

Cyngor

Rydych dan wŷs trwy hyn i ddod i gyfarfod **Cyngor Dinas a Sir** i'w gynnal yn Siambr y Cyngor - Neuadd y Ddinas, Abertawe ar Dydd Iau, 25 Gorffennaf 2019 am 5.00 pm.

Cynigir trafod y materion canlynol:

1. **Ymddiheuriadau am absenoldeb.**
2. **Datgeliadau o fuddiannau personol a rhagfarnol.**
www.abertawe.gov.uk/DatgeluCysylltiadau
3. **Cofnodion.** **1 - 12**
Cymeradwyo a llofnodi cofnodion y cyfarfod(ydd) blaenorol fel cofnod cywir
4. **Ymatebion ysgrifenedig i gwestiynau a ofynnwyd yng Nghyfarfod Cyffredinol Diwethaf y Cyngor.** **13 - 15**
5. **Cyhoeddiadau'r Aelod Llywyddol.**
6. **Cyhoeddiadau Arweinydd y Cyngor.**
7. **Cwestiynau gan y Cyhoedd.**
Rhaid i'r cwestiynau ymwneud â materion ar ran agored agenda'r cyfarfod, ac ymdrinnir â hwy o fewn 10 munud.
8. **Cyflwyniad Cyhoeddus - Dim.**
9. **Adroddiad blynyddol ar weithio rhanbarthol 2018/19** **16 - 30**
10. **Adroddiad Blynyddol 2017/18 - Prif Swyddog Y Gwasanaethau Cymdeithasol.** **31 - 107**
11. **Adroddiad Blynyddol Partneriaethau Hamdden 17/18.** **108 - 121**
12. **Cydbwyllgor Penodiadau - Bargen Ddinesig Bae Abertawe.** **122 - 124**
13. **Newidiadau i gyfansoddiad y Cyngor.** **125 - 150**
14. **Aelodaeth Pwyllgorau.** **151 - 152**

15. Adroddiadau Craffu - Adroddiad Effaith Chwarterol.

153 - 158

16. Cwestiynau gan y Cynghorwyr.

159 - 166



Huw Evans
Pennaeth Gwasanaethau Democrataidd
Neuadd y Ddinas,
Abertawe.

Dydd Mawrth, 16 Gorffennaf 2019

I: Bob Aelod o'r Cyngor

Gweddarlledu: Gellir ffilmio'r cyfarfod hwn i'w ddarlledu'n fyw neu'n ddiweddarach drwy wefan y cyngor. Drwy fynd i mewn i Siambr y Cyngor, rydych yn cytuno i gael eich ffilmio ac i'r delweddau a'r recordiadau sain hynny gael eu defnyddio at ddibenion gweddarlledu a/neu hyfforddiant o bosib.

Mae croeso i chi siarad Cymraeg yn y cyfarfod.

Dywedwch wrthym erbyn canol dydd, ddeuddydd cyn y cyfarfod.

Agenda Item 3.



City and County of Swansea

Minutes of the Council

Council Chamber - Guildhall, Swansea

Thursday, 27 June 2019 at 5.00 pm

Present: Councillor D W W Thomas (Chair) Presided

Councillor(s)

C Anderson
P M Black
M C Child
S E Crouch
J P Curtice
N J Davies
A M Day
P Downing
C R Doyle
M Durke
W Evans
E W Fitzgerald
R Francis-Davies
L S Gibbard
K M Griffiths
J A Hale
D W Helliwell
T J Hennegan
C A Holley

Councillor(s)

P R Hood-Williams
L James
Y V Jardine
P K Jones
S M Jones
L R Jones
E J King
E T Kirchner
M B Lewis
R D Lewis
W G Lewis
A S Lewis
C E Lloyd
P Lloyd
I E Mann
P M Matthews
P N May
D Phillips
C L Philpott

Councillor(s)

S Pritchard
A Pugh
J A Raynor
C Richards
B J Rowlands
M Sherwood
P B Smith
R V Smith
A H Stevens
D G Sullivan
M Sykes
G J Tanner
L G Thomas
W G Thomas
M Thomas
L J Tyler-Lloyd
G D Walker
L V Walton
T M White

Officer(s)

Jeffrey Dong

Interim Deputy Chief Finance Officer and Deputy S151 Officer.

Huw Evans

Head of Democratic Services

Allison Lowe

Democratic Services Officer

Tracey Meredith

Chief Legal Officer

Phil Roberts

Chief Executive

Ben Smith

Chief Finance Officer / Section 151 Officer

Apologies for Absence

Councillor(s): J E Burtonshaw, V M Evans, S J Gallagher, B Hopkins, D H Hopkins, O G James, M H Jones, J W Jones, M A Langstone, H M Morris, K M Roberts and R C Stewart

18. Disclosures of Personal and Prejudicial Interests.

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

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

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

- 1) Councillor D W Helliwell declared a Personal Interest in Minute 29 "Notice of Motion – Home Farm".
- 2) Councillors A M Day, R Francis-Davies, L S Gibbard, P K Jones, E T Kirchner, A S Lewis, W G Lewis, P Lloyd, C L Philpott, C Richards, D G Sullivan, M Sykes, G J Tanner, L V Walton and T M White declared a Personal Interest in Minute 30 "Statutory Pension Age".

19. Minutes.

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

- 1) Annual Meeting of Council held on 9 May 2019;
- 2) Ceremonial Meeting of Council held on 17 May 2019;
- 3) Ceremonial Meeting of Council held on 12 June 2019 subject to Councillor A M Day being added to the list of apologies.

20. Written Responses to Questions asked at the Last Ordinary Meeting of Council - None.

There were no written responses to questions asked at the last Ordinary Meeting of Council.

21. Announcements of the Presiding Member.

1) Webcasting of Meeting

The Presiding Member stated that as part of the ongoing works to enable Webcasting of Council, Cabinet, Planning Committee and the Scrutiny Programme Committee, the Meeting was being recorded.

2) Wales' best in the Federation of Master Builders' (FMB) Master Builder Awards

The Presiding Member congratulated Lynsey Davies of Building Services for being named Wales' best in the Federation of Master Builders' Master Builder Awards 2019. Lynsey will be entered into the National FMB awards on 20 September 2019. Ifan Glyn, Director of FMB Cymru, said "Lynsey is a shining example of how commitment, dedication and determination can achieve results and we wish her luck in the national final."

Lynsey Davies was present to receive her award.

3) Queen's Birthday Honours 2019

Citizens of Swansea and / or People with Links to Swansea who received awards in the Queen's Birthday Honours.

a) Commander of the Order of the British Empire (CBE)

- i) Derek Vaughan. MEP Member of the European Parliament for Wales. For political and public service.

b) Member of the Order of the British Empire (MBE)

- i) Gerallt Bowen Davies. National Operations Officer Wales, St John Ambulance. For services to First Aid provision in Wales. (Swansea, West Glamorgan)
- ii) Pamela Christine Evans. Founder and Director, Peace Mala. For services to the Promotion of Peace and Interfaith Understanding. (Morriston, Swansea)
- iii) Karen Margaret MacKinnon. For services to the Arts. (Swansea Council's Glynn Vivian Art Gallery Curator). (Brynmill, Swansea)
- iv) Michael Clive Norman. Volunteer and Founder Member Penllergare Valley Woods. For services to Welsh Heritage.

c) British Empire Medal (BEM)

- i) Ian Kevin Jenkins. Caseworker, Driver and Vehicle Licensing Agency. For public and community service in Swansea. (Swansea)
- ii) Brian Thomas Sullivan. Known as Brian Quinlan on stage. For services to charity and the Performing Arts. (Swansea).

4) Corrections / Amendments to the Council Summons

- a) **Minute 27 “Councillors’ Questions” – Question 7**
Add Councillor I E Mann to the names of those submitting the question.
- b) **Minute 29 “Notice of Motion – Home Farm”**
Add Councillor I E Mann P N May to the names of those submitting the motion.

22. Announcements of the Leader of the Council.

1) Amendments to the Cabinet Portfolios

The Deputy Leader of the Council reported that the following amendments had been made to the Cabinet Portfolios:

Business Transformation & Performance

Add

Equalities & Diversity

Delete

Commercial Services

Better Communities (People - Lead)

Add

Adult Lifelong Learning

Swansea - A Human Rights City

Delete

Equalities & Diversity

Delivery

Add

Commercial Services

Joint Consultative Committee (JCC) (Lead)

Petitions

Environment & Infrastructure Management

Add

Cycleways

Fleet Renewal & Maintenance

Parks & Cleansing

Public Transport

Homes & Energy

Add

Green Fleet Transport & Green Vehicle Adoption

He also stated that the Head of Democratic Services would email all Councillors the updated list of Cabinet Portfolios and would update the Council Constitution.

2) Welcome back Phil Roberts (Chief Executive)

The Deputy Leader of the Council welcomed Phil Roberts (Chief Executive) back following a period of illness. He also thanked Jack Straw for acting as the Interim Chief Executive during that period.

3) Local Government Reorganisation Update

The Deputy Leader of the Council provided an update on Local Government Reorganisation. He stated that a further Group was to be established to look at the issue and that they were due to feedback in October 2019.

4) Great Western Powerhouse - Collaboration

The Deputy Leader of the Council stated that the Leader of the Council would be attending a meeting in London in July relating to the possibility of creating a Great Western Powerhouse.

