers to the city to deliver training and live performances with schools and young people in multiple venues in the weeks leading up to the concert, helping to establish the Swansea Music Hub and network for live music in the city. Along with Little Mix and the Killers at the Liberty and the largest Wales Airshow yet, an annual programme of large scale events, with international focus is establishing itself. Talks continue with Welsh Govt. Arts Council and city partners to finalise plans for the next three years' programming and international exchange, capitalising on the Wales in China and British Council in India links which have led to two major exhibitions opening in Swansea this last month, utilising a number of city centre venues and attracting coverage in the national broadsheets. The focus on cultural tourism and joint working with Welsh Govt. to promote Swansea as a strategic destination also led to the us welcoming hundreds of visitors on HM Amadea, which docked in Swansea on 20th July. 620 German passengers participated in excursions across the city, Mumbles and Gower.

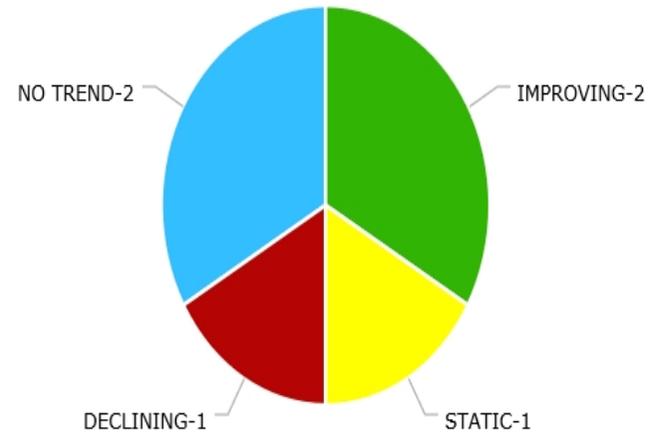
JS chart by amCharts

Performance against Target
2018/2019 Quarter 1



JS chart by amCharts

Performance compared to same Period of previous year
2018/2019 Quarter 1



Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
BBMA1  The number of projects with social benefit clauses and Beyond Bricks & Mortar in their contracts	RAG		GREEN	GREEN	The number of projects started will vary, delays inevitably affect the achievement of targets.
	Result		3.00	5.00	
	Target		2.00	4.00	
	Trend	No Data	No Data	IMPROVING	
	Num		3.00	5.00	
	Den				
Page 39 C2  The Percentage of all major applications with an economic imperative that are approved	RAG	RED	GREEN	GREEN	
	Result	77.78%	100.00%	100.00%	
	Target	85.00%	85.00%	85.00%	
	Trend	DECLINING	IMPROVING	STATIC	
	Num	7.00	4.00	9.00	
	Den	9.00	4.00	9.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
EC5  Amount of commercial floorspace (m ²) created within the City Centre to accommodate job creation	RAG			GREEN	This is a new performance indicator for new funding streams starting this financial year, project delivery will begin in September and the first outputs are expected in Q4 18/19. From now on this output will be measured cumulatively in year.
	Result			0.00	
	Target			0.00	
	Trend	No Data	No Data	No Data	
	Num			0.00	
	Den				
EC6  Number of new housing units created in Swansea City Centre as a result of Targeted Regeneration Investment Programme (TRIP) funding	RAG			GREEN	This is a new performance indicator for new funding streams starting this financial year, project delivery will begin in September and the first outputs are expected in Q4 18/19. From now on this output will be measured cumulatively in year.
	Result			0.00	
	Target			0.00	
	Trend	No Data	No Data	No Data	
	Num			0.00	
	Den				

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
EP28  The percentage of all planning applications determined within 8 weeks.	RAG	GREEN	GREEN	GREEN	
	Result	89.60%	88.84%	89.35%	
	Target	80.00%	80.00%	80.00%	
	Trend	IMPROVING	DECLINING	IMPROVING	
	Num	431.00	422.00	470.00	
	Den	481.00	475.00	526.00	
WMT009b (PAM030)  The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	RAG	GREEN	GREEN	AMBER	The figures provided are for Jan-March 2018 i.e. one quarter behind as with previous returns, due to a unavoidable delay in gathering and submitting data for approval . There is an annual target of 62.5% but due to seasonal fluctuations in the tonnage of recycling collected not all quarters surpass the annual target
	Result	59.25%	63.15%	59.86%	
	Target	58.00%	58.00%	62.00%	
	Trend	IMPROVING	IMPROVING	DECLINING	
	Num	17066.33	16732.66	15325.89	
	Den	28804.01	26496.50	25603.75	

The performance indicators demonstrate some of the supporting factors enabling the Council to tackle poverty (Corporate Priority) and move people towards prosperity.

In terms of delivering the 'Steps to meet the Well-being Objectives' in the Corporate Plan for Tackling Poverty 17-22 we are:

. Implementing the revised Poverty Strategy to empower local people, change cultures to emphasise tackling poverty is everyone's business and target resources to maximise access to opportunity and prosperity.

-Working with our Health partners to ensure that, through our Early Years Strategy, children in their early years and at Foundation Phase achieve their expected language, emotional, social and cognitive development and are ready for learning and for school.

-Through our Youth Progression Framework, ensuring that young people are able to access employment, education or training after reaching 16 years of age.

-Helping to address the impacts of Welfare reform, such as supporting people to claim the full benefits they are entitled to so that they are able to maximise their income.

-Investing to improve housing and build more energy efficient Council homes and affordable housing to help meet housing need, reduce fuel bills, regenerate estates and bring wider economic and employment benefits.

-Preventing homelessness and support people to maintain their tenancies to help maintain stability and security for families, safeguard health and well-being and prevent social exclusion.

-Exploring creating our own energy venture to provide low-cost energy to homes helping to tackle high domestic fuel bills and fuel poverty.

-Supporting tackling climate change and help eradicate fuel poverty and boost economic development through the ARBED scheme and energy efficiency measures in social housing.

-Exploring tax relief and support for food bank locations and encourage businesses to reduce food waste by supplying goods to local food banks, whilst exploring sustainable options for reducing food poverty.

-Piloting 30 hours of free childcare in conjunction with the Welsh Government; evaluating the impact on poverty and working to ensure every community has a reliable, affordable and quality bus service to help reduce barriers to employment.

-Supporting individuals to overcome their barriers to employment through our person-centred employability approach, Swansea Working

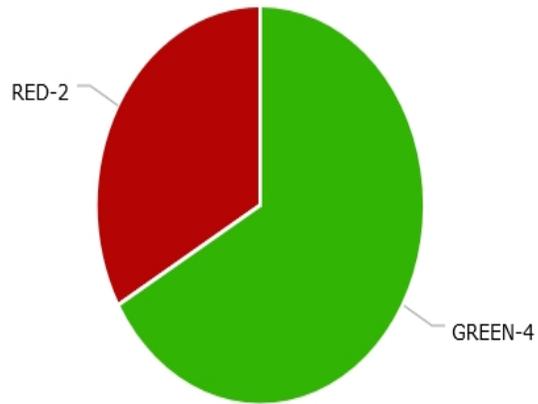
-Helping Swansea's poorest communities tackle poverty by accessing arts, culture and heritage in order to boost skills, confidence, self-esteem and aspiration.

-Implementing the Community Cohesion Delivery Plan to promote cohesive and inclusive communities in Swansea.

We have this Quarter, seen a reduction in performance in a number of indicators. An explanation is included against each of the individual KPI's concerned and the reasons are generally systemic, often outside of our direct control and, we anticipate, will show measurable improvement by the end of the next Quarter.

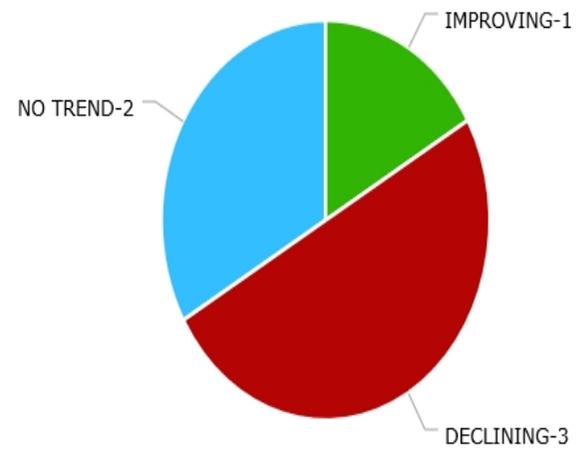
JS chart by amCharts

Performance against Target
2018/2019 Quarter 1



JS chart by amCharts

Performance compared to same Period of previous year
2018/2019 Quarter 1



Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
HBCT01a ↴ Housing Benefit Speed of Processing: Average time for processing new claims.	RAG	AMBER	GREEN		Data not available at this time as system used to produce the data is no longer available at short notice - we are looking at alternative methods to obtain the information required as soon as possible.
	Result	19.10	17.25		
	Target	19.00	19.00		
	Trend	DECLINING	IMPROVING		
	Num	28538.00	25484.00		
	Den	1494.00	1477.00		
HBCT01b ↴ Housing Benefit Speed of Processing: Average time for processing notifications of change in circumstances.	RAG	GREEN	GREEN		Data not available automatically at this time as system used to produce the data is no longer available in same format - we are looking at alternative methods to obtain the information required as soon as possible.
	Result	5.59	6.06		
	Target	7.00	7.00		
	Trend	DECLINING	DECLINING		
	Num	77136.00	82434.00		
	Den	13807.00	13601.00		

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
HBCT02a  Council Tax Reduction Speed of Processing: Average time for processing new claims.	RAG	RED	GREEN	GREEN	PI is worse by a day (approx) compared to last year as expected due to reductions in staffing and increased DWP work. However, there are improvements since the last quarter of over 2 days which is positive.
	Result	20.31	18.50	19.60	
	Target	19.00	22.00	22.00	
	Trend	DECLINING	IMPROVING	DECLINING	
	Num	32938.00	28672.00	25924.00	
	Den	1622.00	1550.00	1321.00	
HBCT02b  Council Tax Reduction Speed of Processing: Average time for processing notifications of change in circumstances.	RAG	GREEN	GREEN	GREEN	Performance is worse by a day (approx) compared to last year as expected due to reductions in staffing and increased DWP work. Although PI is worse compared to Q4 it remains well within target.
	Result	5.09	3.83	5.02	
	Target	7.00	8.00	8.00	
	Trend	DECLINING	IMPROVING	DECLINING	
	Num	81749.00	72777.00	84338.00	
	Den	16070.00	19018.00	16810.00	

Tackling Poverty 17-22

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
POV05 ↑ The amount of welfare benefits raised through securing rights and entitlements by the Welfare Rights Team	RAG	GREEN	RED	RED	Outstanding figures for a complex case have not been added - would be around £14,000. Figures are low due to 13 out of 20 appeals being postponed or adjourned. All appeals that went ahead, were successful. The appeals which were postponed or adjourned will be relisted.
	Result	243814.00	175546.00	122941.00	
	Target	200000.00	200000.00	200000.00	
	Trend	IMPROVING	DECLINING	DECLINING	
	Num	243814.00	175546.00	122940.65	
	Den				
POV06 ↓ The average number of days all homeless families with children spent in Bed and Breakfast accommodation	RAG	GREEN	GREEN	GREEN	
	Result	2.67	1.50	0.00	
	Target	7.00	6.00	6.00	
	Trend	IMPROVING	IMPROVING	IMPROVING	
	Num	8.00	3.00	0.00	
	Den	3.00	2.00	0.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
POV10  Number of people gaining employment through Employability Support	RAG			GREEN	One project has yet to start under this measure (Short term Unemployed) and a further project has only just begun to record outcomes.
	Result			128.00	
	Target			125.00	
	Trend	No Data	No Data	No Data	
	Num			128.00	
	Den				
OV11  Number of accredited qualifications achieved by adults with local Authority support	RAG			RED	One project has yet to start under this measure and a further project has only just begun to record outcomes. The Communities for Work programme only record accredited qualifications once the participant has exited the programme, these outcomes will be captured in future quarters.
	Result			117.00	
	Target			200.00	
	Trend	No Data	No Data	No Data	
	Num			117.00	
	Den				

During Qtr 1 work began on reviewing the Corporate Plan. This will involve a wide range of stakeholders and partners and will be informed by local, regional and national data and strategic analysis. Work is also underway to review the Council's transformation strategy, now in its fourth year. £60m has been delivered, mostly through a focused programme of Commissioning Reviews and other targeted change projects, which are now well into implementation.

The digital work delivered during 2017-18 is contributing to the improved performance of Cust 2a and b.

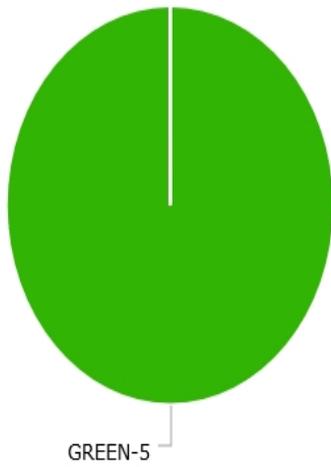
Although FINA6 indicates a positive 85% for Qtr 1, this is far from fully assured. There are risks around: the timing of in-year savings; emerging service pressures (particularly in Adult Social Services and teachers' pay in Education); and a forecast budget gap. These risks and the overall Sustainable Swansea tracker (budget and transformation activity) are being closely managed and monitored by Corporate Management Team.

A corporate approach to co-production is underway, training has begun and senior leaders are involved in strategic planning. A new indicator will be devised to track progress and community outcomes as a result of a co-productive approach.

Pilots around flexible working are being designed to help improve CHR002 (PAM001). Research and case studies demonstrate flexible working can significantly contribute to staff well-being. However, Council services are very diverse, therefore the pilots need to adapt to the different services and roles across the Council.

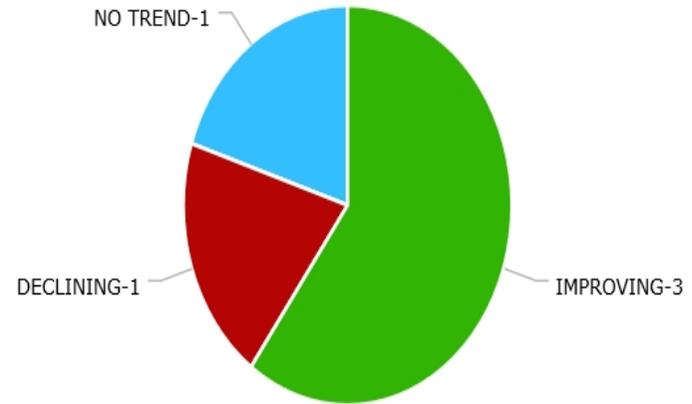
JS chart by amCharts

Performance against Target
2018/2019 Quarter 1



JS chart by amCharts

Performance compared to same Period of previous year
2018/2019 Quarter 1



Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
CHR002 (PAM001)  The number of working days/shifts per full time equivalent lost due to sickness absence	RAG	RED	RED	GREEN	Under the new target agreed of 2.5, the Authority is below at 2.37, although the trend is for increased absence (2.25 last year). Work is continuing across the Authority to further reduce levels.
	Result	2.45	2.25	2.40	
	Target	2.00	2.00	2.50	
	Trend	DECLINING	IMPROVING	DECLINING	
	Num	23153.50	23145.00	21535.45	
	Den	9432.00	10299.00	9089.21	
CUST2a  Number of online payments received via City and County of Swansea websites	RAG	GREEN	RED	GREEN	We have expanded the range of online payments available from Q1 2017/18. The number of invoices being paid online has also increased as service users are being reminded that they can 'do it online' if they choose to do so, via social media, the invoices themselves and contact with council staff.
	Result	43085.00	20697.00	22930.00	
	Target	43000.00	44000.00	20700.00	
	Trend	IMPROVING	DECLINING	IMPROVING	
	Num	43085.00	20697.00	22930.00	
	Den				

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
CUST2b  Number of forms completed online for fully automated processes.	RAG	GREEN	GREEN	GREEN	During each month of Q1, new services have been connected with the back office system for waste management. This has resulted in a higher volume of automated processes for high volume requests like bulk waste collection and recycling bag requests. We'll see the full impact of this during Q2. This automation has enabled them to reduce rekeying and has changed the way they work.
	Result	1246.00	3748.00	4692.00	
	Target	1246.00	3600.00	4500.00	
	Trend	No Data	IMPROVING	IMPROVING	
	Num	1246.00	3748.00	4692.00	
	Den				
FINA6  Percentage of identified forecast General Fund Revenue savings and income for the year compared to originally approved budget	RAG	RED	RED	GREEN	Although FINA6 indicates a positive 85% for Quarter 1, this is far from fully assured. There are risks around: the timing of in-year savings; emerging service pressures (particularly in Adult Social Services and teachers' pay in Education); and a forecast budget gap. These risks and the overall Sustainable Swansea tracker (budget and transformation activity) are being closely managed and monitored by Corporate Management Team
	Result	69.27%	62.09%	85.18%	
	Target	85.00%	85.00%	85.00%	
	Trend	DECLINING	DECLINING	IMPROVING	
	Num	15594.00	11627.00	14081.00	
	Den	22513.00	18727.00	16530.00	

Performance Indicator	KEY	2016/2017 Quarter 1	2017/2018 Quarter 1	2018/2019 Quarter 1	Comment-2018/2019
PROC12  Number of data breaches which has resulted in an enforcement or monetary penalty notice being issued by the Information Commissioners Office (ICO)	RAG			GREEN	
	Result			0.00	
	Target			0.00	
	Trend	No Data	No Data	No Data	
	Num			0.00	
	Den				

Agenda Item 6



Report of the Convener

To the Service Improvement and Finance Scrutiny Performance Panel – 27th
September 2018

Equality Review Report 2017/18

Purpose:	To brief/update the Service Improvement and Finance Scrutiny Performance Panel on the Equalities Review Report 2017/18
Content:	A briefing on the purpose of the report and the aims of the session.
Councillors are being asked to:	Consider the information provided and to forward views to the Cabinet Member via a letter from the Panel Convener
Lead Councillor:	Councillor Chris Holley, Convener of the Panel
Lead Officer & Report Author:	Bethan Hopkins Tel: 01792 636292 E-mail: bethan.hopkins@swansea.gov.uk

1. Background

- 1.1 The Service Improvement and Finance Performance Panel look at a range of performance information throughout the year.
- 1.2 Part of the Panels work includes the review of relevant annual reports developed by various teams.
- 1.3 This is the first time the Equalities Review Report has come to the Service Improvement and Finance Performance Panel and will be an annual item.
- 1.4 The Equalities Review Report has recently changed both its Cabinet Member portfolio and the team under which it sits.

2. Briefing/Main body of report

- 2.1 The report looks at progress against equality objectives and contains other relevant information for the Panel to consider.

2.2 The report considers progress against the Public Sector Equality Duty and the Equality Plan.

3. Actions

3.1 The Panel are being asked to read the report and consider the performance for the year 2017/18.

3.2 The Panel can then make any comments and recommendations in a letter to the relevant Cabinet Member.

Appendices:

- Equality Review Report 2017-18
- Equality Appendix



Report of the Cabinet Member for Business Transformation & Performance

Cabinet – 20 September 2018

Equality Review Report 2017-18

Purpose:	To present the Annual Equality Review Report for 2017-18 as required by the Public Sector Equality Duty for Wales.
Policy Framework:	Strategic Equality Plan 2016 – 2020.
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that: 1) Cabinet approve the report content for publication.
Report Authors:	Richard Rowlands / Jo Portwood
Finance Officer:	Paul Roach
Legal Officer:	Debbie Smith
Access to Services Officer:	Catherine Window

1.0 Introduction

1.1 The report attached at Appendix A is the second review of the refreshed Strategic Equality Plan (SEP) 2016 – 2020. It is the seventh review under the Public Sector Equality Duty and reflects the annual reporting regulations for Wales introduced in 2011.

2.0 Content

2.1 The report sets out progress against the refreshed Equality Objectives contained within our SEP (appendix 1). It also contains details on employment & training information (appendix 2). Additional information (of relevance to the requirements of the Public Sector Equality Duty) has also been included, outlining work in areas including:

- Equality information
- Engagement
- Hate crime
- Children's Rights
- Community cohesion
- Domestic abuse
- Co-production
- Education & schools

3.0 Equality and Engagement implications

3.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

3.1.1 Our Equality Impact Assessment process ensures that we have paid due regard to the above.

3.2 There are no direct equality and engagement implications associated with this report. However, the report sets out progress to deliver the actions to meet our Equality Objectives that are set out within the Strategic Equality Plan; these actions will have been screened or subjected to an EIA.

4.0 Financial Implications

4.1 There are no direct financial implications associated with this report.

5.0 Legal Implications

5.1 There are no direct legal implications associated with this report.

Background Papers: None

Appendices: Appendix A - Equality Review Report 2017/18 (Year ending March 2018)



**Equality Review Report
2017/18
(Year ending March 2018)**

Equality Review Report 2017/18

1. Introduction

This is the City and County of Swansea's Equality Review Report for 2017-18. This is our seventh review under the Public Sector Equality Duty and reflects the reporting regulations for Wales, which were introduced in 2011.

This report contains details on:

- The second review of progress for our Equality Objectives 2016 - 2020
- Equality information
- Employment and training information
- Additional information relevant to our legislative duties.

2. Reviewing the Equality Objectives

The annual review of progress took place during April – May 2018 and all departments provided details of their progress. All of the information can be found at Appendix 1.

Our refreshed Strategic Equality Plan for 2016 – 2020 was adopted by Council in March 2016 and is available at www.swansea.gov.uk/sep in full, summary and easy-read versions.

3. Equality Information

Analysis of equality information has been maintained and developed in the last year, with additional and updated demographic information included on the Council's 'Statistics' web pages where available. This includes local social and-demographic data from Census and other official sources.

A range of analysis, in part linked to protected characteristics, was included in the Public Service Board (PSB)'s Assessment of Local Well-being, as required by the Well-being of Future Generations (WFG) Act 2015. The assessment was finalised and agreed by the PSB in April 2017, and this has in turn informed the Board's Local Well-being Plan and objectives. In future, further analysis of equality information will be required as part of the well-being measurement framework being developed by PSB partners.

New versions of the local area profiles, including updated data/information where available, were completed in January 2018 for Wards, Community Areas (as defined in the WFG Act) and Delivery Areas (former Communities First areas). A review of profile content is planned before the next versions are prepared later in 2018.

Monitoring and analysis of available statistics around people with protected characteristics also continues to be undertaken for the Welsh Government's Community Cohesion programme. As part of this and to support other tasks and projects, staff maintain awareness of developments in data and information on protected characteristics.

We continue to use equality information to inform our Equality Impact Assessments (EIAs); this varies according to the EIA subject, relevance and focus.

The CYP Super Survey has come to the end of its contract with Viewpoint and therefore we will be going through a process to take stock of other surveys in circulation and identify any opportunities/need for alternative mechanisms to feedback the views of children and young people to those making decisions that impact upon them.

4. Employment and Training Information

Please see Appendix 2 for this information. In addition, our gender pay gap report has been published at <https://www.swansea.gov.uk/genderpaygap>.

5. Additional information

This section briefly details some of our other work relevant to the requirements of the Public Sector Equality Duty during 2017-18.

5.1 Councillor Champions

Our Councillor Champions cover a wide range of equality issues in addition to wider themes such as health and wellbeing, carers and domestic abuse.

The Champions provide a voice for traditionally under-represented groups or issues, which need to be kept at the forefront of Council business although they may not be the responsibility of any individual or Committee.

They make sure that the issue or group that they are championing is taken into account when Council policy is being developed and decisions are made.

For more details, visit

<https://democracy.swansea.gov.uk/mgListOtherPosts.aspx?bcr=1&LLL=0>

5.2 Equality Impact Assessments (EIA)

We continue to use our expanded EIA process, which includes the United Nations Convention on the Rights of the Child (UNCRC), carers, community cohesion, poverty, social exclusion and Welsh language. As always, our focus has been on ensuring that the process remains user-friendly, effective and workable for colleagues across the organisation. This year we have improved the process still further by incorporating the key principles of a human rights approach and expanding the engagement element of the report template. We have also developed additional guidance for colleagues.

Our Equality and Engagement protocol (to ensure that EIAs are tracked and monitored through the Council's reporting and decision making process) continues to be very useful in ensuring that equality issues are considered and addressed where needed.

Our Service Planning process also incorporates EIA guidance and tools.

All completed EIA reports continue to be published alongside relevant corporate reports at

<https://democracy.swansea.gov.uk/ieDocHome.aspx?bcr=1&LLL=0?Lang=en>
g.

The Council's budget is also subject to the EIA process.

5.3 Consultation and Engagement

Information about our consultation and engagement methods and arrangements are available at <http://www.swansea.gov.uk/haveyoursay>.

Further updates are provided in Appendix 1 – please see Equality Objective 11.

We have continued to develop our relationship with local community groups:

➤ LGBT Forum

The Swansea Bay LGBT Forum began in February 2012 and is run by Swansea Council in partnership with South Wales Police. Membership includes employees or volunteers from local and national organisations who represent the interests of LGBT citizens.

Forum members take part in and support annual events such as,, International Day Against Homophobia and Transphobia (IDAHOT), LGBT History Month and Bi Visibility Day. This year a small working group of forum members started planning for the first Swansea Pride event in many years known as Spring Pride 2017 led by Cllr King, the LGBT champion. This event took place at the National Waterfront Museum.

The forum have been instrumental in setting two equality objectives for the Council's Strategic Equality Plan 2016-20. As a result of that in 2017, we hosted a Gender Equality seminar entitled 'Boys will be boys'. It involved contributions from Stonewall Cymru and Swansea University. It was very well attended and received, with lots of positive feedback from both attendees and speakers.

The second objective was around the need for LGBT guidance in schools. A document is under development aiming to give clear information for schools who may have pupils transitioning or coming out, so that they can receive the right care and support.

➤ BME Forum

Following last year's review and subsequent discussion about a regional forum, the regional BME network was introduced this year. Led by EYST as part of the Welsh Government's Equality and Inclusion Programme, the

network has now met three times and drafted an action plan. We continue to provide support to EYST as the network progresses.

➤ Disability Liaison Group

The Disability Liaison Group allows for 2-way dialogue between the Council and disabled people and/or their organisations. The group is made up of local disabled people and disability organisations as well as Swansea Council for Voluntary Services.

During 2017-2018, this group met 7 times. It is important to note that the group sets the agenda for these meetings in conjunction with the Access to Services Team and requests to meet (from both group members and different Council departments) continue to increase.

Meetings have included information and discussions on:

- Kingsway
- Swansea Central
- Corporate complaints
- Adult Social Services commissioning reviews
- Education
- Castle square

5.4 Co-production

The following activities have taken place since the previous update:

- The Co-production Development Officer, based in the third sector has continued to promote co-production awareness, knowledge and support to the council, health partners, Western Bay, third sector partners and citizens
- The Co-production Network for Swansea is being launched on the 24th May 2018, following the successful launch of the Regional Co-production Network hosted by Swansea agencies in March 2018.
- We are continuing to open up the procurement process to support Co-Productive approaches; we are co-producing a service specification for Independent Professional Advocacy and are involving citizens in the tender process. We are also involving citizens in the re-modelling and re-tendering of Supported Living.
- We are working alongside individuals who receive direct payments and parent carers to map Direct Payments processes in Swansea with a view to undertaking a critical analysis of the current process. We have worked hard to co-produce the meetings ensuring an equal balance of staff and citizens, shared decision-making about meeting times and how to run the sessions to ensure the principles of co-production are delivered throughout this process.
- We are working with citizens to Co-produce elements of a new Adult Services Practice Framework. A small planning group made up of local authority officers, the co-production development officer and citizens are planning an event in May 2018 to hold a conversation about what good social work looks like and what a good assessment looks like.

This work will inform the development of a Swansea Practice Framework and a Social Work Assessment Guide to help people prepare for their assessments.

- We are working with health colleagues to re-shape their service user engagement post into a co-production post to deliver a strategy for citizen involvement in mental health services within health
- The Strategic Commissioning Groups are continuing progress towards operating co-productively and in Mental Health and Physical Disability we are supporting citizens to prioritising the areas for Co-Productive action within the commissioning strategies. This has already taken place in Learning Disability Services
- Adult Services are leading on the development of a Directorate strategy for co-production, self-assessment tool, training package for staff teams and a toolkit to support the implementation of co-production across the Directorate
- Supporting People co-produced the underlying principles and outcomes to inform the design and delivery of floating support within Swansea.
- Exploring Co-Productive approaches within the re-commissioning of domiciliary care, particularly in relation to service design and tendering.

5.5 Hate Crime

We have developed a Swansea Hate Crime Stakeholder Action Plan with key partners (to link to the Welsh Government's 'Tackling Hate Crime and Incidents: A Framework for Action'). Our Plan has 3 strategic objectives:

- Prevent Hate crime
- Increase reporting and access to supporting victims
- Improve the multi-agency response to hate crime

It is a dynamic document and is maintained by the multi-agency Planning Group that meets quarterly.

Hate Crime E-learning course reviewed and is being accessed by staff as a mandatory course.

To increase the reporting of hate crime, awareness training has been delivered by Victim Support & Swansea Council to partner agencies and Council staff. A 'train the trainer' event was also developed by the Council and Victim Support and delivered to staff and partners.

The Council continues to promote Victim Support, the Official National Hate Crime Report and Support Centre for Wales.

To mark Hate Crime Awareness Week, we arranged an awareness raising seminar entitled 'What if...it was you?' where council staff heard from a range of speakers including Disability Wales, Stonewall Cymru, EYST, South Wales Police and Victim Support.

For more information please visit <http://www.reportheate.victimsupport.org.uk/>

5.6 Community Cohesion

The Welsh Government has agreed to fund the Community Cohesion programme for another year (2018-19). The new programme will focus on 4 objectives:

- Work at a strategic level to break down barriers to inclusion and integration across marginalised groups
- Work at a local level to break down barriers to inclusion and integration for particular groups and communities
- Supporting migrants, refugees and asylum seekers and host communities during the integration process
- Tackling discrimination, hostility, tensions and extremism

This new approach by Welsh Government will hopefully allow each council to identify local priorities. The Welsh Government will publish the new Delivery Plan.

Swansea Social Services has recently established a Strategic Working Group who are looking to develop internal referral pathway, and safeguarding leads within the department to effectively deal with Modern Slavery related issues.

5.7 United Nations Convention on the Rights of the Child (UNCRC)

Our Children and Young People's Rights Scheme sets out the arrangements we have to ensure compliance with the due regard duty for embedding the UNCRC into the local authority policy framework.

A UNCRC Action plan exists and is based on clearly identified priorities, which encompasses a whole council approach to Children's Rights. There are six key areas which focus on:

1. Making such arrangements as is considered suitable to promote and facilitate participation by children in decisions of the authority which might affect them, as required in the Children and Families (Wales) Measure 2010.
2. Developing knowledge and understanding of the UNCRC through training for all staff and decision makers within the City and County of Swansea including other statutory and key voluntary partners.
3. Promotion and awareness raising of the UNCRC
4. Ensuring appropriate and robust mechanisms in place to receive feedback and complaints in relation to the UNCRC
5. Ensuring compliance, accountability and impact of the UNCRC due regard duty which is evidenced based
6. The third progress report on the due regard duty for embedding the UNCRC into the local authority policy framework was produced in September 2017 and informs objectives within the annual action plan.