5) Potential Development Opportunity Along Foreshore

The Deputy Leader of the Council stated that following the recent Prior Information Notice (PIN) in relation to potential development opportunities along the foreshore, the Leader of the Council, having listened to the feedback had decided not to proceed with any development in the area of the West Cross Inn.

6) Swansea @ 50

The Deputy Leader of the Council referred to a number of current and forthcoming events linked with Swansea celebrating its 50th anniversary as a City. Swansea was made a City on 3 July 1969.

He referred to the Street Party currently being held by the Sandfields Community on St Helen's Road; the visit of the Princess of Wales and the Duchess of Cornwall to the Patti Pavilion, Victoria Park and Tabernacle Chapel, Morriston on 5 July 2019 and the Wales Air Show - Swansea Bay being held on 6 & 7 July 2019.

23. Public Questions.

A number of questions were asked by members of the public relating to Minute 28 "Notice of Motion – Climate Emergency". The relevant Cabinet Member responded accordingly. No questions required a written response.

24. Presentation - None.

No Public Presentations were received.

25. Honorary Freedom of the City & County of Swansea to Catherine Zeta Jones.

The Leader of the Council submitted a report, which considered conferring Honorary Freedom of the City & County of Swansea on Catherine Zeta Jones.

Catherine Zeta Jones CBE was born in Swansea and is a multi-award winning actress whose talents range from theatre to film. She began her career on the stage in London before becoming a TV star in the popular adaptation of H E Bates "The Darling Buds of May". She won an Academy Award for her portrayal of Velma Kelly in the screen adaptation of the Broadway musical "Chicago".

She has also been nominated for a Golden Globe and won the Critics' Choice Award, a Screen Actors Guild Award and a BAFTA for Best Supporting Actress for her performance. Catherine has also had starring roles in the films "Ocean's 12, The Mask of Zorro, Entrapment and The Terminal".

During her career Catherine has been an ambassador for Swansea and has worked with a number of charities.

Resolved that:

- 1) Honorary Freedom of the City & County of Swansea be granted to Catherine Zeta Jones;
- 2) A Ceremonial Council meeting be held on 24 July 2019 to confer the title of Honorary Freedom.

26. Membership of Committees.

The Business Transformation & Performance Cabinet Member submitted a report which sought Council approval to the nominations / amendments to the membership of Council Bodies. He also added some amendments to the report.

He referred to the report stating that the Leader of the Council had also made changes to the Authority's Member Champions as outlined below:

- 1) **Armed Forces Member Champion**
Remove Councillor J E Burtonshaw.
Add Councillor W G Lewis.
- 2) **Standing Advisory Council on Religious Education (SACRE)**
Remove Councillor W Evans.
Add Labour Vacancy.

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

- 1) **Audit Committee**
Remove Councillor W G Thomas.
Add Councillor D W Helliwell.

2) Poverty Reduction Policy Development Committee

Remove Councillor G J Tanner.
Add Councillor K M Roberts.

3) Scrutiny Programme Committee

Remove Councillor J E Burtonshaw.
Add Councillor J A Hale.

4) Corporate Parenting Board

Remove Councillor W Evans.
Add Councillor S Pritchard.

5) Armed Forces Community Covenant Panel

Remove Councillor J E Burtonshaw.
Add Councillor W G Lewis.

27. Councillors' Questions.

1) Part A 'Supplementary Questions'

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

Those supplementary question(s) required a written response are shown below:

Question 4. Councillor P M Black asked:

"Will the Cabinet Member give an assurance that there would be a transparent line in the budget setting out the maintenance amount for all to see?"

The Environment & Infrastructure Management Cabinet Member stated that he would discuss the issue with the Section 151 Officer and provide a written response.

2) Part B 'Questions not requiring Supplementary Questions'

Two (2) Part B 'Questions not requiring Supplementary Questions' were submitted.

28. Notice of Motion - Climate Emergency.

Proposed by Councillor P K Jones and Seconded by Councillor M Sherwood.

The motion reads:

"This Council notes the recent conclusion of an interim report from scientists on the Intergovernmental Panel on Climate Change (IPCC) that every effort must be made to prevent the continuing average global temperature rise exceeding 1.5C above

pre-industrial levels. However, such an increase could, with present government policies, be reached as early as 2030, with further increases in the decades thereafter. Such a scale of temperature rise threatens both human civilisation and all other life forms on the planet, with drastic disruption of agriculture, and the loss of terrestrial and marine wildlife habitats. We recognise that throughout the world, already, species of plants and animals are becoming extinct in record numbers; coral reefs, which are fundamental to marine life are dying; small island nations and coastal cities are threatened by sea level rise from the melting of polar ice sheets; the human death toll from adverse weather events – such as excess cold, excess heat, hurricane, flood – is increasing.

We note the activism of young people throughout the world, expressing their feeling of disempowerment in this situation and asking the decision-makers of today to take urgent action to protect their futures.

We acknowledge that globally, the actions required to address climate change effectively rest with national governments and require international collaboration, but there is still important work that local councils can do.

We recognise the recent history of this council in aiming to do its utmost to reduce carbon emissions, enhance biodiversity, and secure a prosperous, low-carbon economy for our region. We are proud of the actions taken by Swansea Council to date which include:

- The City & County of Swansea Pension Fund is one of the first Pension Fund's in the UK to adopt an Environmental, Social & Governance policy which commits the pension fund to reduce its already low exposure to carbon based fossil fuel investments by up to 50% over the next 4 years. In doing so, it accepts that investing in new green energy, infrastructure and socially responsible investments offers the best sustainable financial return for members of the pension fund over the long term. Progress is reported on an annual basis.*
- Changing 21,053 street lights to LED, reducing CO2 year on year by 2,198,608.49kg.*
- Delivering an annual Clean Air Roadshow to stimulate public uptake in electric vehicles and promote improving air quality.*
- Delivering insulation and energy efficiency measures to benefit tenants of our council housing.*
- Promoting Welsh & UK Government campaigns and programmes to increase energy efficiency amongst private tenants and home owners, reducing fuel poverty and reducing emissions.*
- Campaigning for the electrification of the railway line from Swansea to London.*
- Progressing work towards a world-leading Tidal Lagoon, supporting community-owned renewable energy schemes, like SCEES, to deliver clean energy and benefit local schools and community buildings.*

- *Working with others nationally to urge Welsh Government to develop electric car charging infrastructure.*
- *Being leaders of good practice in Wales through having Sustainable Development policies and approaches pre-dating the Well-Being of Future Generations Act.*
- *Recently incorporating care for the natural environment into our corporate plan as a new priority, recognizing the hugely important contribution made by the extensive work of our Nature Conservation Team.*
- *Building the first council housing in a generation here in Swansea to Passivhaus standard, and begun building new council housing to a super-energy-efficient "Swansea Standard" that will enable all components to be procured locally and reducing emissions using solar battery storage and air source heat pumps.*
- *Using innovation in construction for flagship projects such as Pentrehafod School, showcasing waste minimization and sustainability.*
- *Winning investment for innovative green technology, such as "Homes as Power Stations", as part of the City Region Deal.*
- *Continuing to seek opportunities to add to our corporate fleet of Electric Vehicles, which is already the largest in Wales.*
- *Continuing to deliver on our Carbon Reduction strategy: 42% reduction in emissions since our baseline year.*
- *Securing funding for a vast increase in Active Travel (walking and cycling) routes throughout the county and supported Swansea University's community cycle scheme.*
- *Becoming an Anti-Fracking Local Authority in 2016, having passed a motion to "oppose any unconventional gas development (fracking)" which also committed us to working towards being a fossil fuel free local authority by 2025.*
- *Implementing agile working so that our workforce may reduce unnecessary travel.*
- *Developing local procurement practices to reduce our carbon footprint.*
- *In Education, we are early joiners of the international EcoSchools programmes which encourages schools to promote recycling and reduce energy and water consumption.*
- *Encourage our Foundation Phase learning pupils to learn outdoors ensuring a respect for nature, biodiversity and eco-systems.*
- *At KS4, developing partnerships with our Universities to establish STEM workshops including the impact of climate change.*

We recognise the importance of working closely with researchers in order to have the latest knowledge and the clearest understanding about what we can do to respond to the urgent need to address climate change.

This Council therefore declares climate emergency, and calls upon the government of the United Kingdom to do the same. We commit to:

- 1. Call upon the UK and Welsh governments to provide us with the necessary powers and resources to ensure Swansea becomes carbon neutral by 2030.*
- 2. Publicise climate emergency and promote a greater awareness of the truth of climate change amongst the local population.*
- 3. Work with relevant experts in research and development to:*
 - a. Review our current strategies and action plans for addressing climate change.*
 - b. Identify any further policy changes or actions which we could undertake, within the scope of our powers and resources, to meet the challenge of climate emergency.*
 - c. Seek the help of local partners such as Swansea University and other research bodies to, within one year, produce a report to share with the community, explaining work already underway and achievements already made, as well as targets for the future.*
- 4. Update on further work undertaken by the Council in this area on an annual basis through the Council Annual Review of Performance Report section on corporate objective - Maintaining and enhancing Swansea's **natural resources and biodiversity.**"*

Resolved that the Notice of Motion outlined above be adopted.

Note: Councillor W G Thomas asked:

"I note the excellent work carried out by the Council in relation to building energy efficient homes and its impact on reducing carbon. What can we do to improve those aspects in Council premises and Offices?"

The Homes & Energy Cabinet Member stated that a written response would be provided.

29. Notice of Motion - Home Farm.

Proposed by Councillor A M Day and Seconded by Councillor C L Philpott.

The motion reads:

"We note that the Cabinet has authorised the publication of Prior Information Notices (PIN) in respect of a number of sites owned by the Council. We note the suggestion that Home Farm, located within Singleton Park, is one of the sites listed on the Sell2Wales websites.

We further note that the description states that the Council is seeking partners 'to maximise site value and in securing developers profits from market led residential, commercial and mixed use proposals..' and that the PIN continues:

Home Farm, Singleton Park - Currently a 42 unit scheme potentially including 20% affordable housing supported by Planning Pre-Application response.

We note the Council's financial difficulties but Home Farm which is located within Swansea's showcase park should not be exploited for financial reward.

We note the considerable public concern about the proposal, specifically the encroachment of residential developments into the City's largest public park, the potential loss of access to some of the City's most historical buildings, the increase in traffic from such a development and the lack of segregation of pedestrian and vehicular traffic and the problems of access and egress to the site onto Sketty Lane.

In light of this and the recent formation of the Friends of Singleton Park Group, we call upon the Cabinet to have the widest possible discussions around other suitable and appropriate uses for Home Farm which are consistent with its location."

Councillor C E Lloyd Proposed an amended motion which was Seconded by Councillor M Thomas. On being put to the votes, the amended Motion was accepted and became the substantive motion.

The amended motion reads:

"We note Cabinet has authorised the publication of Prior Information Notices (PIN) in respect of a number of sites owned by the Council. We note the suggestion that Home Farm is one of the sites listed on the Sell2Wales Websites.

We further note that the description states that the Council is seeking partners "to maximise site value and in securing developers profits from market led residential, commercial and mixed use proposals..." and that the PIN continues:

Home Farm Singleton Park – Currently a 42 unit scheme potentially including 20% affordable housing supported by Planning Pre-Application response.

Council notes initial feedback from residents following publication of the PIN and the recent formation of the Friends of Singleton Park Group. It therefore calls upon Cabinet to have the widest possible discussions around other suitable and appropriate uses for Home Farm Depot, which are consistent with its location.

We request the Leader to set up a cross party working group to consider viable options for the repurposing of the Home Farm Depot which should report to Cabinet within the next 6 months."

Resolved that the amended Notice of Motion as outlined above be adopted.

30. Notice of Motion - Statutory Pension Age.

Proposed by Councillor L S Gibbard and Seconded by Councillor C E Lloyd.

The motion reads:

"This Council notes the previous motion passed in December 2016 which called upon the Government to make fair transitional state pension arrangements for 1950s women who have unfairly borne the burden of the increase to the Statutory Pension Age with a complete lack of notification and believes it is appalling that the government has still not acted on behalf of the 15,000 Swansea women affected by their actions.

We further note the judicial review hearing at the High Court which took place on the 5th and 6th of June 2019 and eagerly await the outcome of the case.

This Council requests that the Leader writes to the Prime Minister and the Secretary of State for Work and Pensions to outline Swansea Council's continuing support for the women campaigning against state pension inequality."

Resolved that the Notice of Motion outlined above be adopted.

The meeting ended at 8.15 pm

Chair



Report of the Chief Legal Officer

Council – 25 July 2019

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

The report provides an update on the responses to Questions asked during the Ordinary Meeting of Council on 27 June 2019.

For Information

1. Introduction

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

2. Responses

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

Background Papers: None

Appendices: Appendix A (Questions & Responses)

**Providing Council with Written Responses to Questions asked at Council
27 June 2019**

1.	<p>Councillor P M Black</p> <p>In relation to Councillors' Questions – Question 4.</p> <p>Will the Cabinet Member give an assurance that there would be a transparent line in the budget setting out the maintenance amount for all to see.</p> <p>Response of the Cabinet Member for Environment & Infrastructure Management</p> <p>Having conferred with the S151 Officer, that at a minimum a separate cost centre can be established in the operational budget book to show any annual sums allocated and consequently expended by officers day to day.</p> <p>It is also highly likely that there will be a sinking fund needed to provide for spend that maintains assets and straddles many years. A separately maintained earmarked reserve could also easily be established for this purpose.</p> <p>The final decision on the best way to proceed will be made in due course.</p>
2.	<p>Councillor W G Thomas</p> <p>In relation to Notice of Motion - Climate Emergency.</p> <p>I note the excellent work carried out by the Council in relation to building energy efficient homes and its impact on reducing carbon. What can we do to improve those aspects in Council premises and Offices.</p> <p>Response of the Cabinet Member for Homes & Energy</p> <p>The Council is already carrying out a range of measures on its public buildings, schools and offices as follows</p> <ul style="list-style-type: none"> · It has already installed photovoltaics on a range of council buildings including the Guildhall and several schools and has supported the establishment of the Swansea Community Energy & Enterprise Scheme (SCEES) channeling the benefits from the PV installations into community projects. · Using innovation in construction for flagship projects such as Pentrehafod School, showcasing waste minimization and sustainability. · Building on the 42% reduction in carbon emissions as part of the aspiration to achieve carbon neutrality by 2030. · Continuing to roll out the Council's agile working strategy helping reduce costs, emissions and consequential travel.

- Delivering on its ReFit programme to implement significant energy efficiency measures to Council owned public buildings via interest free loans paid back out of the energy savings.

In addition to the existing measures in place the Council is also exploring several new opportunities as follows:-

- The potential for larger scale PV projects aimed at increasing the amount of renewable energy generated by the council.
- The inclusion of additional “greening” and renewable energy on any future Council built developments including the forthcoming City Centre Phase 2 developments, further building on its Homes As Power Stations (HAPS) concept.
- Developing all new build schools as part of our band B programme to BREAM excellent standard.
- Embedding the relevant aspects of the Well-being of Future Generations Act and the Council’s new Biodiversity corporate priority in future build and improvements works via its green infrastructure strategy.
- Encouraging further buy-in via a Council Carbon Commitment Charter to seek sign up from a wide range of public and private sector partners based in Swansea.

I trust this demonstrates the Council’s firm commitment and continuing strategy to minimise its carbon emissions through all of its activities as part of the declaration of a Climate Emergency through the approved Notice of Motion passed at the previous Council meeting in June.

Agenda Item 9.



Report of the Leader

Council – 25 July 2019

Annual Report on Regional Working 2018/19

Purpose:	To update the Council on the progress made in relation to regional working during 2018/19 – ERW, Western Bay and the City Deal
Policy Framework:	The National Model for Regional Working (Welsh Government, 2014), The Social Services and Well-Being (Wales) Act 2014 (Welsh Government), Industrial Strategy, Building a Britain for the Future (UK Government, 2017), Swansea Bay City Deal, Heads of Terms (UK Government), Strengthening Local Government: Delivering for people (Welsh Government, 2018)
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that: 1) The contents of the report are noted.
Report Author:	Joanne Portwood
Finance Officer:	Paul Roach
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 This report provides an overview of the progress made by three key regional collaborations which involve Swansea Council; ERW, the West Glamorgan Regional Partnership (formerly the Western Bay) and the Swansea Bay City Deal. This report seeks to;

- describe each partnership, what they have been set up to achieve, who is involved and respective roles and responsibilities (with a particular focus on the Council);
 - examine Governance arrangements, including scrutiny;
 - identify the priorities for each partnership and assess progress during 2018/19;
 - identify challenges and areas for further development;
 - outline future plans and opportunities.
- 1.2 The information contained within this report has been drawn from a wide range of reports and sources of information including; Swansea Council's Scrutiny Inquiry into Regional Working (Swansea Council 2018) and from Annual Reports, Plans, Inspections, Reviews of ERW, Western Bay and the City Deal
- 1.3 Some regional working arrangements have been established by legislation, whilst others are based on voluntary arrangements. The footprints for regional collaboration also varies. Currently there are 4 Education Consortia, 3 Regional Learning and Skills Partnerships, 7 Regional Partnerships (Health and Social Care) and 4 City and Growth deals, which encompass anything from 2 to 10 Local Authorities. The result of this is that some partners operate in multiple regional areas depending on which service or funding is involved.
- 1.4 Swansea Council's Scrutiny Inquiry into Regional Working found that the Council was involved in more than 100 regional collaborations which equated to more than 600 days of Officers' time each year (excluding posts which were specifically funded to support regional working). There are no consistent governance arrangements for regional working, and public information on regional working arrangements varies.
- 1.5 Swansea Council is currently playing a leading and proactive role in major regional collaborations. The Chief Executive has taken the lead role for ERW and the West Glamorgan Regional Partnership as well as being an executive member of the City Deal Joint Committee and the Leader of the Council is the City Deal Joint Committee Chair.

2. ERW (Ein Rhanbarth ar Waith/Education through Regional Working)

- 2.1 ERW was established in 2014, as a result of the Welsh Government's review into regional education services across Wales. A review conducted by Estyn "Improving Schools through Regional Education Consortia" (February 2014) which examined Local Authority services for children and young people between September 2010 and November 2013, identified a number of weaknesses in relation to school performance and improvement, leadership and the management of schools across Wales. Subsequently, the Welsh Government introduced a number of new policy measures and a National Model for Regional Working in relation to school improvement. The new model outlined a vision for regional education

consortia and the respective roles of different tiers; schools, Local Authorities, regional consortia and the Welsh Government.