Children's Rights are fully incorporated into our EIA process and Strategic Equality Plan. All service areas have been required to set at least three UNCRC objectives with a focus on:

1. Training & an increased knowledge and understanding of the UNCRC
2. Promotion and Awareness raising of the UNCRC by making the explicit link to the relevant articles and use of “Dilly”. (Children’s Rights logo for Swansea)
3. Compliance with the EIA process.

5.8 Education and schools

Over half of Swansea’s schools are now using My Concern to record all instances of safeguarding/well-being concerns. The safeguarding software eliminates the need for paper-based files, by monitoring and managing all well-being concerns of the children and young people. We are currently looking at how best to utilise the software to give the Council an overview of the types of instances being recorded. This would provide us with a high-level overview and allow us to target support efficiently and effectively.

5.9 Work with Older People

➤ Ageing Well Plan/ Swansea’s Local Wellbeing Plan

Swansea’s Wellbeing Plan was agreed in May 2018, Live Well, Age Well was agreed as one of four key objectives for partners to focus on. The Ageing Well work will be aligned with work in the Local Wellbeing Action Plan.

➤ Events and Engagement Activities

An Ageing Well Engagement Event was held in April 2017 to promote services and information and to gather views about what Ageing Well means to people as well as what an Age Friendly City centre would look like.

- Over 200 people attended
- Over 60 people gave their views

An event to mark UK Day of Older People was held in October 2017 at the Grand Theatre Studio and the following is a snapshot of feedback:

- Over 200 people attended
- Over 40 exhibitors
- UNCRC team and Early Years team in attendance
- 25 electric blankets /safety checks
- 60+ people had a Medicine /Blood pressure check

No AGM was held in 2017, but instead a Christmas Party took place to bring everyone together. The next AGM is scheduled for July 2018 and will be run adjacent to the Dementia Friendly Swansea AGM to try and bring together the two groups.

Future Forum events will be merged with Dementia Friendly Swansea activities.

5.10 The Well-being of Future Generations

The Well-being of Future Generations Act (Wales) 2015 requires the Council:

“To act in a manner which seeks to ensure the needs of present are met without compromising the ability of future generations to meet their own needs”.

This essentially means actively considering impacts on ‘the unborn’ when we make decisions across all services. The Council is committed to ensuring our actions contribute as fully as possible to the social, economic, cultural and environmental well-being of Swansea and its residents both now and in the future. By maximising the Council’s contribution to the national well-being goals we create the conditions ensuring greater equality for all.

Swansea’s Sustainable Development Policy adopted this central principle in 2012. All departments now take into account (to an increasing degree) the long term impact on future generations when designing, planning and delivering services. We ensure that we adopt the Sustainable Development Principle in everything we do; this includes consideration of the long term.

The genuine integration of sustainable development has been reflected in mainstreaming of activities previously centralised within a Sustainable Development Unit. Similarly the work of the Future Generations Board has been integrated into mainstream governance mechanisms.

5.11 Poverty

Tackling Poverty is a corporate priority and one of five key objectives within Swansea’s Corporate Plan; A revised Tackling Poverty Strategy for Swansea “Working towards prosperity for all” was published in 2018 that accompanies Swansea Council’s first Prevention Strategy for Swansea, also published in 2018.

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

Swansea’s revised Tackling Poverty Strategy sets out as definition of poverty in a Swansea context as:

- Income below the Minimum Income Standard
- Inadequate access to necessary services of good quality
- Inadequate opportunity or resource to join in with social, cultural, leisure and decision making activities.

Furthermore, the Council sets out its vision for Swansea, aspiring to achieve a Swansea in which:

- Income poverty is not a barrier to doing well at school, having a healthy and vibrant life, developing skills and qualifications and having a fulfilling occupation.

- Service poverty is tackled through targeting resources where they have the most effect, with decisions about that made in conjunction with service users.
- Participation is enjoyed by all our residents, who have the opportunity and resources to join in with social, cultural and leisure activities and decision-making.
- Residents maximise their Income and get the most out of the money that they have.
- Residents avoid paying the 'Poverty Premium', the extra costs people on low incomes must pay for essentials such as fuel and transport.
- Barriers to Employment such as transport and childcare are removed.
- People from Swansea's most disadvantaged communities are not excluded and Inequalities are Reduced between and within communities.

A cross departmental Delivery Plan sets out commitments across the council ensuring that tackling poverty is everyone's business. This approach is further supported through Swansea Council's Poverty Forum and the Swansea Partnership Poverty Forum, promoting the message and developing projects and services that support this principle.

The Prevention Strategy for Swansea builds upon the preventative approach that Swansea has always taken. Borne from a longstanding recognition that prevention activity is better, less time consuming and ultimately less costly and damaging to individuals and organisations than cure. The agenda is not driven by savings, but, rather, more personalised and joined up services.

Prevention is an underpinning principle of Swansea's Corporate Priorities and Well-Being Objectives, taking into account both the Well-Being of Future Generations Act and the Social Services and Well-Being Act.

A cross departmental approach is also taken to deliver the Prevention Strategy for Swansea with commitments across the Council supported by Swansea Council's Poverty Forum and Swansea Partnership Poverty Forum.

5.12 Lifelong Learning Service

The Lifelong Learning consists of three core areas of learning:

- Essential Skills and Family Learning
- Non-accredited Learning for Life
- Digital Literacy and IT.

The Service has historically delivered non-accredited Adult Community Based Learning across Swansea directed by demand from ongoing provision and our cohort of current learners. This will continue so we: 1) meet the demand raised from our existing learner base, and 2) provide a critical income necessary for our sustainability as a service.

In addition to the above, we are refining our model of service delivery to enable a greater capacity for provision that meets the needs identified through

learner consultation, partnership work and strategic endeavours identified locally and regionally. In real terms this means our selection of courses will go beyond the existing provision which addresses social inclusion, good health and wellbeing, to targeting specific needs for those on low incomes and/or with low skills. Of course, we continue to develop the service's provision of Learning for Life which impacts Social Inclusion and Health & Wellbeing with future activities planned for a Learning Festival, Adult Learners Week and our Summer Exhibition.

Non-accredited informal learning in Beginners IT, Creative Arts and Well-being, takes place across the city giving existing learners a focus for progression and an opportunity to engage new recruits into learning. This service supports a diverse group of individuals including those who are hard to reach, economically inactive and marginalised, providing appropriate advice, guidance and support to progress learners through their chosen area of learning.

Bespoke and co-delivered Digital Support, Family Learning, Essential Skills, and Learning for Life courses continue to expand with the refocus of our service, into projects that include Healthy Living/Eating, UC Digital Support, Work Club Support and multi-agency project delivery.

Essential Skills tuition and development is a primary part of the Lifelong Learning service, critical in the transformation it makes to learners' lives. The work is delivered out of multiple venues and supports individuals in literacy, numeracy and employability. Accreditation is given for Pre-Entry to Level 2 in Essential Skills Wales (ESW) and Agored Cymru. Family Learning is also delivered in partnership with schools across Swansea, promoting positive attitudes to learning for parents and their children, while developing the Essential Skills of our learners. The Essential Skills team also support Fast Track attainment of Level 2 ESW qualifications – equivalent to GCSE A-C grades while our IT programme supports Agored Cymru accreditation from Entry Level 3 to Level 1, as well as qualifications in ECDL levels 1 and 2.

As a whole, the service provides a range of life-changing outcomes for individuals that addresses social exclusion, promotes community cohesion and develops progression. Learners find confidence developed from their experience of learning helps support a more positive attitude towards their lives.

5.13 Welfare Reform

The Financial Inclusion Steering Group (FISG) continue to meet on a quarterly basis. FISG has recently reviewed and updated its Terms of Reference, is currently developing a revised action plan and now functions also as the 'Prosperity Sub-Group' for the Swansea Poverty Partnership Forum.

Full Service Universal Credit continues to be rolled out to claimants living in Swansea, who have a change of circumstances that ends their entitlement to their current benefits or have to claim a means tested benefit for the very first

time. Following the Welfare Rights mini ESA take up campaign, the Government have now agreed to review nationally awards of Employment and Support Allowance following migration from Incapacity Benefit. Lifelong learning have a tutor based in Swansea Job Centre to upskill Universal Credit claimants.

The Welfare Rights Team continues to provide appeal representation at first tier and Upper Tribunal hearings in respect of Social Security Welfare Benefit and Tax Credit hearings. The team delivers a range of training courses focusing on the main welfare benefits to staff of the Local Authority, partner agencies and other organisations. This ensures that our workforce (and staff in other organisations) are kept up-to-date with changes in legislation. The team raised £3,569.45 from selling courses and trained 56 Council Staff saving the Authority from paying outside organisations. The team also provide policy advice and support and respond to consultations on welfare reform. The Welfare Rights Advice Line continues to provide specialist advice to front-line staff to assist them with their clients benefit issues.

5.14 Violence against Women, Domestic Abuse & Sexual Violence

Strategic work has been strengthened by the development of our partnership approach to tackling violence against women, domestic abuse and sexual violence (VAWDASV). The new Swansea Violence against Women, Domestic Abuse & Sexual Violence (VAWDASV) Strategy 2018 - 2022 has been published this year following a full consultation process with professionals and community members. This Strategy gives a longer term commitment to our goals of ensuring prevention, protection and support of VAWDASV.

The Domestic Abuse One Stop Shop (OSS) continues to develop its services through a multi-agency partnership approach. The range of services on offer are across the continuum of need, from crisis drop-in through to the Freedom Programme, Nurturing Programme, and coffee and crafts sessions. Surgeries on a range of issues are on offer including legal advice, substance misuse and debt advice. The OSS services are monitored by the Partnership Group who aim to provide services that cover a continuum of care from prevention, crisis and after care and are accessible by all members of the community. Work is being started to look at implementing specific support for male victims and those from the LGBT community.

To reinforce our preventative agenda we have implemented the Domestic Abuse Hub, following the Council's Domestic Abuse review - part of a Council review of Family Support services through the Sustainable Swansea programme.

The review saw the launch last year of a new Domestic Abuse Hub bringing together Swansea Council and its partners in health, police and the third sector to help children and families experiencing domestic abuse or escalating relationship problems. Council staff, service providers, partner agencies, charities and survivors have all contributed to its design.

The DA Hub provides a whole family approach to ensure children, young people and their families feel safe, and not afraid, now and in the future, by being supported by the right people at the right time, so that they get the help they want and need. It has a multi-agency focus and is simplifying the pathways into support services, including mental health and substance misuse.

5.15 Easy read

Last year we published our annual review in three formats:

- full report
- summary
- easy-read.

We will do the same this year to ensure the information is accessible as possible.

5.16 Wales Interpretation & Translation Service (WITS)

As a result of our membership of the WITS partnership, we have a co-ordinated approach to all interpretation and translation, including telephone and face-to-face provision. This does not include in-house Welsh-English translation through our translation unit.

The top five languages requested in 2017 – 2018 were:

1. Arabic
2. Polish
3. Kurdish (Sorani)
4. Bengali
5. Romanian

5.17 Change Fund

Through the Third Sector Change Fund in 2017-18, a total of 16 third sector and voluntary organisations were financially supported through grants to deliver services and projects across Swansea. A number of these organisations work with, or represent the interests of, people with protected characteristics. In 2018 a Third Sector Compact Agreement was refreshed outlining how Swansea Council and the sector will work together in the future.

5.18 Children and Young People LGBT Funding

Grant funding was made available from April 2013 to provide a pilot support service to LGBT young people aged 13 to 25. Grants were awarded to two organisations to work jointly to provide the pilot service. This service has been successful and will be reviewed in 2018 to ensure this support continues in the future.

6. Concluding comments

This annual report has allowed us to assess our progress during the second year of our refreshed SEP. Progress has been made against all of our Equality Objectives and the amount of additional information we have to report over and above our Equality Objectives continues to grow, which is very positive. This demonstrates both our ongoing commitment to the equality agenda and the additional progress that is being made.

Appendix 1

Equality Objectives – Progress Update

Equality Objective 1 – Ensure equality of access to services

Corporate Priority link: Safeguarding vulnerable people

Associated actions	Deadline	Progress 2018
Poverty & Prevention		
Develop arrangements with the Corporate Complaints Team to ensure accessible mechanisms for addressing any issues arising in relation to children’s rights in Swansea (including signposting to advocates and providing feedback)	2016	Complete: All responses to queries raised through the UNCRC mailbox follow the Swansea Standard Process map for dealing with issues relating to CCS and the “Due Regard Duty” developed and agreed
Continue facilitation of Play Access Group and BME Family and Play Group	2019 – feeding into the Play Sufficiency Audit (PSA)	In progress: The Play Access Group and BAME (note change in name) Family & Play Group continue to meet and allow for an identification of key issues around access and inclusion although there have been funding and capacity issues with external partners which have impacted on the group. As these groups feed into the overall Play Network it allows for relevant issues and developments to be raised amongst a larger cohort
Provide a range of services through the Families First programme targeted at families with disabled children	March 2017	In progress: Families First has a workstream providing support for families affected by disability. This workstream includes:-

Associated actions	Deadline	Progress 2018
		<ol style="list-style-type: none"> 1. Support for families with preschool children who have an emerging or diagnosed disability. Delivered through Stepping stones. 2. Holistic family support and an advocacy service centred around ALN and education, provided by SNAP. 3. Support for young carers through the YMCA. 4. Life skills and family support for young people with very challenging behaviour and high end disability via the Local Aid Buddies project. 5. Funding to various community groups through the Disability Play grant. 6. Early Language Development support via the Early Interventions internal team.
Communications and Customer Engagement		
Introduce a new British Sign Language service at the Contact Centre	January 2017	<p>Complete: The Council now use existing internal resources to deliver a British Sign Language Service with two officers available at Level 1 BSL and three officers available at Level 2 BSL. We also have access to higher level resource as required through our partnership with the Welsh Interpretation & Translation Service and residents can request a preferred translator if they are available.</p>
Introduce a SMS texting service for residents	January 2017	<p>Complete: Service in place with 546 texts received between April 2017- March 2018 (SMS: 07919 626434)</p>

Associated actions	Deadline	Progress 2018
Provide additional support to Contact Centre customers by having staff positioned at the entrance to assist as needed	Review effectiveness every six months	Complete: The Council continues to have 'floor walkers' at the entrance of the Civic Centre to assist with resident with their queries or make payments at the payment kiosks.
Housing & Public Protection		
Develop a Rents Strategy. Part of this strategy will ensure that the arrears recovery process is easy to understand and takes account of customer needs, particularly those who may be vulnerable	2019	In progress: Preparing and responding to the changes Welfare Reform has brought over the last 18-24 months has been challenging. Resourcing the Rents Strategy has been difficult particularly as the Rents Manager post changed to job share with training requirements for the newly appointed manager. This coincided with Swansea becoming a Universal Credit live service area. Measures have been put in place to complete it by March 2019.
Continue with programme of customer access audits of Housing and Public Protection services to ensure that services are accessible to everyone	Complete every 2 years, 2017 onwards	Complete: Audits completed and reviewed November 2017
Incorporate all relevant equality issues into the new Local Housing Strategy (LHS)	2016	Complete: All equalities issues were incorporated into a dedicated chapter within the LHS. The strategy was approved by Council in 2016 and runs until 2020. In 2016, the Authority also updated its Gypsy and Traveller Needs Assessment and submitted the results to Welsh Government. The results were also used to inform the Authority's Local Development Plan (LDP)
Raise awareness of the availability of Disabled Facilities Grants (DFGs) particularly	2016	Complete:

Associated actions	Deadline	Progress 2018
in terms of disabled children and young people		We have promoted widely via a range of media including social media, websites and published information, such as posters and pamphlets which we distributed through local Doctor's surgeries and also through key partners.
Produce a strategy as part of the More Homes project for using Housing Revenue Account resources to provide more Council Housing, which will help meet the needs of a diverse community	2016	Complete: Strategy reported and endorsed by full Council in November 2016
Provide burial/cremation arrangements in line with the requirements of Swansea's diverse community	Monitored monthly	In progress: Minimal demand. Ongoing and monitored monthly
Develop protocol for inspection of dwellings proposed to be used to accommodate asylum seekers	2016	Complete: Protocol is in place and being followed
Legal and, Democratic Services		
Continue to review Polling Stations; seeking to improve them to ensure a positive experience for the voter	Elections: May 2016 and May 2017	Complete: Every 4 years there is a Polling District/Polling Station review which is due at the end of the year. During the elections last year consideration was given to public access in line with our electoral duties/electoral commission guidance. Where improvements to access were required these were addressed.
Cultural Services		
Continue project in libraries to introduce or improve the computer skills of people of all ages	2016 and ongoing	In progress: We continue to provide digital inclusion opportunities and work with partners to deliver digital literacy opportunities to over 50's

Associated actions	Deadline	Progress 2018
Consider sourcing and implementation of additional/improved visual impairment computer aids in libraries	2016	<p>In progress: Currently we are looking at renewing licenses for Zoomtext for computers which are being upgraded onto Windows 10.</p> <p>Recent Grant funding at Townhill library gave us the opportunity to purchase an additional large key keyboard.</p>
Continue variety of activities that takes Swansea Museum to older people and groups	2016	<p>In progress: Outreach Talks: The museum continues to provide talks to a wide range of community groups, day centres, dementia support groups and residential units. The three most popular talks remain the Swansea Blitz, Mumbles Railway and History and Treasures of Swansea Museum. A few other optional talks are available.</p> <p>30 outreach sessions were delivered to a total of 1268 people.</p> <p>It is estimated that over 95% of attendees are 55+, with the majority of them over 70 years of age.</p> <p>The talks are varied in length depending on group and primarily are aimed at reminiscing rather than in depth history.</p> <p>Memory Boxes: Memory boxes have been produced in partnership with Library Services.</p>

Associated actions	Deadline	Progress 2018
		<p>Memory boxes remain popular and used although distribution and return can sometimes be problematic. Recording numbers is also proving difficult despite box covers clearly requesting people to fill in the usage numbers in the enclosed recording book.</p> <p>Boxes are themed or by decade and include objects donated which are not required for the collection and permission provided for educational purposes or through occasional purchase on eBay or car boot sales.</p> <p>Volunteering: Swansea Museum continues to offer volunteering opportunities to all age groups, however the majority of volunteers are 55+ and several volunteers are in their 80s.</p> <p>The museum currently has approximately 50 volunteers listed on a variety of tasks and projects including research, documentation, gallery assistants, tour guides and Olga crew. The majority of volunteers are individuals who approach the museum directly. Swansea Museum also works in partnership in regard to volunteering opportunities with SCVS, RISW, Friends of Hafod Copper Works and U3A.</p> <p>Volunteer hours for 2017 totalled 3125 hours the equivalent of approximately 2.1 full time staff.</p>

Associated actions	Deadline	Progress 2018
Explore the history and heritage of the LGBT community as an option for the Museum programme	2018	<p>In progress: There were discussions with Unity and other partners on a project that did not come to fruition.</p> <p>A consultation was held with Good Vibes, the LGBT Youth Forum, regarding an overall major HLF bid to celebrate the 150th Anniversary of YMCA Swansea which would start in 2018. A few activities were identified for the overall bid including exploring Polari language and coming out proms etc.</p> <p>The consultation also raised the issue of the 2017 anniversary of the 1967 act, which effectively decriminalised homosexuality. A project idea around celebrating that through a Young Roots application unfortunately was not explored further as both YMCA and the museum had current HLF Young Roots applications already under development. However, these ideas may be developed under the overall activity plan for a YMCA bid or a potential future Young Roots bid.</p> <p>In the Autumn, there will be a major exhibition on suffrage in Swansea. We are awaiting the results of WAG grants to community groups to be announced. If any of the local LGBT groups have secured a grant, an approach will be considered to look at incorporating one of the projects into the exhibition.</p>
Undertake a range of equality-focused activities at the Glynn Vivian, working with groups such as children & young people,	2018 – and continue to monitor	<p>In progress: Learning & engagement programmes:</p>

Associated actions	Deadline	Progress 2018
disabled people, BME and LGBT communities		<p>Over the past year we have continued to offer a range of activities for vulnerable people including:</p> <ul style="list-style-type: none"> • Art Baba's – for young parents and carers • Saturday Family drop workshops- open drop in workshops for the community • Saturday family bookable workshops – intergenerational workshops for children aged 4-12 • Young art force – Arts award accredited classes for NEET and home-schooled children • Workshops for people with visual impairments and / or special needs through Swansea Day Service centres • Wednesday Adult Art Classes – for people aged 55+, offering social accessible workshops for older people. • Asylum seekers and refugees workshops, trips and travel reimbursement. <p>We have also trialled films for LGBT people and attempted to run a filmmaking project with Cardiff based LGBT film Prize IRIS, which had to be cancelled due to low interest.</p> <p>We worked with Gentle radical on their WOW film clubs for women of colour.</p> <p>Exhibitions & Displays: We also presented our Swansea Open exhibition which includes everyone living or working in the City. This was followed by an exhibition entitled, These</p>

Associated actions	Deadline	Progress 2018
		<p>Waters have Stories to Tell, with artists from Canada, Mauritius, Australia, Estonia, Cyprus and Wales.</p> <p>Interpretation: All of our publications and promotions are bi-lingual, and our interpretation includes an App and page-turner for people who are visually or hearing impaired, with labels available in large print, soon to be placed on i-pads. We also have blind describing systems for selected artworks.</p>
<p>Continue to deliver Dylan Thomas Centre Heritage Lottery Fund Project Activity Plan</p> <p>Action amendment for 2018 onwards: Following completion of the Dylan Thomas Centre's successful HLF project (ended March 18), continue to build on and deliver the range of equality-focused activities developed throughout the project, in line with Corporate Priorities.</p>	2017	<p>Complete: The activity element of the Dylan Thomas Centre's Heritage Lottery Funded Project ended in March 2018. The exhibition and legacy work will continue.</p>

Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.

Corporate Priority link: Safeguarding vulnerable people

Associated actions	Deadline	Progress 2018
Poverty & Prevention		
Develop a Hate Crime Strategy	March 2017 with annual	In progress:

Associated actions	Deadline	Progress 2018
Increase understanding of hate crime and awareness of how to report it amongst staff and key partners	monitoring thereafter	<ul style="list-style-type: none"> • Hate Crime Stakeholder Action Plan established and is a dynamic document. • HC Planning Group meets quarterly. • HC E-learning course reviewed and is being accessed by staff as a mandatory course (118 to end of Feb 2018). • Train the Trainer course has been developed by Victim Support. • HC awareness week events co-ordinated and undertaken, one of which was a HC seminar for Council staff. • HC agenda was scrutinised by Council in November 2017 and result was positive. • Victim Support take the lead on this agenda as commissioned by Welsh Government.
Maintain a framework for the delivery of Prevent interventions and support to vulnerable individuals at risk of or being drawn into violent and/or non-violent extremism.	2020 - with action plan reviewed and updated annually	<p>In progress:</p> <ul style="list-style-type: none"> • Participating in the Home Office Dovetail pilot until Oct 2019 • Local Authority Channel Co-ordinator managing case load • Community Integration and Partnership Manager chairs Channel Panel • Multi-agency Channel Panel meets monthly to discuss cases. • Interventions in place for current cases. • Prevent Action Plan 2017-20 established and maintained.
Increase awareness amongst staff and partner organisations on modern slavery and how to signpost victims	March 2017 with annual monitoring thereafter	<p>In progress:</p> <ul style="list-style-type: none"> • Regular Modern day slavery sessions delivered in Western Bay. In the last 12 months a total of 291 people attended these sessions.

Associated actions	Deadline	Progress 2018
		<ul style="list-style-type: none"> • Modern Day Slavery Train the Trainer session was held in Swansea and attended by 30 multi-agencies staff. • First Responders session was held for Swansea Social Workers colleagues and attended by 20 staff members. • Swansea Social Services Strategic Working Group is currently developing internal referral pathway, and will be finalised soon. • The Wave Radio Station in Swansea aired a series of infomercials on Modern day slavery during the safeguarding week in Nov. • The Coco Coordinator is currently assisting colleagues in procurement to develop code of practice flowchart and the mainstreaming of Modern slavery concerns in the supply chain. • The Cohesion Coordinator currently providing the secretariat to the Western Bay Anti-Slavery Forum.
Continue role of BME Family and Play Group within cross-sector Play Network in relation to hate crime awareness and understanding of modern slavery	2019 – feeding into the Play Sufficiency Audit	<p>In progress: Several training opportunities facilitated with good cross internal and external partnership attendance.</p>
Establish a working group to explore opportunities in relation to confidence and safety in getting around the City and County of Swansea	2017	<p>In progress:</p> <ul style="list-style-type: none"> • Initial meetings held with Senior Managers at First Cymru. • Public feedback from Ageing Well events and young people’s “Big Conversations” fed into development plans for the City Centre.

Associated actions	Deadline	Progress 2018
Housing & Public Protection		
Review the Statement of Policy for Licensing in respect of alcohol, entertainments and late night refreshment, taking particular account of the need to ensure protection of children	July 2018	In progress: 17-5-18 Cabinet for approval for reviewed policy to be issued for consultation Consultation due to end 8-6-18 26-7-18 - Results of consultation reported to Council for adoption of the reviewed policy
Review the Council's policy in respect of gambling, taking particular account of the need to ensure protection of children and vulnerable people	January 2019	This review will progress nearer to the deadline
Raise awareness of doorstep crime and scams to prevent people becoming victims	2016 and ongoing campaigns will take place	In progress: Continue to work with community groups and visits to raise awareness of scams and doorstep crime
Provide training and raise awareness with support agencies in identifying scams	2016 and ongoing training will take place	In progress: Ongoing training to both internal and external agencies training staff to ensure they can assist consumers in spotting scams and how to report them
Highways & transportation		
Undertake Safer Routes in Communities (SRIC) project with schools	Annually	In progress: SRIC for St Thomas successfully completed 2017/18. Successfully secured further funding for Gower SRIC 2018/19.

Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People’s Rights Scheme
Corporate Priority link: Safeguarding vulnerable people

Associated actions	Deadline	Progress 2018
Corporate Actions		
<p>Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training</p>	<p>2017</p>	<p>In progress:</p> <p>Child & Family: Staff have been encouraged to attend training and a register of attendees is now in place and follow up training will be offered to ensure 100% compliance. Presentations have taken place at SMT and team meetings throughout the service.</p> <p>Education: All staff are encouraged to attend/participate in the UNCRC corporate training.</p> <p>Highways: Safeguarding Children training being carried out by whole service – Ongoing</p> <p>CBPS: All employees within CBPS have received Safeguarding awareness training of which the UNCRC is a key part of this training.</p> <p>Poverty & Prevention:</p>

Associated actions	Deadline	Progress 2018
		<p>Funded projects supported by the CYP Fund are required to evidence how children & young people are involved in the planning and delivery of services, in line with the UNCRC</p> <p>Workforce development opportunities offered by Life Stages Team through Poverty and Prevention, Education and Child and Family Services training programmes.</p> <ul style="list-style-type: none"> • UNCRC training provided to new Councillors upon induction • Bespoke workforce development opportunities offered by Life Stages Team as requested and necessary.
<p>Promote and raise awareness of the UNCRC by embedding children's rights within day to day practice and utilising the Children's Rights logo in all promotional activity</p>	<p>2017</p>	<p>In progress:</p> <p>Child & Family: This is achieved in day to day practice via the SOS Practice framework.</p> <p>Education: The Education Department promotes and raises awareness of the UNCRC at every opportunity.</p> <p>Highways: Safe Routes in Communities and Walking Routes to Schools ensure children's rights are being considered – Ongoing</p> <p>Legal: Children's rights are considered by both legal and access to services officers during the report clearance cycle and in decision making process.</p>

Associated actions	Deadline	Progress 2018
		<p>CBPS: Safeguarding awareness and updates are a regular item on the monthly team briefings held with all employees.</p> <p>Poverty & Prevention: The Children’s Play Team feature ‘Dilly’ in all relevant publicity and information and contribute to UNCRC awareness events, significantly International Children’s Rights Day (20th Nov). UNCRC due regard information is disseminated by The Children’s Play Team at every opportunity to support awareness and responsibility across departments and members.</p> <p>Continued use of ‘Dilly’ the children’s rights logo:</p> <ul style="list-style-type: none"> • a Dilly flag flies during planned periods from the Civic Centre Building • #DillyDragon #DdraigDilly linked to the Corporate Facebook and Twitter • Promotional materials like pens, headphones, water bottles, posters and badges have been circulated; • Consistent use of Dilly uniform for staff at public event <p>Partners have linked pieces of work and the UNCRC to Dilly’s work. This includes promoting Dilly on:</p> <ul style="list-style-type: none"> • ‘Playful Schools’ plaques and signage • ‘Smoke Free Beach’ and Smoke Free School Gates’ signage • Throughout the Best Start Campaign

Associated actions	Deadline	Progress 2018
		<ul style="list-style-type: none"> regular posts to the Children’s Commissioner’s ‘Rights Hour’ Twitter feed <p>Digital & transform: There is the recent children and young people’s data protection policy as an example of how we have ongoing work to actively promote children’s rights – www.swansea.gov.uk/youngpeopleprivacy</p>
Ensure quality opportunities for Children & Young People’s voice in policy/service developments that affect them	Ongoing with annual monitoring	<p>In progress: Child & Family: CFS Participation strategy is in place – April 2018</p> <p>Education: The Education Department ensures that the voice of children and young people is heard with all major policy and service development by utilising the Pupil Voice Forum, the Big Conversation, School Councils and pupil specific consultation meetings.</p> <p>Adult Services: A Carers Strategy is in the process of being developed; this will reflect the views of young carers.</p> <p>Highways:</p>

Associated actions	Deadline	Progress 2018
		<p>Children consulted in Safe Routes in Communities and Walking Routes to School – Ongoing – Leading to successful application for SRIC Grant Funding for Gower 2018/19</p> <p>CBPS: Always considered, an example being their involvement on our “More Homes” project where local children designed safety posters that were displayed on the site</p> <p>Poverty & Prevention: Children and young people engaged in the consultation process for both the Poverty and Prevention Strategies. Easy read documents were produced to accompany the full documents which supported Pupil Voice sessions held during the autumn of 2017</p> <p>For the Play Sufficiency Assessment (PSA) a cyp summary was produced and distributed via schools and face to face which explains why there is a duty to secure sufficient play, what the findings were, what we will do and allows an opportunity to say whether they feel we are doing enough and what they would like to see.</p> <p>Consultation processes are used at every opportunity with the regards to the development of any play spaces</p> <p>Specific consultation and engagement with pre-school children was undertaken to identify their wants and needs as part of the Childcare Sufficiency Assessment (CSA).</p>