- 2.2 ERW is one of four regional education consortia established in Wales during 2014. It covers the South West and Mid Wales and includes Swansea, Neath Port Talbot, Carmarthenshire, Pembrokeshire, Ceredigion and Powys Councils. The other three consortia are Central South Consortium (which includes Merthyr Tydfil, Rhondda Cynon Taf, Bridgend, Vale of Glamorgan and Cardiff Councils), the South East Wales Education Achievement Service (which includes Caerphilly, Blaenau Gwent, Torfaen, Newport and Monmouthshire Councils) and Consortiwm GwE, Gogledd Cymru / North Wales (which includes Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham Councils).
- 2.3 The purpose of the consortia is outlined in the National Model for Regional Working (Welsh Government 2014) which seeks to provide a single school improvement service for each of the constituent Local Authorities. In 2017 Welsh Government set out an action plan for the National Mission for education in Wales.
- 2.4 ERW is governed by a Joint Committee, whilst statutory responsibility is retained by constituent local authorities. The Joint Committee is made up of the six local authority Council Leaders and is advised by the Executive Board of Directors, external school improvement experts, Head teacher representatives and the Managing Director. The Executive Board is made up of the Directors of Education from each of the six local authorities within the consortium, and external members.
- 2.5 The work of ERW is scrutinised by an ERW Scrutiny Councillor Group which is made up of the Chairs and Vice Chairs of the six Local Authorities' Education Scrutiny Bodies. The purpose of the group is to support consistent and effective scrutiny across the six Local Authorities, providing critical and objective challenge and contributing to effective governance. For example, they have informed the development of a new model for ERW which has now been adopted by the Joint Committee. The ERW Scrutiny Councillor Group has established a Regional Forward Work Programme that details regional and local priorities and have audited and published accounts and are inspected by Estyn. The Consortium has produced a document called Democratic Accountability and Scrutiny which outlines the role of scrutiny.
- 2.6 ERW is inspected by Estyn. The first inspection was conducted in June 2016 and a follow up inspection was conducted in November 2017 in order to assess the progress made by the consortium in relation to the recommendations identified in the report.
- 2.7 The Joint Committee of ERW approved the 2019 – 2020 Business Plan which set out ERW's new aim :

ERW is a regional partnership designed to promote excellence in all schools through a self-improving system. This will be achieved through collaborative planning for the new curriculum and the provision of

professional learning and leadership opportunities that can develop all as individuals, learners, citizens and contributors.

- 2.8 ERW has agreed five improvement priorities that match the enabling objectives of the National Mission:
- Developing and delivering a transformational curriculum
 - To develop a high-quality education profession
 - To develop inspirational leaders and to facilitate them working collaboratively to raise standards
 - To develop strong and inclusive schools that are committed to excellence and well-being.
 - To develop robust assessment, evaluation and accountability processes that support a self-improving system.
- 2.9 Although ERW currently faces a number of challenges, progress has been made and benefits have been accrued from regional working. For example, Consortium working has ensured a greater challenge to Swansea schools and a consistent application of the national categorisation system (where support is proportionate to need). Swansea has also benefited from capacity building grants targeted at schools causing concern and has received some financial recompense to support schools within the Local Authority.
- 2.10 Consortium working has also enabled the sharing of good practice, innovation and training. Schools in Swansea have benefitted from support to improve the accuracy of teacher assessment and have received support to develop the literacy and numeracy skills of their pupils. The Consortium have also provided support for new qualifications in secondary schools and support to prepare schools for greater digital competence. Schools in Swansea have also benefited from a range of virtual networks, and consistent guidance on Welsh as a second language. Joint conferences and training between Neath Port Talbot and Swansea have been arranged to reduce duplication and pool resources. Support for vulnerable learners has been co-ordinated by the regional service via training for attachment aware schools. More recently, schools have also benefitted from accessing clear support to develop leadership.
- 2.11 Aggregate performance across the ERW region generally compares well in terms of categorisation and inspection outcomes. Swansea performs well and is a net contributor for school improvement.
- 2.12 The appointment of an Interim Managing Director has resulted in improved engagement and communication with key stakeholders and the development of a new model under the auspices of the Review and Reform programme. The new model includes a restructuring of ERW's leadership and core central team, teams to work on curriculum development and professional learning, a secondary school ad hoc support team, the re-modelling of Challenge Advisor roles, the review of cross authority groups and the establishment of appropriate stakeholder

groups. In addition, the new model includes the development of a peer review system across the region and a new financial model and governance structure.

- 2.13 The new model has been approved by the Joint Committee and has been submitted to Welsh Government for consideration. The new model is underpinned by ERW using the grant to regions more flexibly in order to employ a permanent core of central staff to deliver elements of school improvement and curriculum reform. It is anticipated the new model would provide a sustainable structure and improved support, challenge and training to improve learning outcomes at a local level and across the region.

3. West Glamorgan Regional Partnership

- 3.1 Regional working in relation Health and Social Care was initially established by Swansea, Neath Port Talbot and Bridgend Councils and the Health Board in 2012, prior to the legislation which mandated regional partnership working. The Social Services and Well Being Act (Wales) 2014, placed a statutory duty on Local Authorities and Health Boards to undertake a population assessment and produce a regional plan to meet the health and social care needs of the population. The Act also required regions to focus on opportunities for prevention and early intervention. A Regional Forum was established in 2014 to embed and develop joint working and as a precursor to the Regional Partnership Board.
- 3.2 The primary purpose of the West Glamorgan Regional Partnership is to improve the strategic planning, co-ordination and integration of health and social care services and to improve outcomes for citizens. The Partnership is also charged with ensuring services are resilient and sustainable, against a backdrop of a growing demand for health and social care services, austerity and significant funding challenges for public services and ensuring consistent service provision across the region.
- 3.3 The West Glamorgan Regional Partnership is 1 of 7 Regional Partnerships for health and social care services across Wales. Currently, the West Glamorgan Regional Partnership consists of Swansea, Neath Port Talbot Councils and the Swansea Bay University Health Board. Following the re-organisation of Health Board footprints, Bridgend Council moved from the ABM University Health Board area (now the Swansea Bay University Health Board) to Cwm Taf University Health Board area from April 2019 and Bridgend Council became part of the Cwm Taf Regional Partnership Board. The Western Bay Regional Partnership was re-named as the West Glamorgan Regional Partnership in April 2019.
- 3.4 The other 5 Regional Partnerships are; Gwent (which includes Newport, Monmouthshire, Torfaen and Carephilly Councils), Cardiff and the Vale (which includes Cardiff and the Vale of Glamorgan Councils), West Wales (which includes Carmarthenshire, Ceredigion and Pembrokeshire

Councils), North Wales (which includes Wrexham, Flintshire, Denbighshire, Conwy, Gwynedd and Anglesey Councils) and Powys (which consists of Powys Council).

- 3.5 The key purpose of the West Glamorgan Regional Partnership is to provide a strategic mechanism for planning health and social care services. Local Authorities and Health Boards have retained the responsibility for the delivery of social care and health services within their localities. The West Glamorgan Regional Partnership Board is not an autonomous decision making body and therefore any decisions arising from the Board require Cabinet and Health Board endorsement. Each of the constituent Local Authorities have their own internal scrutiny processes to reflect organisational individual accountability. Currently there are no joint scrutiny arrangements.
- 3.6 The West Glamorgan Regional Partnership Board consists of Local Authority Leaders, the Chairman of the Health Board, Cabinet Member Portfolio holders, Chief Executives of the Local Authorities and the Chief Executive of the Health Board, Directors of Social Services, the Director of Strategy for the Health Board and representatives from the Third Sector, Carers, Providers and Service Users. The Board is charged with discharging the duties of the Social Services and Well Being Act (Wales (2014), agreeing regional priorities, identifying areas for collaboration and integration and removing barriers to partnership working
- 3.7 The Regional Partnership Board is supported by a West Glamorgan Regional Leadership Group which includes the Chief Executives of the Local Authorities and the Health Board, Directors of Social Services, the Director of Strategy for the Health Board, the Programme Director and Programme Co-ordinator. The remit of the group is to provide strategic direction and leadership, to endorse the programme objectives at Executive level and to review, challenge and ratify business plans and proposals.
- 3.8 The West Glamorgan Regional Partnership Programme Team is led by a Programme Director who works under the direction of the West Glamorgan Executive Board. The Western Bay Programme is a large and complex programme and following a review the programme now focusses solely on the delivery of strategic transformation across health and social care. The priorities of the programme include the development of community services that support older people to stay well at home, safely reducing looked after children numbers, improving mental health support and improving outcomes for individuals with a learning disability.
- 3.9 Every project and workstream within the programme has a strategic lead which helps drive the change at both a strategic and political level. The Regional Programme supports collaborative working between statutory partners and the third and independent sectors. A Regional Citizens' Panel was established in February 2016 which aimed to provide

citizens of the region with a greater awareness of and involvement in the Partnership's activities.