Associated actions	Deadline	Progress 2018
		<p>As their number one request was for play, particularly, outdoors, this was a major focus for delivery, funding and training during 2017/18 with a wide range of new opportunities made available.</p> <p>6,087 children and young people had opportunities to have their voices heard through Big Conversation mechanisms co-ordinated by the Life Stages Team including:</p> <ul style="list-style-type: none"> - Big Conversation forums - Pupil voice forums - Forums for care experienced children and young people - Specific consultations such as the consultation on the play and childcare sufficiency assessments - Voting in the UK Youth Parliament - CYP Super Survey <p>Cultural Services: The overall EIA for Swansea Museum was revised in 2015 to take account of “Due Regard” to the UNCRC. Ongoing projects such as Kids in Museums, Sharing Treasures Project and the overall education programme continue to involve targeted children and young people.</p> <p>A bid has been submitted to WAG for the re-development of a temporary exhibition gallery back to a permanent gallery dedicated to natural history and science. If funding is secured the bid contains a substantial element for consultation with</p>

Associated actions	Deadline	Progress 2018
		young people, schools and community groups. If funding is not secured a smaller scale consultation will be undertaken.
Poverty & Prevention		
Continue to embed Children's Rights in all practice and procedures within the department and with partner commissioned organisations	2017	<p>In progress: UNCRC Standards have been included in the template for all Social Care Contracts for 18/19</p> <p>Children's rights are embedded in the following corporate plans:</p> <ul style="list-style-type: none"> • Strategic Equality Plan • Democratic Services Reporting • Health & Safety Emergency Planning. • City of Culture plans • City Centre Redevelopment plans. • Strategic Equality plans in schools • Corporate Parenting Strategy • Swansea's Early Years Strategy • Healthy and Sustainable Pre-School Scheme • Play Sufficiency Assessment • Young People's Service plans. • Children and Young People's Strategic Partnership Plan • Swansea's Wellbeing Plan
Raise awareness of "Big Conversation Mechanisms", ensuring children & young people have an understanding of a variety of opportunities to have their voice heard	2017	<p>In progress: A sustained increase of participants in Big Conversation has continued with 2399 children and young people engaging in face to face forum activity.</p>

Associated actions	Deadline	Progress 2018
		<ul style="list-style-type: none"> New opportunities to extend the age range of Big Conversation were planned and promoted.
Develop a communication strategy and campaign plan with key objectives to be delivered across the whole of Swansea	2016	<p>Complete: Communication strategy to promote Children’s Rights has been developed as above, and in line with the Corporate Communication and Engagement team.</p>
Establish a working group to explore issues around gender stereotyping	2017	<p>Complete:</p> <ul style="list-style-type: none"> Hosted a Gender Stereotyping Seminar on 12th Oct 2017 with over 60 colleagues from across the authority attending to hear talks from Stonewall Cymru & Swansea University in relation to the impact of gender stereotyping on children & young people. Held a Pupil Voice Forum on 31st January 2018 to explore issues around identity and equality & to promote inclusion within schools. 30 Primary/Secondary pupils attended aged 10-18 Yrs. (7 Secondary & 6 Primaries) Supported a Gender Equality talk on 8th March 2018 for International Women’s Day with 20 colleagues in attendance. Held a Big Gender Equality Conversation on the 18th of May 2018 with 72 comprehensive school aged pupil from 9 comprehensive schools at Gorseionon Youth Club to consider the impact and explore solutions and consider how schools might tackle the issues raised.

Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user’s needs are at the centre of all planning and commissioning activities

Corporate Priority link: Safeguarding vulnerable people

Associated actions	Deadline	Progress 2018
Child and Family Services		
Further develop our front door service in accordance with the Social Services and Wellbeing (Wales) Act to enable equitable access to information, advice and assistance about statutory services and the preventative sector	2016	In progress: Vanguard Systems review is taking place July 2018
Develop a service for perpetrators of domestic abuse including 1:1 and group work, informed by service user feedback, which supports the work already being undertaken with women and children where domestic violence is a feature in their lives	2016	Complete: Completed in 2016 with the development of the DV Hub
Implement the Active Offer of Advocacy Arrangement to help ensure children and young people have access to additional support to have a voice in the decisions that affect them	2016	Complete: In place as of April 2017
Develop and implement Looked After Children Review arrangements, which enable children and young people to lead on their reviews	2017	In progress: Part of the Participation Strategy
Further develop and implement the Signs of Safety Methodology within Social Work	2017	Complete:

Associated actions	Deadline	Progress 2018
Teams. This is a strengths based model which promotes the voice of the child, includes their family and wider networks in safety planning and is focused on outcomes		SOS implementation strategy in place and reviewed annually. Recent review, April 2018, by WBCSB acknowledged the impact of SOS in this area.
Develop a Child Disability Strategy consulting with children, young people, families, multiagency partners and the third sector to ensure that disabled children and their families can access a range of provision across the continuum of need – accessing the right opportunity/service from the right place at the right time	2017	In progress: This work sits under the FSCG and is progressing with collaboration from Education and P&P. The impact of the new ALN Bill and the IAS service is being considered.
Develop a leaving care service in partnership with a third sector provider. Final 'shape' of the new service to be informed by partners and young people's views	2016	Complete: Completed in 2016
Develop a comprehensive support and review framework for all individuals awarded a Special Guardianship order. Services to include training opportunities for carers, groups for young people and general advice and assistance via a dedicated team	2016	Complete: Completed in 2016
In accordance with the Social Services and Wellbeing (Wales) Act, develop policy and procedures for a Swansea "When I'm Ready" scheme in line with Welsh Government Guidance. This will enable	2016	Complete: Completed in 2016

Associated actions	Deadline	Progress 2018
more young people to remain with their foster carers beyond the age of eighteen and until they are ready for independence		
Develop an updated Disability Strategy for Children in accordance with the Social Services (Wales) Act. This will include greater involvement of parents and carers in Care planning via the increased use of Direct Payment packages	2016	Complete: Completed in 2016
Further establish Social Services involvement in the provision of support for children who require therapeutic support by <ul style="list-style-type: none"> continued and active membership by the Head of Service of Child and Family in the Mental Health Planning Group developing packages of therapeutic support for children, families and significant adults from the recently established Internal Therapy Team 	2016	Complete: In addition a regional MAPPS service with Clinical Psychology support has been established to provide support to children with complex needs.
Adult Services		
Further develop safeguarding measures for vulnerable adults in a safer, personal and more timely way	2016	In progress: A review has been undertaken into the approach to safeguarding in Adult Services. This has concluded that the process needs to be redesigned to provide a consistency of approach and dealing with safeguarding issues in a timely manner. A revised structure will be proposed and it is planned

Associated actions	Deadline	Progress 2018
		that this will be implemented in 2018/19. This will ensure that the approach to safeguarding is as robust as possible.
Improve the deprivation of liberty and safeguarding (DOLS) processes	2016	<p>In progress: A new dedicated DoLS team has been created. It is too early to quantify the impact of this team, but there is intended to be a significant improvement on performance and greater adherence the statutory timescales. It is intended that this team will allow the Authority to be fully compliant with its statutory obligations.</p>
Review integration with health in the three community hubs	2016	<p>In progress: 3 Integrated Hubs have been in place since April 2015. Service users report a more joined up service and clear evidence of person-centred approach. In the last year, considerable work has been done to strengthen the role of the multi-disciplinary team of social workers, Occupational Therapists, Physiotherapists and District Nurses at the Common Access Point. This is ensuring that those who access the Common Access Point get consistent and good quality Information and Advice and those that require more ongoing support is minimised in line with their needs/</p>
Continue to transform adult service in order to ensure a citizen directed service	2016	<p>In progress:</p> <ul style="list-style-type: none"> • All Adult Services Practice Framework has now been developed and training is now being delivered to the teams. This is encouraging social work practitioners and those responsible for assessment to take a more person-centred, outcome focussed approach. • Adult Services is developing its approach to co-production of services. Good examples over the last year include the

Associated actions	Deadline	Progress 2018
		<p>development of the Supported Living Framework which service users and families/carers co-produced.</p> <ul style="list-style-type: none"> We continue to develop our in-house service provision in line with the wishes and needs of those we work with.
Further review Commissioning Plans for Adult Services	2016	<p>In progress:</p> <ul style="list-style-type: none"> Commissioning Strategies for people with a Learning Disability, Physical Disability and Sensory Impairment and Mental Health Concerns have now been agreed by Cabinet. Work is required to look at the Commissioning Strategies for Older People going forward.
Web pages updated as appropriate to improve access to information, assistance and advice	2017	<p>In progress:</p> <p>This continues to be work in progress in line with the requirements surrounding Information, Advice and Assistance contained in the Social Services and Wellbeing Act.</p>
Develop Adult Social Work practice framework. This approach needs to be strength based and outcome focused, to promote the voice of service users, their families and the wider community	2017	<p>In progress:</p> <p>Practice Framework has now been developed; training is now being delivered to the teams. As part of this, we are coproducing the amended assessment format and a handbook for service users to guide them through the assessment process.</p>
Further develop our front door service in accordance with The Social Services and Wellbeing (Wales) Act to enable ease of access to information, advice and assistance and also preventative services	2017	<p>Complete:</p> <ul style="list-style-type: none"> All Information and Advice Assistants trained to provide information, advice and assistance as well as signpost people to preventative services. A full Multi-Disciplinary Team is now in place at the Common Access Point to offer information and advice.

Associated actions	Deadline	Progress 2018
		<ul style="list-style-type: none"> A common approach to Information, Advice and Assistance has been developed across Social Services so there is consistency of approach.
Continue to increase the take up of Direct Payment as a way to ensure that people with eligible social care needs are able to access services that are suitable to their needs	2017	In progress: The uptake of Direct Payments is steadily increasing and further work is ongoing to ensure that the support service is designed to provide appropriate support. Further work is also ongoing to look at the rates of pay for Independent Living Support Assistants to ensure that they can be recruited to support people.
Ensure current assessment tool is compliant in accordance with Welsh Government recommendations in preparation for the implementation of The Social Services and Wellbeing (Wales) Act	2016	In progress: Assessment tool has been designed so it is compliant; further developments are planned as part of the Practice Framework development.

Equality Objective 5 – Improve pupil attainment and continue to close performance gaps

Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Progress 2018
Education and Poverty & Prevention		
Children and young people from ethnic minority backgrounds continue to achieve at least as well as their peers at end of Key Stage 4 (KS4)	Annual analysis of Key Stage 4 results in autumn term.	In progress: 64.1% in 2017 compared to 57.7% for other pupils.
Learners from Asian / Bangladeshi backgrounds achieve at least as well as their peers at end of Key Stage 4	Annual analysis of Key Stage 4	In progress: 53.7% in 2017 compared to 57.7% for other pupils.

Associated actions	Deadline	Progress 2018
	results in autumn term.	
Maintain improving trends in assessment of boys and girls at Key Stage 2 (KS2) and Key Stage 3 (KS3)	Annual analysis of Key Stage 2 and 3 results in autumn term	<p>In progress: KS2: results for both boys and girls have improved over five years and the gender gap has reduced slightly.</p> <p>KS3: results for both boys and girls have improved over five years but the gender gap has widened.</p>
Close the performance gap between boys and girls	Annual analysis of results in autumn term	<p>In progress: KS2: gender gap -6.0% in 2015 improved to -4.1% in 2017.</p> <p>KS3: gender gap -6.6% in 2015 widened to -8.5% in 2017.</p>
Close the performance gap between pupils who receive free school meals (FSM) and those who don't	Annual analysis of results in autumn term	<p>In progress: KS2: five-year upward trend in FSM results, but FSM remain over 16% below non-FSM.</p> <p>KS3: Strong upward trend for FSM pupils, but results remain over 18% below non-FSM.</p>
Reduce inequalities in school readiness	2019	<p>In progress: Flying Start Programme continued to operate with the Foundation Phase Profile adapted for pre-school children and the Wellcomm speech and language screening tool rolled out across all childcare settings.</p> <p>Further development of the Best Start Campaign through Social media, posters and events.</p>

Associated actions	Deadline	Progress 2018
		<p>Consolidation of the Jig-so Project supporting young parents during their child's 1st 1000 Days.</p> <p>Collaboration with the Health Board and Public Health Wales to facilitate a 1st 1000 Days multi-agency event to inform a new action plan.</p>

Equality Objective 6 - Provide equality support for schools
Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Progress 2018
Continue progressive improvement to access to infrastructure in schools	Annual return to Welsh Government, March	In progress: The Council's bid for 21 st Century Schools (Band B) funding has been approved subject to individual business cases receiving approval. This will continue the progressive improvement to access to infrastructure in schools.
Young people from Gypsy and Traveller communities are offered appropriate access to secondary education and support in engaging with those opportunities	2017 with termly monitoring	In progress: A revised Gypsy and Traveller multi agency group oversees this work led by Head of Service within the Education Department. Further consultation has taken place this year, with further work on future service options being explored by the group.
Launch tool for Recording of Identity Based Bullying across all schools	August 2016 with termly analysis	In progress: The tool was launched but with limited success. A large number of schools are now using software called My Concern to record all incidents of Safeguarding. We are promoting this software to schools and are looking to get overarching view of all incidents at a Council level.

Associated actions	Deadline	Progress 2018
Review guidance to schools on Strategic Equality Plans and present update to Headteachers at a termly meeting and via the schools newsletter	2016	Complete: The guidance was reviewed and a refreshed SEP template was rolled out to schools alongside a bespoke equality impact assessment template.
Continue the contractual agreement with UNICEF UK to embed the Rights Respecting Schools Award in all schools in Swansea	2017	Complete: The contractual arrangements with UNICEF UK have ceased in 2017 as all schools either have reached level 1 or are working towards this status. A sustainable plan for peer led assessment is in development for roll out in 18/19 so the status of schools Rights Respecting Schools wards can be maintained in the future
Ensure schools are protecting children and young people from being drawn into terrorism by having robust safeguarding policies in place to identify children at risk, and intervening/supporting them as appropriate.	2020 - with action plan reviewed and updated annually	Complete: <ul style="list-style-type: none"> Referral process in place. 87 schools (2361) members of staff have received Prevent awareness training in total. Schools advised to include Prevent in their safeguarding policies during the awareness training and wording provided when requested.
Ensure schools are directed to relevant Welsh Government guidance so this can be practiced in schools, for example: provision of counselling, specific equality-related advice and information and any relevant training for school staff, pupils and governing bodies	As guidance is issued	In progress: There is a section on Staffnet to provide schools with all the latest information and a new section is being created on the national Hwb platform going forward.
Develop and publish Transgender Guidance for schools	2017	Complete: The guidance has been developed with the support of Stonewall and is available to all schools.

Associated actions	Deadline	Progress 2018
Stonewall training offered to all schools via Education through Regional Working (ERW)	2016	Complete: The Stonewall training was offered via ERW and schools can continue to access support directly from Stonewall.

Equality Objective 7 - Provide opportunities via apprenticeships and work placements
Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Progress 2018
Corporate Building and Property Services (CB&PS)		
Work experience placements – provide quality opportunities to students to experience the real workplace. Enable a student to understand and develop the necessary skills to equip them for their chosen career path	Ongoing - as placements are arranged	In progress: Over 45 weeks of on-site work experience placements given to school leavers within CBPS.
Ensure that all future recruitment within CB&PS continues to be undertaken within the realms of the Equality Act 2010; paying particular attention to the apprenticeship recruitment programme. Further develop links with external groups/organisations to enable wider awareness of the initiative and support CB&PS. The continuation of the apprenticeship programme is dependent on future budget approval	Annually	In progress: We will be recruiting a further 18 apprentices in September 2018 taking our total to 198 in the past ten years. Links with Social Services and Education to promote the apprenticeship programme continue with excellent progress being made in particular with Looked After Children where the Swansea “Family” plays a major part in what we are trying to achieve.