- 3.10 The governance arrangements of West Glamorgan Regional Partnership are varied to meet need due to the size and scale of the programme and its constituent projects and work streams. The whole programme is directed by the Regional Partnership Board, supported by adults, childrens and integrated transformation boards.
- 3.11 The key aims of the West Glamorgan Regional Health and Social Care Programme are to;
- promote prevention and wellbeing from a citizen centred perspective, that will support and strengthen both the care delivered and the health and wellbeing benefits to the people within the area;
 - integrate services more effectively for the benefit of service users and carers;
 - focus on the person through an approach committed to personalisation, independence, social inclusion and choice;
 - fulfil a shared responsibility so that adults and children at risk of harm within the area are safeguarded against all forms of abuse by working together to keep adults and children safe and to promote their welfare;
 - make service improvements, to avoid service costs increasing and to ensure services are sustainable for the future, in the face of growing demand and the current financial climate;
 - recognise that incremental changes to existing models of care will not be sufficient and that a bolder approach is needed to bring about innovative models that are appropriate to the needs of the population.
- 3.12 The West Glamorgan Regional Area Plan outlines how the Partnership Board will meet the health and social care needs of people across the region. It is based on the Western Bay Population Assessment and focuses on priorities for regional and integrated working.
- 3.13 Overall, the Partnership has a good track record of delivery, reducing costs and improving outcomes. An independent evaluation of Intermediate Care Services (part of the Community Services programme) undertaken by Cordis Bright in 2017, concluded that the new model and approach has resulted in a significant reduction in the number of unplanned hospital admissions of people aged 65yrs + in the region. Combined with the more effective use of home care packages and home care placements, it has been estimated that the model and approach has saved around £4.9 million. Similarly, it has been estimated that the Commissioning for Complex Needs Programme has also realised savings in the region of £3.9 million, whilst also supporting people to live more independently and

achieve their personal well-being goals. The Programme was awarded the All Wales Continuous Improvement Annual Awards under the categories of “Best Local Government Initiative” and “Achieving a Common Purpose”. Good progress has also been made in relation to the development of a new Integrated Autism Service (IAS) which aims to support autistic adults and the parents/carers of autistic children, young people and adults within the West Glamorgan Regional Partnership.

- 3.14 Progress has also been made in relation to the development of partnership agreements and pooled fund arrangements. Partnership agreements (Section 33) has been developed for Intermediate Care Services and a pooled fund for care homes.
- 3.15 Other benefits accrued by the Partnership have included economies of scale through joint commissioning, the sharing of good practice, networking and workforce development. Collaborative working and the pooling of resources has enabled greater capacity, consistency and improved quality. A regional framework and set of quality standards for care home provision has been developed and is used by care providers for quality assurance.
- 3.16 Although the Partnership has made good progress, the reconfiguration of Health Board Boundaries and the requirement to deliver against the recommendations of the Parliamentary Review into Health and Social Care in Wales are key challenges for the Partnership.
- 3.17 An independent evaluation of the Western Bay Programme (Cordis Bright 2017), concluded that the overall vision and its aspirations were clear but suggested that more clarity was needed on the model of the partnership working to ensure that the regional partnership board could clearly drive strategic priorities across the new region.

4. Swansea Bay City Deal

- 4.1 The Swansea Bay City Deal represents a £1.3 billion investment in the regional economy and includes Swansea, Carmarthenshire, Neath Port Talbot Council and Pembrokeshire Councils. It has been estimated that the Swansea Bay City Deal will create over 10,000 high quality jobs in the region over the next 15 years. The City Deal consists of 11 transformational projects which subject to business case approvals, will be funded by the UK Government, the Welsh Government, the public sector and the private sector. It is envisaged that the City Deal will transform the City Region into a centre of excellence for the application of digital technologies, life science and well-being, energy and advanced manufacturing. City Deal funding is made up of £241 million from the UK and Welsh Governments, £396 million from other public sector funding, and £637 million from the private sector.
- 4.2 City Deal projects include a City and Waterfront Digital District in Swansea, the ‘Yr Egin’ creative sector hub in Carmarthen, Life Science

and Well-being Campuses, a Centre of Excellence in Next Generation Services, a Steel Science centre, a Factory of the Future development, a Life Science and Well-being Village, and Pembroke Dock Marine, which will include an off-shore testing area for marine energy technologies. A Homes as Power Stations project is also planned across the region and a Skills and Talent Initiative which aims to give local people a pathway to access the well-paid employment opportunities the City Deal will create.

- 4.3 Working alongside the UK Government, the Welsh Government and internet service providers, a regional Digital Infrastructure project will lead to high-quality, full fibre public and private digital services in urban areas. Internet coverage in rural areas will also be considerably improved, and work is taking place alongside mobile operators to enable early, in-region access to future technology, including 5G. It is anticipated that the City Deal will also close the economic gap between the Swansea Bay City Region and other more affluent parts of the UK, helping act as a catalyst for further investment and jobs.
- 4.4 The Swansea Bay City Deal is being led by Carmarthenshire Council, Swansea Council, Neath Port Talbot Council and Pembrokeshire Council - together with the Abertawe Bro Morgannwg and Hywel Dda University Health Boards, Swansea University, the University of Wales Trinity Saint David, and private sector partners. The Swansea Bay City Deal is overseen by a Joint Committee. The role of the Joint Committee is to develop and implement appropriate governance structures for City Deal projects, planning and agreeing the City Deal's strategy and delivery, and managing the performance of the City Deal programme.
- 4.5 Membership of the Joint Committee is made up of the Leaders and Chief Executives of the 4 Councils, the Chairman of the City Deal's Economic Strategy Board, and senior representatives of Swansea University, the University of Wales Trinity Saint David, Abertawe Bro Morgannwg University Health Board, and Hywel Dda University Health Board.
- 4.6 An Economic Strategy Board has been established to provide strategic direction for the City Deal and strategic advice to the Joint Committee on matters relating to the Swansea Bay City Region. Its functions are to oversee the production of the Joint Committee implementation plan, monitor progress of City Deal delivery, oversee the production of business cases and put forward recommendations to the Joint Committee for approval.
- 4.7 Membership of the Economic Strategy Board is made up from representatives of the private sector who are experts in energy, life sciences, skills, manufacturing, housing and business, along with the Leaders and Chief Executive of all 4 Councils.
- 4.8 A Joint Scrutiny Committee has been established to scrutinise the Swansea Bay City Deal. Its functions are to scrutinise the City Deal,

consider whether the City Deal is operating in accordance to the Joint Committee Agreement, to monitor progress and make recommendations. The Joint Scrutiny Committee is made up of 12 members in total – 3 each from the 4 Councils. Membership does not include Executive Members.

- 4.9 A Programme Board has been established to prepare recommendations for the overall City Deal programme, to oversee performance and project delivery, advise on the strategic direction of the Economic Strategy Board and work on a regional basis to improve public services, especially in the areas of economic development, housing, regeneration, transport, planning and strategic land use. The Programme Board consists of the Chief Executives from all four regional councils and co-opted representatives from Swansea University, the University of Wales Trinity Saint David, Hywel Dda University Health Board, and Abertawe Bro Morgannwg Health Board.
- 4.10 Carmarthenshire County Council is currently the Accountable Body responsible for discharging the Councils' obligations in relation to the Swansea Bay City Deal in accordance with the Joint Committee Agreement. A Regional Office has been established in Carmarthenshire and reports directly to the Accountable Officer and the Joint Committee. It is responsible for co-ordination, support and the day to day management of the Swansea Bay City Deal. Its functions include; liaison with UK and Welsh Governments and policy advisors, support for all governance structures and liaison and engagement with government funding bodies and programmes and with the universities and health boards.
- 4.11 The priorities of the Swansea Bay City Deal during 2018/19 included;
- the approval of a Joint Committee Agreement by the UK Government, the Welsh Government and all 4 Councils. This legal agreement establishes the key governance structures for the City Deal, including the Joint Committee, the Economic Strategy Board and Joint Scrutiny Committee. It also commits the 4 Councils to work together over the 15 years of the City Deal;
 - the establishment of a formalised Joint Committee and the appointment of members for the City Deal's Joint Scrutiny Committee;
 - the appointment of a Chair for the City Deal's Economic Strategy Board and the appointment of members for the City Deal's Economic Strategy Board from the private sector;
 - the establishment of regular meetings for the City Deal's Joint Committee, Joint Scrutiny Committee, Economic Strategy Board and Programme Board;
 - the submission of detailed project business cases for consideration by the UK Government and Welsh Government.