Equality Objective 8 - Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children

Corporate Priority link: Creating a vibrant and viable city and economy

Associated actions	Deadline	Progress 2018
Implement the Pavements for People Policy	Ongoing	In progress: The Council continues to ensure that the standards set out in the policy are exercised and adhered to
Review accessibility of street furniture, e.g. seating	2017	In progress: The review is ongoing and inventory being updated.
Installation of dropped kerbs to assist access where needed	Case by case basis	In progress: Dropped kerbs now require Councillor community budget funding.
Ensure all new pedestrian crossings are designed to ensure safety for all	As new crossings are developed	In progress: Ongoing and being undertaken as new crossings are provided
Consider equality issues when designing highway and traffic schemes	As projects are designed	In progress: Quality audits being undertaken for major schemes, which consider equality issues as part of the design process e.g. Kingsway
Provide permits for qualifying care organisations and carers to park within residents parking bays	As needed	In progress: This initiative is still being undertaken

Equality Objective 9 - Improve access to public transport by bus for disabled and older people, as well as families with young children

Corporate Priority link: Creating a vibrant and viable city and economy

Associated actions	Deadline	Progress 2018
Promote the RNIB REACT system for visually impaired people at the Bus Station The system gives audio messages about the services at each departure bay and provides a wayfinding tool in association with the tactile strip through the concourse	Ongoing	In progress: The REACT fob system is no longer supported by the RNIB so their alternative smart mobile phone app is being explored as an alternative.
Continue to implement programme to provide raised kerbs at bus stops to allow easy access for all passengers. Continued engagement with disability groups	Ongoing	In progress: Raised kerbs are provided as bus shelters are upgraded and also as part of highway improvement schemes.

Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty

Corporate Priority link: Tackling poverty

Associated actions	Deadline	Progress 2018
Poverty & Prevention		
Through the Families First and Flying Start programmes, deliver a range of services to children, young people and their families to improve outcomes, through interventions such as Parenting, Language and Play etc.	March 2017	In progress: Families First continues to develop new and initiative ways to deliver services to children, young people and their families. In 2017/18 Families First engaged with 6,499 cases, comprised of 12,031 individuals Flying Start continues to provide the Best Start in life for children in our most deprived areas.

Associated actions	Deadline	Progress 2018
		In 2017/18 2955 children benefitted from the Flying Start programme. The childcare attendance average remained on target of 80%.
Promote and provide a range of upskilling opportunities on a multi-agency basis in order to achieve quality services through the workforce development approach. This will include training on Motivational interviewing, Team Around the Family (TAF), Solutions Focused Thinking, etc.	March 2017	In progress: 699 training places were provided to professionals on 17 different subject matters
Identify those young people who are most at risk of becoming NEET (not in employment, education or training) and provide them (and their families) with the personal support they require to remain engaged with education, employment and training	October 2017 – annual snapshot	In progress: Robust multi agency monitoring and tracking continues to take place under the authorities Engagement and Progression Plan, overseen by the NEET Board.
Continued use of Child Poverty Impact Assessments (CPIAs) for Play	2019 – feeding into the Play Sufficiency Audit	In progress: The Impact Assessments continue to be used on key developments, including the Open Space Strategy and play's engagement within the City Centre development projects on Swansea Central Public Realm
Food Poverty Community Interest Company: Create a food enterprise to tackle food poverty and feed people well in Swansea	2017	Complete: A Food Enterprise company was established on 1 st April 2018 and this was floated out of the Local Authority to operate autonomously, linking in the with Poverty Forum.
Deliver a range of services through the, Communities for Work Plus and	March 2017	In progress:

Associated actions	Deadline	Progress 2018
<p>Communities for Work Programmes, and through the effective allocation of the Legacy Fund that support people and families in our most deprived communities to improve their opportunities and reach their potential</p>		<p>The Communities First and LIFT Programme has been phased out across Wales during 2017/18. A transition process during this period has enabled the successful allocation of Welsh Government funding to deliver the new Communities for Work Plus Programme and allocation of Legacy Funding, initially until March 2020. The Communities for Work Plus Programme provides employment support through intensive one to one mentoring. This programme works alongside the Communities for Work Programme but can support people who are ineligible for it. CfW+ therefore supports those who are short term unemployed and those who are poor employed. CfW+ prioritises support in Delivery Areas that match the Communities First Cluster footprint, but is not restricted to supporting people who reside in these areas. The Legacy Fund both builds upon the successful and most valued elements of the former Communities First Programme, whilst further supporting the effective delivery of both the Communities for Work and Communities for Work Plus Programmes through resources targeting financial inclusion, digital support, community learning and the emerging Swansea Working programme that aligns employment support in Swansea and ensures a holistic approach to putting the right support at the right time in place.</p>
<p>New action added for 2018 Lifelong Learning Service: Provide a wide range of high quality accredited and non-accredited Adult Education provision throughout Swansea,</p>	2020	<p>In progress: Lifelong Learning provides: Unaccredited informal learning in Beginners IT, Creative Arts and Well-being, delivered across Swansea to provide those</p>

Associated actions	Deadline	Progress 2018
<p>supporting learners to improve and enhance their employment skills and prospects through various learning opportunities</p>		<p>who might not consider learning, the opportunity to try. This provision increases social inclusion and wellbeing with a diverse group of individuals sharing the learning experience. <i>Progress is measured through (RARPA forms – Recognising And Recording Progress and Achievement)</i></p> <p>Bespoke and co-delivered Digital Support, Family Learning, Essential Skills, and Learning for Life offered for hard to reach, economically inactive and marginalised demographic groups. Projects include Healthy Living/Eating, UC Digital Support, Work Club Support. <i>Measured through project specific progression and outcome targets which can include accreditation.</i></p> <p>Pre-Entry to Level 2 Essential Skills Wales (ESW) and Agored Cymru accreditations in Family Learning, Essential Skills, Skills for Work, Digital Literacy and IT. We also deliver Level 1 and 2 in ECDL. Through our programme of learning we can support Fast Track attainment of Level 2 ESW qualifications – equivalent to GCSE A-C grades. <i>Measured via achievement of accreditations.</i></p> <p><i>Progression is also measured through learners being developed to explore suitable progression pathways into subsequent learning or provision.</i></p>
New action added for 2018	2018 - 2021	In progress:

Associated actions	Deadline	Progress 2018
Ensure the adoption, delivery and effective monitoring and reporting of the Council's Poverty Strategy and Prevention Strategy		<p>Swansea's Tackling Poverty Strategy 'Working towards prosperity for all in Swansea' has been adopted by Council. The revised Strategy sets out a whole Council approach to tackling poverty in Swansea through ensuring that tackling poverty is everyone's business and an accompanying Delivery Plan that includes cross departmental commitments.</p> <p>Swansea's first Prevention Strategy has also been adopted by Council. Placing a preventative approach at the heart of everything we do, underpinning corporate priorities and delivery of the Well-Being Plan and Social Services Well-Being Act.</p> <p>Appropriate Key Performance Indicators are being finalised across the Council for both strategies including establishing baselines, targets and expected reporting timeframes for each objective.</p> <p>The Poverty and Prevention Strategy Delivery Team also supports the Poverty Forum, Swansea Partnership Poverty Forum, Financial Inclusion Steering Group and the delivery of key objectives within both strategies.</p>
Provide a welfare rights training programme to support staff from Swansea Council and partner organisations to negotiate the significant changes to the benefits system resulting from Welfare Reform	2017	<p>In progress: The Welfare Rights Training programme was completed with most courses oversubscribed.</p>
<p>New action added for 2018 Provide a specialist advice line service to support staff of Swansea Council and partner organisations negotiate the welfare</p>	2018 – 2020	<p>In progress: The advice line runs three days a week – Monday, Wednesday and Friday. The queries on the advice line have become more</p>

Associated actions	Deadline	Progress 2018
benefit system to ensure that clients are receiving their correct entitlement.		complex due to the significant changes, which particularly affect BME and EEA nationals.
New action added for 2018 Appeal Representation at both first tier and Upper Tribunal hearings	2018 - 2020	In progress: The provides an appeal representation service to clients of staff of Swansea Council and partner agencies.
Finance & Delivery		
Provide support for Universal Credit (UC) applicants by providing two digital self-serve zones in the Contact Centre, as UC is an on-line application. Our customer service team will provide digital support, assistance with making on-line applications and UC advice and information to customers. A Personal Budgeting Support service has also been arranged for appropriate UC customers	Assess effectiveness every six months	In progress: We no longer manage the contact centre and so are not responsible for 'providing' the 2 digital self-service zones although we do use them. Also, overall responsibility for managing the Authority's support for UC applicants lies with the Poverty and Prevention team. However, Benefits staff provide digital support and assistance with making on-line applications for UC from the 2 digital zones in the contact centre as part of the authority wide team.
Provide a dedicated take-up advice line and email address to offer welfare advice to customers, which includes advice on how to claim Housing Benefit (HB), Council Tax Reduction (CTR), Discretionary Housing Payment (DHP) and help and advice on welfare reform changes and other welfare benefits	Assess effectiveness every six months	In progress: Due to the reduction in staffing resources this facility is now mostly only offered to applicants for Council Tax Reduction referred for assistance by Revenues staff. Advice on claiming Housing Benefit, Council Tax Reduction Discretionary Housing Payments continues to be provide by our staff as required by our customers every day. Provision of advice on other state benefits requiring detailed technical knowledge of those benefits is not within our remit although

Associated actions	Deadline	Progress 2018
		other departments within the authority are able to do so e.g. Poverty and prevention Team.
Proactively support all HB cases affected by the Benefit Cap	Ongoing and activity will increase when cap value falls	In progress: Benefits staff continue to support HB customers affected by the benefit cap. The cap was introduced from 2013 and the bulk implementation exercises were dealt with at the time including a second exercise when the cap value was reduced. Cases now come through on an individual basis and are dealt with appropriately.
Work with other organisations such as Age Cymru, Swansea Carers' Centre and DWP Visiting Team to provide advice and guidance on Benefits, Council Tax Reduction and Council Tax discount schemes	Assess effectiveness every six months	In progress: Funded by the Money Advice Service we have developed a relationship with Shelter Cymru to provide personal budgeting support for our customers as required. A drop in 'surgery' was set up in the contact centre earlier this year but due to the lack of take up it was changed to a referral based service. We are part of the team within the authority supporting Universal credit claimants.
Work with Foodbanks such as the Swansea Foodbank (where we are the highest distribution agent), Eastside Foodbank and the Swansea Mosque Foodbank. For all foodbanks we will act as a referring agent and provide welfare benefit advice to the foodbanks to assist customers in food crisis	Assess effectiveness every six months	In progress: A reduction in resources and plans for agile working (no storage space) means that we no longer hand out food parcels but we continue to distribute food parcel vouchers on behalf of the local foodbanks.
Provide advice to parents and schools on Free School Meals (FSM) and Uniform Grant queries	Assess effectiveness every six months	In progress: The section continues to do this providing a dedicated enquiries line for schools to ring with queries relating to free school meals.

Associated actions	Deadline	Progress 2018
Provide advice and information to customers on a range of assistance available, e.g. Warm Home Discount, Welsh Water Assist, Healthy Start Vouchers, Discretionary Assistance Fund, Passport to Leisure, etc.	Assess effectiveness every six months	In progress: We continue to do this and are in discussions about taking over the day to day management of the Passport to leisure scheme with the intention of streamlining the application process for the convenience of our customers.

Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities
Corporate Priority link: Building sustainable communities

Associated actions	Deadline	Progress 2018
Communications and Customer Engagement		
Continue programme of equality engagement with key forums and groups including: Disability Liaison Group, BME Forum, LGBT Forum and 50+ Network Continue to support equality-related events in association with these forums and groups Improve engagement with local disability groups via the Disability Liaison Group (DLG)	Assess effectiveness annually	In progress: This work has continued as per narrative report (5.4) and specific 50+ update below.
Review the City and County of Swansea Local Service Board & Healthy City Board Ageing Well and Strategy for Older People Action Plan 2015 – 2019	Annually	In progress: We have continued to work with the Network 50+ and Dementia Friendly Swansea to develop work around Ageing Well

Associated actions	Deadline	Progress 2018
Include work with Swansea Network 50+ and other relevant engagement mechanisms / methods with older people in the annual review		
Organise an event to include an Annual Meeting of Swansea Network 50+ and a public event to mark UK Day of Older People	Annually	In progress: UK Day for Older people's celebration took place in October 2017 as well as a number of other engagement activities.
Poverty & Prevention		
Ensure that the Big Conversation continues to encompass a range of mechanisms that aim to facilitate the widest possible participation of all children and young people	2017	In progress: A sustained increase of participants in Big Conversation has continued with new opportunities to extend the age range of Big Conversation planned and promoted. 6,087 children and young people had opportunities to have their voices heard through a range of Big Conversation mechanisms co-ordinated by the Life Stages Team including: <ul style="list-style-type: none"> • Big Conversation forums • Pupil voice forums • Forums for care experienced children and young people Specific consultations such as the consultation on the play and childcare sufficiency assessments <ul style="list-style-type: none"> • Voting in the UK Youth Parliament • CYP Super Survey
Continue a range of inclusive play specific consultation with identified groups and individuals. Undertake specific consultation with key groups with protected	2019	In progress: Ongoing consultation with parent/carers and reps. Significant consultations include:

Associated actions	Deadline	Progress 2018
characteristics as part of the 2016/19 Play Sufficiency Assessment		<ul style="list-style-type: none"> Siting of the location for Swansea's first wheelchair swing in a public park including with young wheelchair users The process for play & leisure opportunities as part of the Commissioning Review of disability services including two specific engagement events and an engagement day for young people
Engage with traveller communities via Play on Wheels mobile play	2019 – feeding into the Play Sufficiency Audit	In progress: Play on Wheels continued to deliver outreach mobile play opportunities at the morganite site with 28 sessions delivered during 17/18
Ensure a wide range of engagement by local people, including the most marginalised members of the community, in the Communities First (CF) Programme. Activities will include information sharing, active participation, collaboration and partnership working between individuals and organisations, and empowering local people	March 2017	Complete: The Communities First Programme had established a Community Engagement and Support Team to ensure that the most disengaged community members were able to access services and support locally and empower people and communities to become more resilient. The role and resources for future Community Empowerment is in the process of being developed with Welsh Government at the time of writing.
Ensure that the relevant aspects of the Ageing Well Plan are embedded within these Equality Objectives from 2017 onwards	2017	In progress: We will look to review Ageing Well objectives in line with Human Rights approach for 18/19
Housing & Public Protection		
Implement an updated Local Tenant Participation Strategy (LTPS) 2015-18	2018 - reviewed quarterly with	In progress:

Associated actions	Deadline	Progress 2018
	Tenant Steering Group	The new TP strategy for 2018-2021 is currently under review and will be finalised by the end of 2018. This will be carried out in consultation with tenants.
Continue to work in partnership with the Youth Inclusion Team, to encourage participation of young people in housing matters (with the aim of setting up a group exclusively for young people and encouraging them to join other groups)	Annual progress review in December of each year	In progress: A visit has taken place to Parklands School YR 6 pupils in response to contact from them on safety in our high rise blocks and the feedback was positive from the school. The big housing conversation youth group hasn't met recently due to difficulties in recruitment, therefore the service is exploring the use of social media to engage with young people.
Promote and raise awareness of the availability of: – Same Sex Marriage into the Civil Marriage ceremony The legal process which enables couples who have previously entered into Civil Partnerships to convert them into marriage	Monitored monthly	In progress: Ongoing and monitored monthly. Information updated on website
Corporate Building and Property Services		
Review current consultation with local access groups to improve physical access to buildings and services	Ongoing with annual reviews	In progress: To date Jason hasn't been asked to attend any meetings but is happy to attend the SAFE meeting and the Disability Liaison Group as and when required and if workloads enable him to.
Economic Regeneration & Planning		
Focus on engagement arrangements and methods with equality groups to ensure inclusivity and help improve the delivery of ongoing work programmes	Ongoing with annual reviews	In progress: Significant engagement undertaken as part of the design of the Swansea Central scheme and planning application process,

Associated actions	Deadline	Progress 2018
		the Kingsway regeneration project, the deposit LDP and various other projects and initiatives across the service
Cultural Services		
Raise awareness of Cultural Services and identify any barriers to participation via engagement with key equality groups	2018 - and continue to monitor progress	<p>In progress: With the current commissioning process taking place within Cultural Services, there is work being undertaken to monitor the equalities impact as part of process and ensuring equalities polices of the bidders are clearly evident as a mandatory part of the process.</p> <p>We endeavour to use models that represent the diverse citizens of Swansea and we try to ensure that our marketing campaigns appeal people of every community and that is supported through our videography and imagery. This is referenced in tender specifications.</p> <p>Swansea Museum: Exhibition and project work has included work with NEET young people and young carers. Swansea Opera exhibition included work with a number of BAME groups including African Community centre and the Chinese Community Centre.</p> <p>During 2018, the One Swansea exhibition will explore immigration and identity. As part of the exhibition, workshops and contributions will be sought from current refugees and asylum seekers. The museum will also be working in partnership with Race Council Cymru, African Community Centre and YMCA Swansea on a project exploring identify and</p>

Associated actions	Deadline	Progress 2018
		music targeting BAME young people. A separate project in partnership with Race Council Cymru and the UK Parliament will explore the 50 th anniversary of the Race Relations Act. In the autumn an exhibition on the 100 th anniversary of suffrage will also explore contemporary issues for young women today.

Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities
Corporate Priority link: Building sustainable communities

Associated actions	Deadline	Progress 2018
Housing and Public Protection		
Deliver a Tobacco Action Plan for Swansea, which will concentrate on areas identified in local needs assessments and mapping exercises	As per deadlines in action plan	In progress: Action plan has been delivered and is ongoing with illicit tobacco and smoke free beaches.
Cultural Services		
Ensure that relevant equality issues are considered when revising leisure centre (and other venue) timetables	Ongoing	In progress: Equality issues are always taken into consideration when timetabling activities. Where changes to programmes identify potential implications to individuals or groups, then the necessary consultation would be undertaken prior to the changes. There is no charge for carers or companions accompanying disabled users who need assistance to ensure that this is not a barrier to participate.

Associated actions	Deadline	Progress 2018
		The Council publish access statements for Leisure Centres on their webpages.
Develop Inclusive Futures Programme working on disability sport programmes events and legacy	2018 - and continue to monitor progress	In progress: The inclusive futures programme was successfully piloted in Swansea. It has since been taken on nationally by Disability Sport Wales. Our involvement is now through our Disability Sports Development officer who can refer to and use the resources of the scheme when necessary
Continue rollout of Insport to target partners and voluntary organisations to encourage integration of disabled people into mainstream sport clubs through national governing body of sport pathways	2018 - and continue to monitor progress	In progress: Insport continues to be a key driver of our approach to disability sport. We continue to accredit clubs and organisations and will ourselves be looking to increase our INSPORT national accreditation following an audit and presentation to a national Disability Sport panel in May 2018
Increase opportunities for young people to participate in after-school (extra-curricular) sporting opportunities	2018 - and continue to monitor progress	In progress: This is a fundamental role of the community sports development and active young team. Links between school and club sport, community capacity building and consultation with young people remain a daily part of the team's operational plan.
Continue to take steps to further reduce the gender gap in participation in sport and physical activity	2018 - and continue to monitor progress	In progress: We continue to offer girls only activities and consult regularly with girls in school and community settings. We also lead the "Us Girls" programme in Swansea, targeting girls aged 11-19 in areas of poverty. We have had national recognition for this programme and were nominated for a UK sports development award through Streetgames in 2018.

Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues

Corporate Value link: People focus

Associated actions	Deadline	Progress 2018
HR & OD		
Regularly review training material to ensure it is up-to-date and covers emerging work areas e.g. age-friendly communities, dementia, UNCRC, etc.	Six monthly reviews	<p>In progress: This work has been routinely completed and training resources continued to be monitored and amended where necessary.</p> <p>Dementia awareness and Child safeguarding including CSE and Human Trafficking are on our learning portal.</p> <p>All E-learning is reviewed by subject matter experts to ensure appropriateness of application.</p>
Ensure that all school based staff and teachers have access to appropriate equality-related awareness raising training	Access currently in place. Promotion to be planned with Chief Education Officer in 2016 and demand monitored 6-monthly	<p>In progress: Demand has been limited. Internal provision has been adequate to fulfil training demand.</p> <p>Equality and other issues are available on the E Learning Portal, in addition School Based staff can access the Staff net where they can view policies etc.</p>
Develop a suite of e-learning courses on a modular basis to cover subject areas such as dementia, hate crime, trafficking etc.	December 2016	<p>Complete: The following e-learning training courses have been added to our portfolio:</p> <ul style="list-style-type: none"> • Dementia Awareness • Domestic Violence Awareness • Transgender Awareness

Associated actions	Deadline	Progress 2018
		<ul style="list-style-type: none"> • Welsh Language Awareness • Safeguarding <p>In addition: A Hate Crime training course has been developed and piloted; it is currently awaiting amendments</p> <p>Our equality & diversity e-learning course continues to be monitored for appropriateness</p>
Regularly review Corporate Induction to ensure training is up-to-date and covers emerging work areas e.g. age-friendly communities, dementia, UNCRC, etc.	Six monthly reviews	<p>In progress: Completed on a regular basis to ensure corporate induction is relevant and fit for purpose.</p> <p>This is again being reviewed in relation to potential enhancement to the process of induction through additional on-boarding and new areas of induction.</p>
Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	Annually	<p>In progress: Corporate training is recorded and can be reported via the Council wide Learning Management Data System (OLM)</p> <p>This is ongoing and annual reports of Training delivery and analysis of demand is undertaken to inform future course planning.</p>
Poverty & Prevention		
Deliver appropriate and suitable levels of training on the UNCRC & Children's Rights	2017	<p>In progress:</p> <ul style="list-style-type: none"> • Workforce development opportunities offered by Life Stages Team through Poverty and Prevention,

Associated actions	Deadline	Progress 2018
		Education and Child and Family Services training programmes, training 141 members of staff. <ul style="list-style-type: none"> • UNCRC training provided to new Councillors upon induction • Bespoke workforce development opportunities offered by Life Stages Team as requested and necessary, e.g. Children's Rights in Pre-School Settings
Re-circulate the staff survey first completed in 2014 to all staff and Councillors to measure knowledge and understanding of children's rights and the UNCRC	2016	Complete: Following the initial baseline survey a follow up survey was run to gauge the understanding of Children's Rights. This showed an improvement in understanding and knowledge of the UNCRC and identified areas for development
Deliver Asylum Seeker and Refugee Awareness Training to enable staff to understand issues facing asylum seekers and refugees and make services more accessible and welcoming	2017	In progress: This year training has been delivered to colleagues in Culture and Tourism and Workways
Develop and disseminate information on Swansea's migrant communities for staff and elected Members	2017	In progress: Relevant and current information passed on to elected members (including Cabinet members), and staff as required and appropriate. This includes information incorporated in the joining process of Intercultural Cities Network
Deliver awareness events and Workshop to Raise Awareness of Prevent (WRAP) Training to appropriate frontline staff and Elected Members	2020 - with action plan reviewed and updated on an annual basis	In progress: In this reporting period, April 17 – March 18 <ul style="list-style-type: none"> • 499 individuals (including staff from Social Services, CMHT, Schools & Flying Start and Elected Members) received Prevent awareness training

Associated actions	Deadline	Progress 2018
		<ul style="list-style-type: none"> • 101 members of staff received Extreme Right Wing awareness training. • 239 members of staff completed the mandatory Prevent e-learning course.
Legal and Democratic Services		
To provide 6 monthly updates on legal section of intranet site as to case law dealing with equality issues	Every 6 months	In progress: An Equalities Bulletin was published in May 2018. This looked at all relevant case law and reported on key cases.
All departments		
Continue to provide and promote service-specific equality training / information where needed	Ongoing via annual updates	In progress: Examples from across the organisation include: Education: All staff are required to complete the online corporate equalities training module. Adult Services: Adult Services has developed a Training Needs Analysis which will inform an all Adult Services Workforce Development Plan. Equality Training will form part of this. Highways: Mandatory training is delivered. Rolling programme of all staff receiving equality training particularly front line staff Communications:

Associated actions	Deadline	Progress 2018
		<p>The Communications team helps promote equality issues via our internal Communications platforms to all staff and training opportunities are promoted and discussed within the team.</p> <p>Poverty & Prevention: Funded play projects receive training in and awareness of inclusion as an essential requirement of funding.</p> <p>The Early Years Training Booklet continues to include training for providers around Disability Awareness/ Confidence, Fun with Welsh, and sessions on sex trafficking and similar.</p>

Equality Objective 14 - Comply with the Procurement and Assessment of Impact regulations set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011

Associated actions	Deadline	Progress 2018
<p>When procuring works, goods or services, we will have due regard to whether it would be appropriate:</p> <ul style="list-style-type: none"> • for the Pre-Qualification and/or award criteria for that contract to include considerations to help meet the general duty • to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty 	<p>Review effectiveness every six months</p>	<p>In progress: All procurement activity undertaken by the Council must have due regard to the general equality duty. In addition, all procurement activity with a potential cross border interest must comply with the EC Treaty principles which ensure fairness and transparency.</p>

Associated actions	Deadline	Progress 2018
Continue to operate the Equality Impact Assessment (EIA) process across the organisation	Review effectiveness every six months	In progress: This process continues to be applied to the subject of all corporate reports submitted to Corporate Briefing, Cabinet and Council (as well as other Committees). It is also applied to the budget setting process, major projects as well as all commissioning reviews.
Continue to quality assure completed EIA screenings and reports, providing feedback to departments	Review effectiveness every six months	In progress: Officers are supported by the Access to Services Team via meetings, initial informal feedback and bespoke team sessions on request. The EIA quality assurance process includes officers with expertise in equality, children's rights, poverty, Welsh language, consultation and engagement.

Appendix 2

Swansea Council Workforce Profile

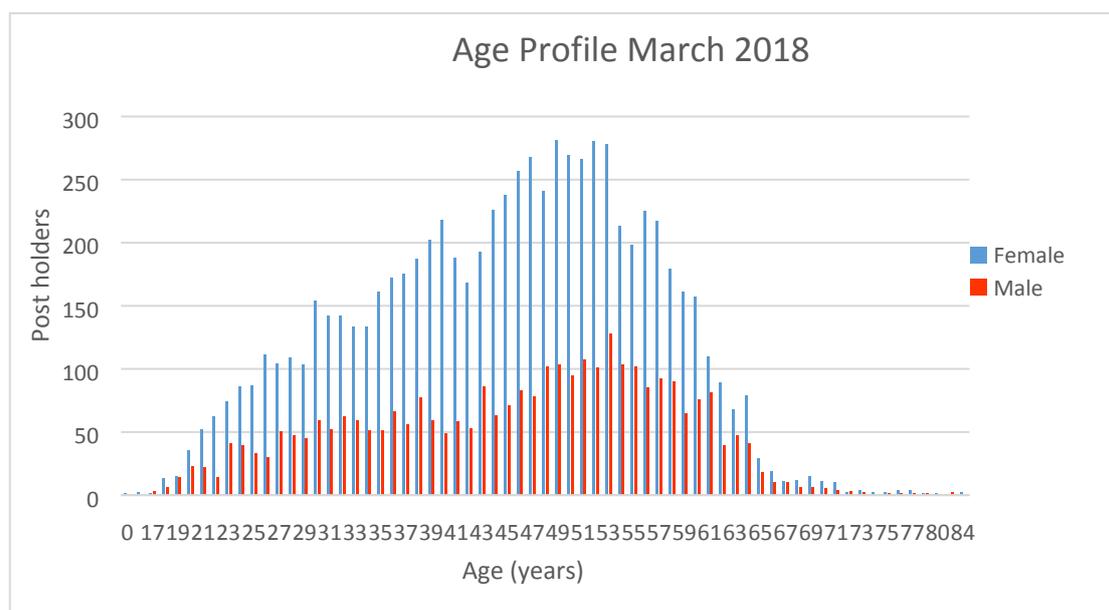
The system used to collect employment and training data continues to be updated to provide more detailed information. However, the equality data available is not complete because employees are not required to provide this information; work is ongoing to encourage employees to update their details.

Relief and Casual staff are excluded.

Gender Workforce Profile (posts)

Count of Employee Number		
Gender	Employment Category	Total
Female	Permanent - Full Time	1198
	Permanent - Job Share	66
	Permanent - Part Time	3047
	Temporary - Full Time	292
	Temporary - Job Share	7
	Temporary - Part Time	2959
Female Total		7569
Male	Permanent - Full Time	1946
	Permanent - Job Share	7
	Permanent - Part Time	413
	Temporary - Full Time	228
	Temporary - Part Time	380
Male Total		2974
Grand Total		10543