- 4.12 Good progress has been made in relation to the development of governance structure. The City Deal's Joint Committee Agreement has been agreed all 4 Councils and both the Welsh and UK Governments. The City Deal's Joint Committee, Economic Strategy Board, Joint Scrutiny Committee and Programme Board have also been established.
- 4.13 A number of project business cases to the UK Government and Welsh Government have also been submitted for consideration/approval, including the City and Waterfront Digital District in Swansea, and the 'Yr Egin' development in Carmarthen. An implementation plan has also been submitted to both Governments for approval, setting out the high level activities that support the delivery of the Swansea Bay City Deal including project details, milestones for the programme, indicative project timelines, risks and interdependencies. An application for funding under the UK Government's Local Full Fibre Network's was also been submitted, (aiming to complement the overall digital ambitions of the City Deal) and an expression of interest under the ESF Institutional Capacity priority as part of its commitment to deliver service reforms that will see a number of strategic functions delivered at a regional level.
- 4.14 Other progress made includes the opening of Canolfan S4C Yr Egin phase one at the University of Wales Trinity Saint David campus in Carmarthen, planning approval for the digital indoor arena and digital square elements of the City and Waterfront Digital District in Swansea. Vortex IoT has been announced as the Factory of the Future project's first company partner and the City Deal is being included as part of the Welsh Baccalaureate in Carmarthenshire schools. Construction work is also underway in Neath on a housing development that will help inform the detail of the regional Homes as Power Stations (HaPS) project and the first HaPS retrofit scheme has commenced in Craig Cefn Parc, Swansea.
- 4.15 Notwithstanding the positive progress during the year, one of the most significant challenges currently faced by the City Deal was the issues that arose with Swansea University and their involvement in one of the projects, delta lakes. This resulted in reviews into the project concerned and one by the UK and Welsh Governments' into the overall programme and governance arrangements. In addition the joint committee also commissioned an internal audit review of governance, which was aligned with the Governments' review.
- 4.16 The reviews were presented to the Joint Committee on the 28th March who accepted the recommendations and will develop appropriate actions to implement. One key recommendation was the need to urgently approve two projects, Yr Egin and Waterfront Digital District, and the final version of these were formally approved by the joint committee on the 28th March
- 4.17 Notwithstanding this positive progress attention is drawn to the length of time it is taking both the Welsh Government and UK Government to

approve business cases and release funding resulting in Councils proceeding to date at financial risk. This will be negated by the approval of the specific Business cases referred to above but this has led other partners to highlight these concerns in relation to their own projects

- 4.18 The outcome and acceptance of the recommendations of the reviews carried out by Welsh and UK Government, and the internal review should allow some stability to be brought back into the process allowing first tranche of business cases - including Yr Egin and the Swansea City and Waterfront Digital District - to be approved towards the start of the 2019/2020 financial year.

5. Conclusions

- 5.1 This report provides an overview of the regional working undertaken by ERW, West Glamorgan Regional Partnership and the Swansea Bay City Deal. It provides an insight into the history, context, structure, governance, progress made, challenges and opportunities of each collaboration. Although the report identifies that good progress has been made (albeit at different rates), the report also identifies a number of challenges for each of the regional collaborations. Some of the challenges are significant and outside the direct control of the Council, nevertheless regional working is a key factor in ensuring the public services are fit for purpose, sustainable and deliver good outcomes for citizens. Moreover, it is a vital factor in realising the opportunities for and transformation of the region and improving the economic prosperity, health and well being of the region.

6. Equality and Engagement Implications

- 6.1 There are no direct equality and engagement implications

7.0 Financial Implications

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

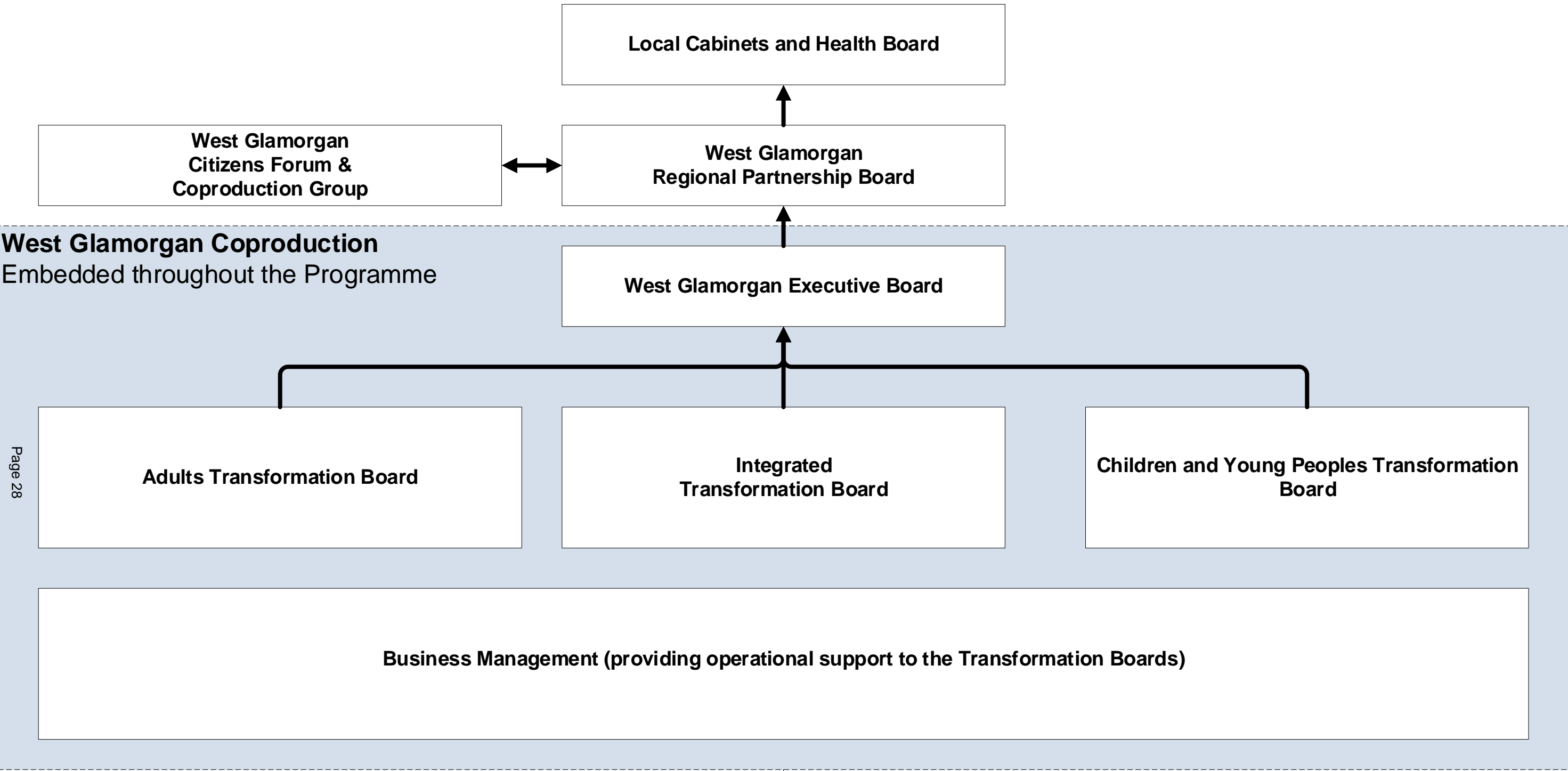
8.0 Legal Implications

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

Background Papers: None

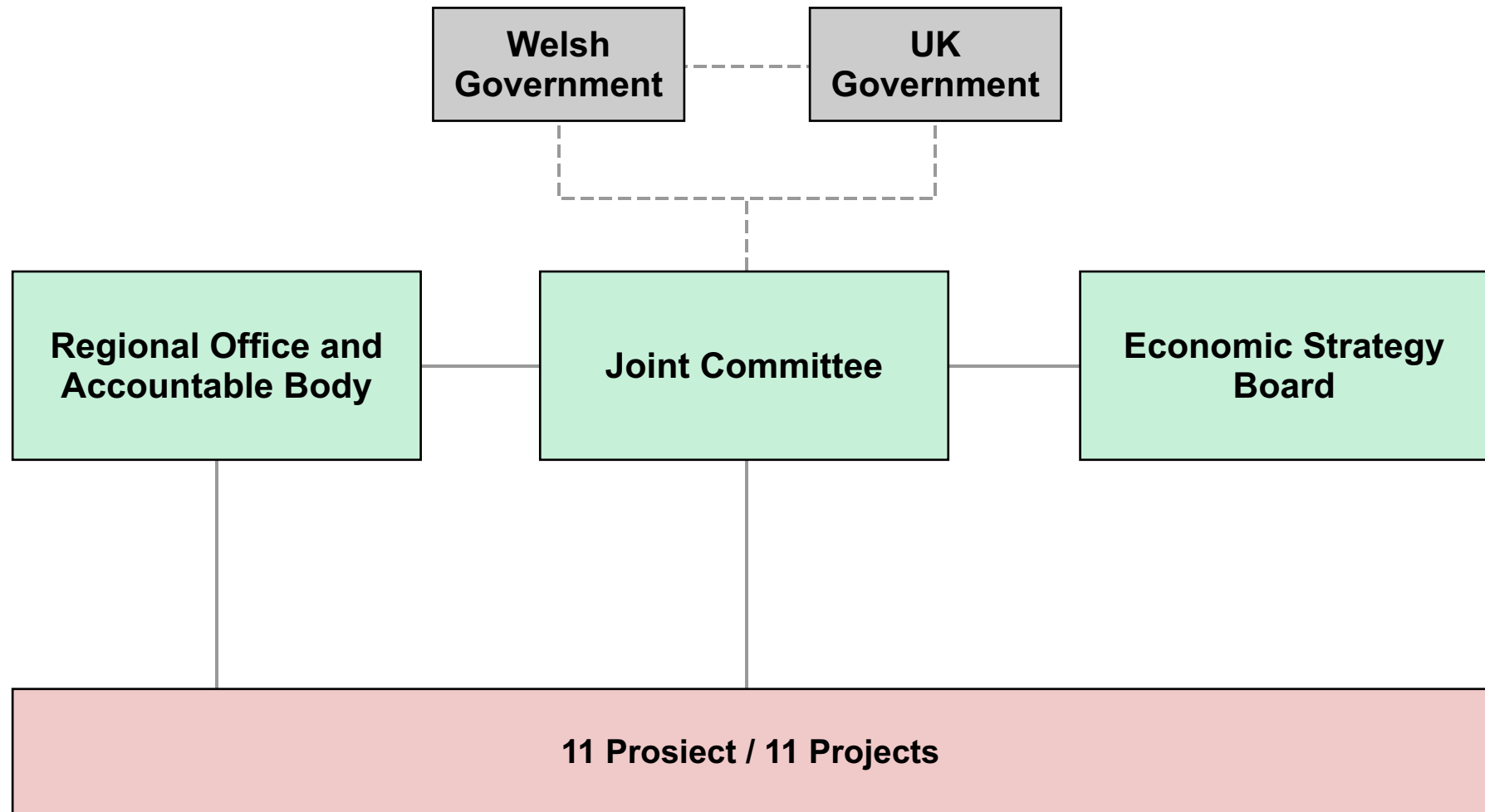
Appendices: Appendix 1 - Governance Structures