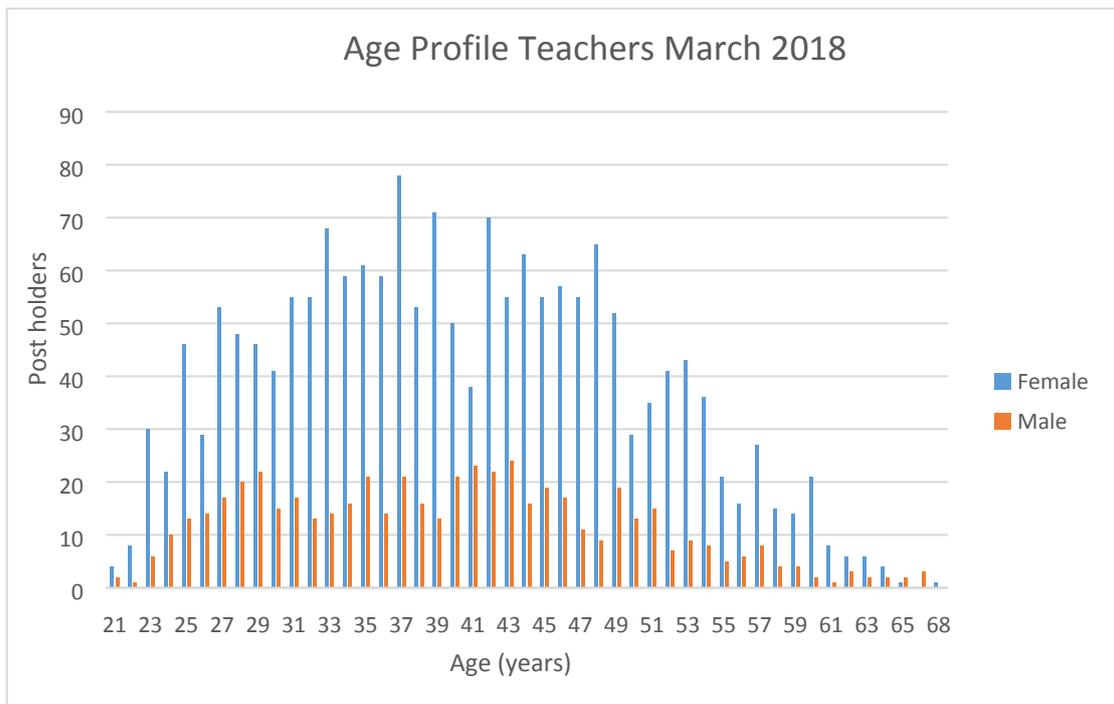
Age



Teachers

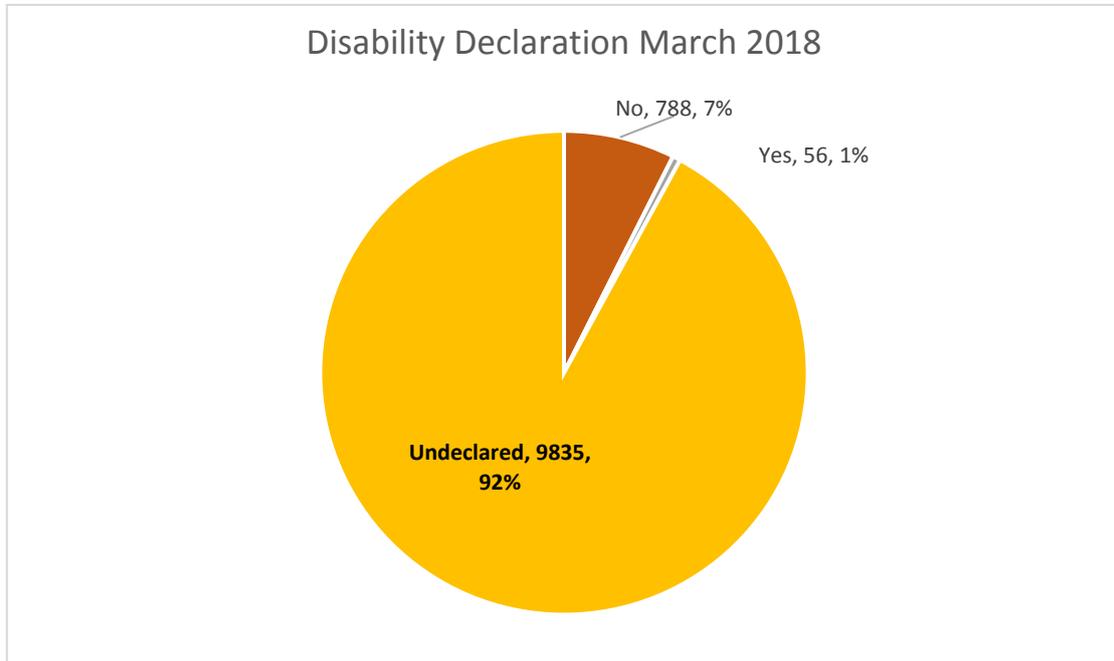
Count of Employee Number	Gender		
	Female	Male	Grand Total
Permanent - Full Time	859	387	1246
Permanent - Job Share	9		9
Permanent - Part Time	275	22	297
Temporary - Full Time	238	92	330
Temporary - Job Share	1		1
Temporary - Part Time	159	21	180
Grand Total	1541	522	2063

Teachers Age Profile

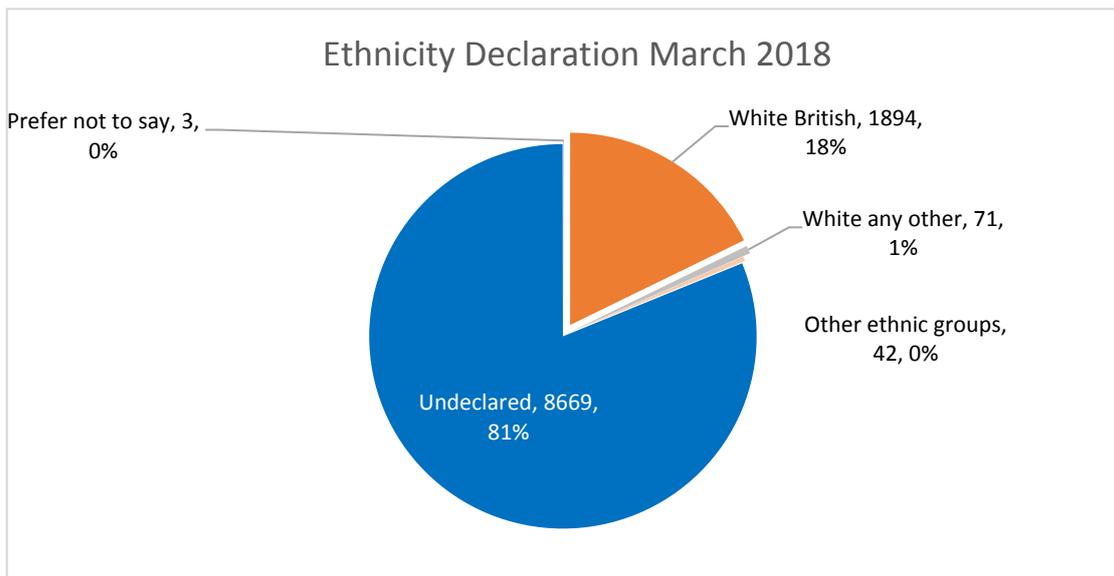


Protected Characteristics (All staff)

Disability General Workforce (posts)

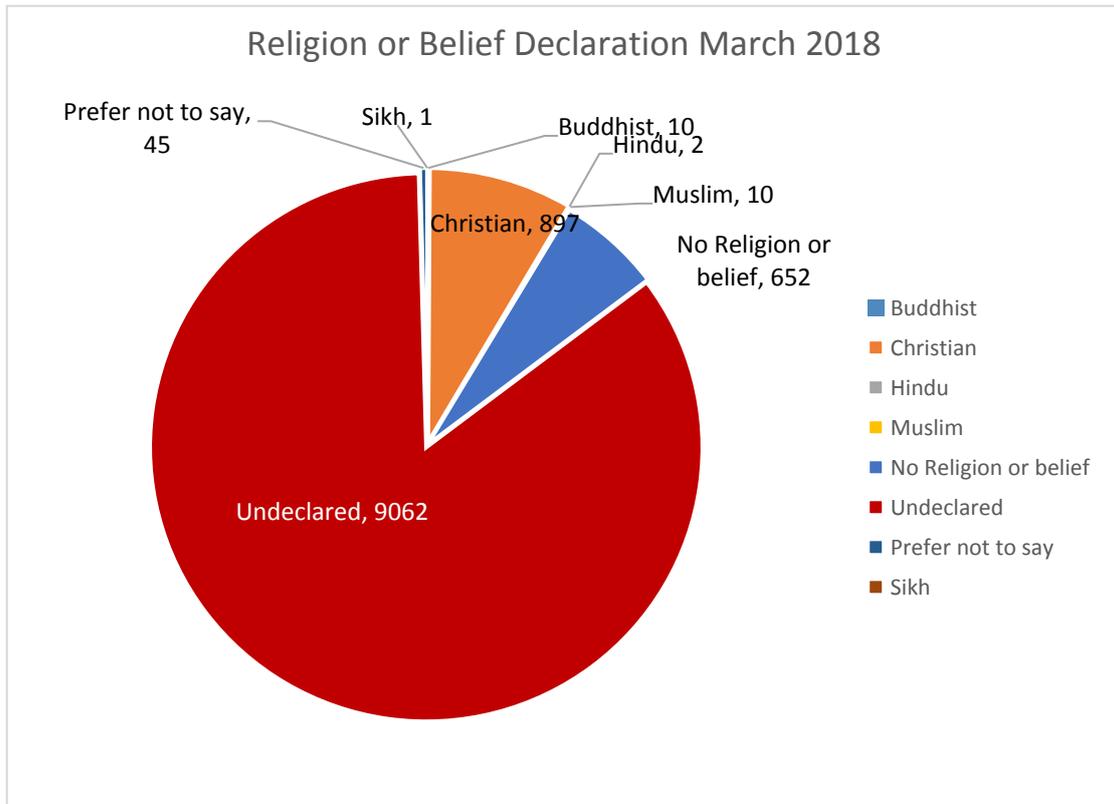


Ethnicity (posts)

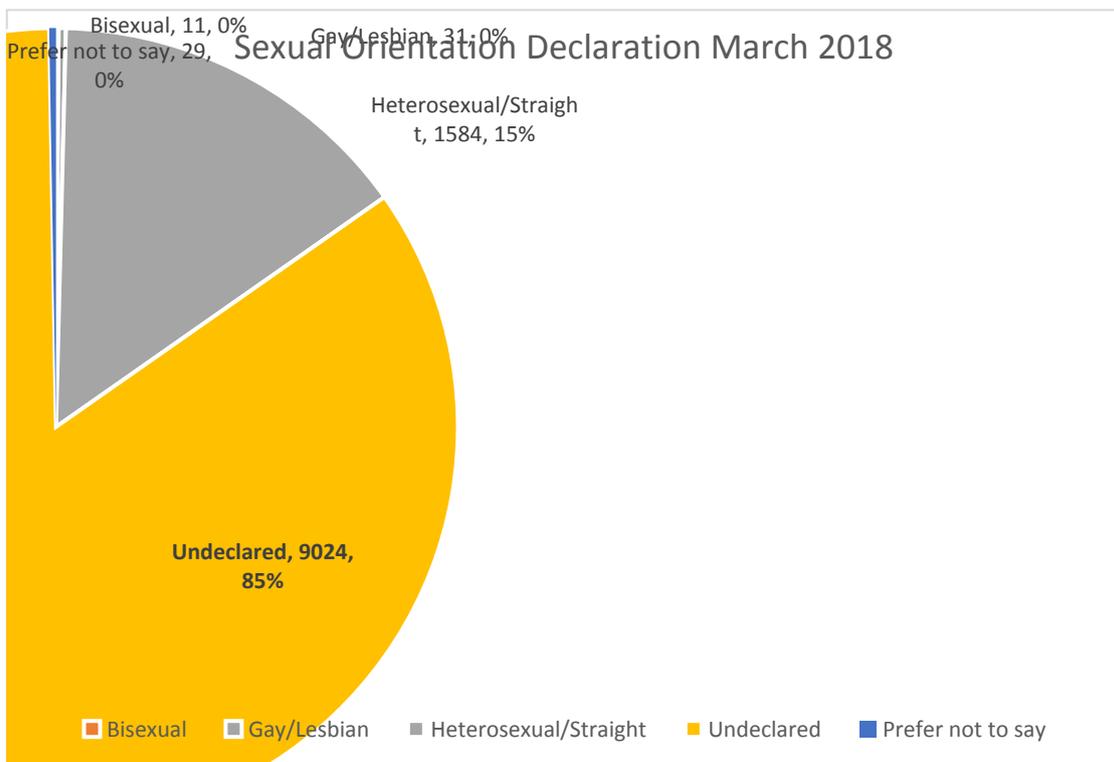


Note: the majority of employees declared as a member of an ethnic group have too few to record (less than ten) and are therefore grouped together as 'other ethnic groups')

Religion or Belief



Sexual Orientation



Training information collected 2017 – 18

NB Where figures are less than 10 these have been replaced with *

By gender:

Male	1386
Female	1638

By age:

24 and under	149
25 – 39	771
40 – 49	868
50 – 59	927
60+	309

By nationality:

British (including Welsh, Scottish, English and Irish)	1281
Non-British	28
Not specified	1715

By ethnic group:

White	676
Other (including Asian, Black, Chinese, etc.)	16
Not specified	2332

By religion:

Christianity	278
Other (including Jewish, Muslim, Buddhist etc)	22
None	210
Not specified	2514

By disability:

Long term illness, health problem or disability	17
None	129
Not specified	2879

By sexual orientation:

Straight / heterosexual	579
Gay / lesbian	13
Bisexual	*
Other	*
Not specified	2427

By gender identity:

Identify as transgender	*
Do not identify as transgender	605
Not specified	2417

Agenda Item 7

Service Improvement and Finance Scrutiny Performance Panel

Work Plan 2018/2019

All Meetings will take place in Committee Room 5
10am – 12pm (Unless stated otherwise)

Meeting 1 Tuesday June 5th	1. Election of Convener 2. Role of Panel and Terms of Reference <ul style="list-style-type: none">• Cllr Chris Holley 3. Work Plan 2018-2019 <ul style="list-style-type: none">• Cllr Chris Holley
Meeting 2 Commissioning Review Tuesday June 19th 11am – 1pm	Cultural Programme – Final Bidder Options <ul style="list-style-type: none">• Martin Nicholls – Director Place• Tracey McNulty – Head of Cultural Services• Robert Francis-Davies – Cabinet Member Culture, Tourism and Major Projects
Meeting 3 Tuesday July 10th Committee Room 3 Civic Centre	1. Welsh Language Standards Annual Report 2017/18 <ul style="list-style-type: none">• Julie Nicholas Humphreys - Customer Services Manager• Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance 2. Charges Item <ul style="list-style-type: none">• Chris Williams – Head of Commercial Services• Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance
Meeting 4 Tuesday August 14th	1. End of Year 2017/18 Performance Monitoring Report <ul style="list-style-type: none">• Richard Rowlands – Corporate Performance Manager
Meeting 5 Tuesday September 11th	1. Recycling and Landfill - Annual Performance Monitoring <ul style="list-style-type: none">• Chris Howell – Head of Waste Management and Parks• Cllr Mark Thomas – Cabinet Member for Environment and Infrastructure Management

<p>Meeting 6 Thursday September 27th Committee Room 2 Civic Centre</p>	<p>1. Equality Review Report 2017/18</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager • Cllr Mary Sherwood – Cabinet Member for Better Communities <p>2. Q1 2018/19 Performance Monitoring Report</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager
<p>Meeting 7 Monday October 29th</p>	<p>1. Corporate Complaints Annual Report 2017/18</p> <ul style="list-style-type: none"> • Julie Nicholas Humphreys - Customer Services Manager • Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance <p>2. Q1 Revenue and Capital Budget Monitoring 2018/19</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre <p>3. Revenue Outturn and Savings Tracker 2017/18</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre <p>4. Revenue Outturn 2017/18 (HRA)</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre <p>5. Capital Outturn and Financing 2017/18</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre
<p>Meeting 8 Tuesday November 13th</p>	<p>1. Q2 Budget Monitoring</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre <p>2. Annual Review of Performance 2017/18</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager • Cllr Clive Lloyd – Cabinet Member for Business Transformation and Performance <p>3. Reserve Update</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre <p>4. Mid-Year Budget Statement 2018/19</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and

	Service Centre
Meeting 9 Tuesday December 11th	<p>1. Annual Review of Well-being Objectives and Corporate Plan 2018/22</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager • Cllr Rob Stewart – Cabinet Member for Economy and Strategy <p>2. Welsh Public Library Standards Annual Report 2017/18</p> <ul style="list-style-type: none"> • Karen Gibbins - Principal Librarian for Information & Learning • Cllr June Burtonshaw – Cabinet Member for Better Communities – Place <p>3. Planning Annual Performance Report</p> <ul style="list-style-type: none"> • Ryan Thomas - Development Conservation and Design Manager • Cllr David Hopkins – Cabinet Member for Delivery
Meeting 10 Tuesday January 15th	<p>1. Q2 Performance Monitoring Report</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager <p>2. Budget Proposals</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre • Cllr Rob Stewart – Cabinet Member for Economy and Strategy
Meeting 11 Tuesday February 12th Chamber Meeting Room Civic (Room 2.1.19) BUDGET MEETING	<p>1. Q3 Budget Monitoring</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre <p>2. Annual Budget</p> <ul style="list-style-type: none"> • Ben Smith – Head of Financial Services and Service Centre
Meeting 12 Wednesday March 6th	<p>1. Review of Community Groups – Friends of Parks/Community Centres</p> <ul style="list-style-type: none"> • Tracey McNulty – Head of Cultural Services • Cllr June Burtonshaw – Cabinet Member for Better Communities - Place
Meeting 13 Tuesday April 9th	<p>1. Q3 Performance Monitoring Report</p> <ul style="list-style-type: none"> • Richard Rowlands – Corporate Performance Manager



To be scheduled;

- Commissioning Reviews 2016/17 Evaluation Item
- Additional Commissioning Reviews (TBA)
- Welsh Housing Quality Standards (TBA)
- Local Government Performance Bulletin 2017/18