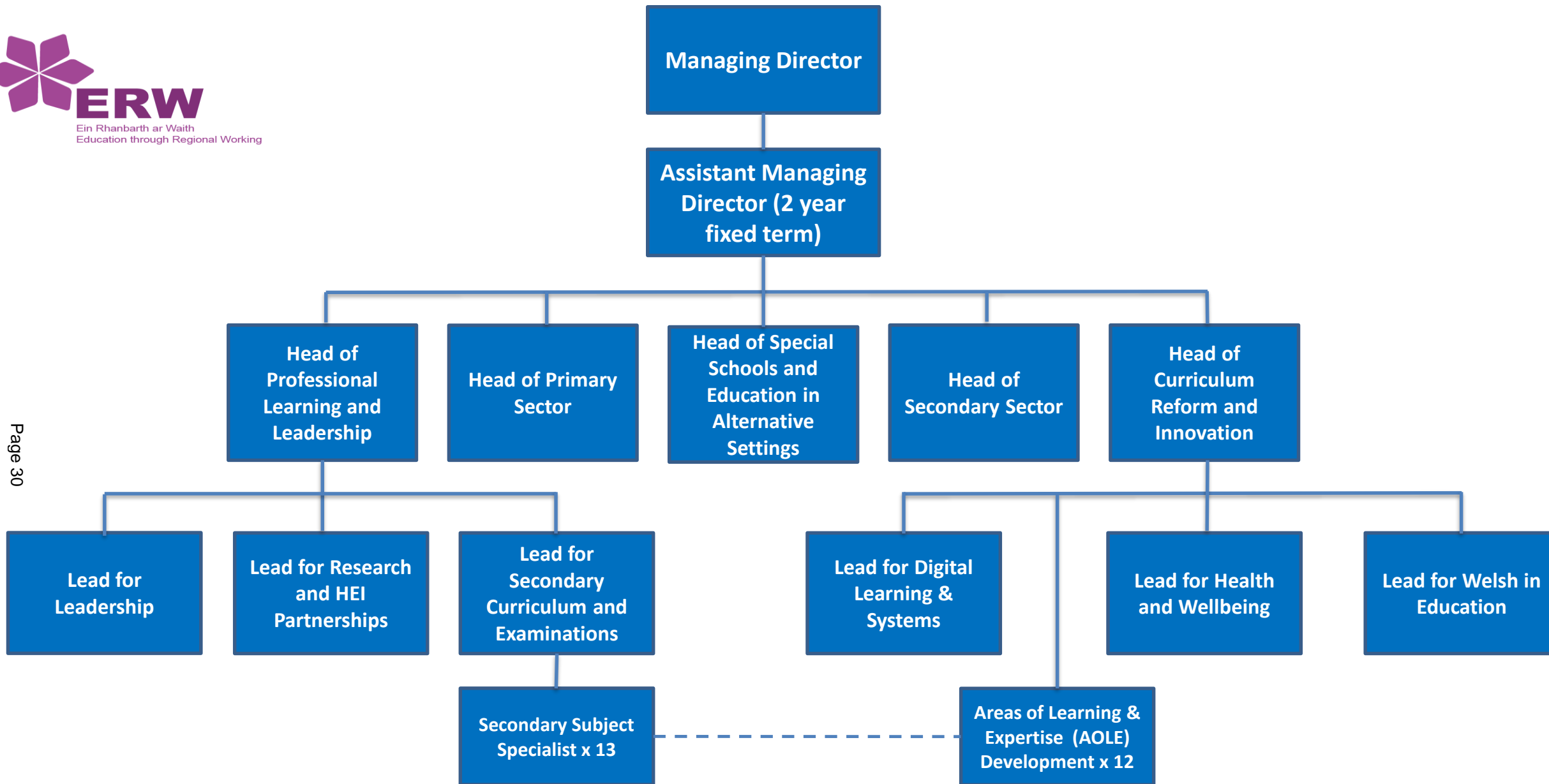
West Glamorgan Governance Structure



SBCR CITY DEAL

GOVERNANCE





Agenda Item 10.



Report of the Director of Social Services

Council – 25 July 2019

Annual Report 2018/19 – Director of Social Services

Purpose:	<p>This report is the Director of Social Services' account of the Council's improvement journey to 2018/19, and how well the Council is meeting statutory requirements under the Social Services and Wellbeing (Wales) Act 2014.</p> <p>The report looks back at last year's areas for improvement, the challenges we face, and sets new priorities for 2019/20. It tells the story of changes that have taken place within Social Services to achieve progress towards national well-being outcomes.</p>
Policy Framework:	<p>The Director of Social Services' Annual Report is a requirement under Part 8 of the Social Services and Wellbeing (Wales) Act 2014, and the report is required to give the Director's own account of how well Swansea Council are responding to the main challenges. In particular, in meeting the new Act's statutory requirements and progress towards achieving outcomes set by the Well-being of Future Generations (Wales) Act 2015.</p>
Consultation:	Access to Services, Finance, Legal, Social Services
Recommendation(s):	<p>It is recommended that:</p> <ol style="list-style-type: none">1) Council receive the Annual Report of the Director of Social Services, 2017/18
Report Authors:	David Howes, Simon Jones
Finance Officer:	Chris Davies
Legal Officer:	Tracey Meredith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 The purpose of the Director of Social Services' Annual Report is to evaluate the local authority's improvement journey to 2018/19, in providing services to people in Swansea, those who access information, advice and assistance, and to those individuals and carers in receipt of care and support. This report also sets out to demonstrate how well Swansea's Social Services has implemented new requirements under the Social Services and Well-being (Wales) Act 2014 (SSWB Act) and how well we have promoted and accounted for the delivery of well-being standards to the citizens of Swansea.
- 1.2 This Annual Report is a statutory requirement under the Part 8 Code of Practice on the Role of Director of Social Services (Social Services functions) under the SSWB Act which prescribes a format and template for the report to follow. Part 8 of the SSWB Act also states that the annual report should be published "as soon as reasonably practicable" after the year to which it relates. The report is required to be presented to Council by the Director, then copied to the Welsh Minister, as well as CSSIW, and finally published on the Council's public website.

2. Annual Report

- 2.1 The main report appended has been written with a close eye on Regulation three of the *Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017*, which came into force on the 4 September 2017.
- 2.2 This new national regulation sets out in detail the information which is required to be included in this year's annual report. The Director of Social Services' Annual report is set out using the following headings:

Part One:

- Introduction
- Director's summary of performance
- How are people shaping our services?

Part Two:

- Promoting and improving the well-being of those we help,

Part Three:

- How we do what we do
- Accessing further information and key documents
- Appendices

- 2.3 The information in Section 4 National Quality Standards has to be set out in six parts, highlighting progress in meeting the national Local Authority quality standards under the following headings. The six national quality standards are:

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

2.4 Director of Social Services' Annual Report 2018/19 is an opportunity to show how Swansea is meeting the new statutory requirements under the Social Services and Well-being (Wales) Act 2014, and how we are applying the five ways of working within the Well-being of Future Generations (Wales) Act 2015.

2.5 A revised Code of Practice for measuring social services performance, including a new set of quality standards, and the national performance measurement framework, has recently been published by the Welsh Government for consultation (open until 5 August, 2019): <https://gov.wales/measuring-social-services-performance-code-practice> Changes to the annual report guidance and template can be expected, when the new code of practice come into full force next year.

2.6 Adjustments to the timetable for next year's report may be necessary to meet these new reporting requirements. The current guidance suggests that the report is produced and presented to Council, and made available to Care Inspectorate Wales (CiW) as soon after the review year as is practicable. An important consideration will be the timescales for availability of, and fully validated, performance data under the new national performance measurement framework.

3. Other Issues

3.1 CSSIW holds an annual performance review meeting with the local authority social services senior management, cabinet members and scrutiny chair to consider feedback from inspection activity and to discuss progress against the statutory requirements, improvement priorities and against performance measures.

3.2 Background paper to this report is the Director's Annual report 2018/19.

4. Equality and Engagement Implications

- 4.1 An EIA Screening Form has been completed, with the agreed outcome that a full EIA report was not required, see Appendix B.
- 4.2 The Director's Annual Report takes into account the United Nation Convention on the Rights of the Child (UNCRC) by outlining (p36) how Swansea Council is committed to taking forward these rights through the Children and Young People Strategic Partnership Board, and action plan.
- 4.3 The Annual Report also summarises Swansea Council's progress on mainstreaming Welsh language standards, and "Mwy Na Geriau / More than Just Words" framework for Health and Social Care. In particular, whether there has been progress on delivering the 'active offer' in social services whereby staff initiate a response to the public by offering to provide services in Welsh language. In addition, progress is expected by the Council on implementing the Welsh Language standards in other business as usual areas; by mainstreaming the Welsh language into service delivery, commissioning and workforce planning.
- 4.4 The Director's Annual Report has to be comply with Welsh Language Standards. The full report will be translated in a Welsh Language version, and published on the Council's public website, following its presentation at the Full Council meeting in July 2019.

5. Financial Implications

- 5.1 There are no financial implications associated with this report.

6. Legal Implications

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

Background Papers:

Director's Annual report 2018/19, including performance summary.

Equality Impact Assessment Screening Form: Directors Annual Reportv2.

Appendices:

Appendix A Director of Social Services Annual Report 2018/19

Appendix B EIA screening form, as relating to Annual Report



Social Services



Annual Report **Statutory Director of Social Services**

2018/19 v1 (Draft)

SWANSEA COUNCIL SOCIAL SERVICES ANNUAL REPORT 2018-19

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1. Introduction
2. Director's Summary of Performance
 - 2a) Current position
 - 2b) How we are performing - Child & Family
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 - 2d) Progress on improvement priorities
3. How people are shaping services
4. Promoting and improving the well-being of those we help (six standards)
 - 4a) Working with people to define and co-produce personal well-being outcomes that people wish to achieve
 - 4b) Working with people and partners to protect and promote people's physical and mental health and emotional well-being
 - 4c) Taking steps to protect and safeguard people from abuse, neglect or harm
 - 4d) Encouraging and supporting people to learn, develop and participate in society
 - 4e) Supporting people to safely develop and maintain healthy domestic, family and personal relationships
 - 4f) Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs
5. How we do what we do
 - 5a) Our workforce and how we support their professional roles
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6. Accessing further information and key documents
 - 6a) Complaints and representations
 - 6b) Mwy Na Geriau - More Than Just Words
 - 6c) How to get in touch
 - 6d) Further information

Appendices: Summary of outcomes (qualitative) and improvement programmes.

1. INTRODUCTION

Social Services can have a huge, positive impact on people's lives. It is important that we reflect upon the way we are doing things and to make sure we are getting things right. It is crucial that we listen to the children, young people and adults that we support to make sure that we are working to be the best that we can be and are making a positive difference.

This annual report by Swansea Council's Director of Social Services 2018/19 is a statutory requirement under Part 8 of the Social Services and Wellbeing (Wales) Act 2014 ('The Act').

In my third annual report role as Director of Social Services, as well as reviewing our overall performance and contribution to wellbeing outcomes, I have highlighted some of the excellent work being undertaken in our key services and on the progress we are making on our improvement journey. This report reflects some of the stories of achievement emerging from our pursuit of excellence in social care practice and our ambition to be the best we can be.

Swansea Council, as with other public services, are facing unprecedented demand and resource challenges in Social Services and the wider local authority. Swansea Council are putting effort into managing demand by getting things right at our statutory front door, and in making sure that we have a targeted approach to early help and prevention services. Our mantra remains that potentially vulnerable individuals and families receive the right help, from the right person, at the right time.

Social Services have recently assumed greater responsibility for helping shape the Council's poverty and prevention service. This provides a great opportunity for the Council and partners to deliver an even more integrated approach to early help and prevention services. This is entirely consistent with expectations under the Social Services and Well Being Act.

Our initial focus will be on the integration of family support services that are traditionally considered the territory of children services. We would be missing a trick if we didn't also think about bringing the skills of our adult services workforce into play when we trying to support parents, families and communities to provide safety and permanence for their children.

We have taken some important decision during this year, including the implementation of charges for day services and respite at home, in order to make our charging arrangements more equitable, and in line with the rest of Wales.

Following a public consultation, we have begun the remodelling of our residential care and day service offer. By refocussing what we directly provide over a smaller number of sites, we have freed up much needed investment in our in-house services designed to support individuals with the most complex needs. I am pleased that we successfully managed to minimise disruption for all existing service users by supporting their transition to other services of their choice and through access to which they are likely to achieve good outcomes.

Whilst throughout this report there will be many examples of the challenges we face and improvements in train, there is one area of particular concern for me; the availability of and access to domiciliary care. This is a national issue, that will continue to vex us probably until social care achieves parity of esteem with health care. It isn't good enough for us to park our local capacity issue in the too hard to deal with box whilst waiting for national solutions.

We have remodelled our in house service and are in the process of recommissioning external providers but whilst such a significant gap exists between demand for domiciliary care and our capacity to provide that care, this will continue to be a systemic flaw in our local social care and health arrangements. We have to face up to the fact that some individuals who require social care support do not receive it in a sufficiently timely fashion. This will be an area of particular, personal focus in the coming year.

As Director of Social Services, I am acutely aware that the single most important measure of the performance of Swansea's social care and social services is the quality of practice that takes place the next time we knock on someone's door. I have carried out further visits to teams, services and individual recipients of care throughout the year. I continue to be blown away by the quality, skill, resilience and downright hard work of our staff. They continue to do themselves and the Council proud.

I am also conscious that the Director of Social Services role would quickly move from challenging to impossible without the constructive support and challenge from both Corporate colleagues and Elected Members.

Hence particular thanks to:

Cabinet Members:

Cllr Mark Child, Cabinet Member- Care, Health and Ageing Well;

Cllr Elliot King, Cabinet Member -Children Services - Early Years;

Cllr Will Evans, Cabinet Member -Children's Services -Young People;

Chairs of Scrutiny Performance Panels:

Cllr Paxton Hood Williams (Child and Family Services);

Cllr Peter Black CBE (Adult Services)

Colleagues in the Corporate Management Team

David Howes

Director of Social Services

May 2019

2. DIRECTOR'S SUMMARY OF PERFORMANCE

This section considers how well our services have been delivering on its statutory requirements, achieving performance targets and addressing last year's priorities for improvement.

It highlights our key activities, performance against targets and improvement programmes within:

- Adult Services
- Child and Family Services.

It sets out Swansea's improvement priorities in the year ahead.

Swansea Council serves a population of around 250,850 people, including 47,860 children and young people aged 0-17, and 202,980 adults aged 18 and over (source: Daffodil- projections to 2020)

It is a large population that is steadily growing, mostly due to international and internal (UK) migration, an increasing student population and through more people living longer.

There are estimated to be 111,767 households across Swansea, which are home to families with very different life experiences, and there are wide variations between well-being outcomes of citizens from the poorest and wealthiest areas of the city.

We have to plan effectively where and how we target our resources, as the overall number of households is projected to increase to 124,578 by 2035 (source: Daffodil), whilst the resources available to the Council may reduce in real terms, at least in the short to medium term.

More information about our regional population assessment is available here:

<http://www.westernbaypopulationassessment.org/en/home/>

The decision to change the existing Health Board footprint was announced by Welsh Government last year, and its implementation, and associated requirement to set up a new regional partnership board, has been the main focus of our work during recent months.

Consequently, from 1 April 2019, our regional partnership has changed, following Bridgend CBC moving to the Cwm Taff region.

Abertawe Bro Morgannwg University Health Board has the new title of '**Swansea Bay University Health Board**', with the geographical footprint now covering the areas of Neath Port Talbot and Swansea.

The Western Bay Regional Partnership has been renamed the '**West Glamorgan Regional Partnership**' and the Area Plan is being updated to reflect these changed arrangements.

Implementation of the Social Services and Well-being Act is progressing well, albeit many changes needed to the way we work and our plans to meet the changing needs of the local population.

For example, Swansea have had to change how we provide Information, Advice and Assistance to people needing help with their wellbeing, as well as those who may need care and support.

We are making sure that people can access the full range of help available to support them to maintain independence and to achieve their own wellbeing outcomes. There will be more about these important changes later in the report.

2a) **Current Position**

Overall, I am pleased with our end of year performance figures, though there is still room for improvement.

Despite that Swansea has a mature and embedded Safe Looked After Children reduction strategy, the number of children requiring to become looked after to ensure their safety and well-being has risen this year. The reasons behind the rise are complex including factors that undermine parenting capacity (eg substance misuse, mental ill health and domestic violence), factors that increase the risk of children being exploited (e.g. child sexual exploitation and county lines) and societal factors such as increasing poverty. However complex, it remains our responsibility to work with partners to ensure that multi agency support to children and families is such that they are provided the best opportunity to maintain safe care of their children.

The Council's approach to Safe LAC reduction has been subject of a review by both Care Inspectorate Wales and the Ministerial Advisory Group for Looked After Children and we have received positive feedback on the approaches being taken despite the current trend.

CIW inspected services for children living in Swansea during July 2018 (report published in October 2018):

<https://careinspectorate.wales/inspection-childrens-services-city-and-county-swanse-council-oct-2018>

They found examples of good quality practice in Swansea children's services, with positive outcomes being achieved for many children and young people.

They reported that staff in Swansea were dedicated, resilient, and valued the support and accessibility of their managers.

CIW challenged the local authority that despite having begun to re-shape its services in line with the Social Services and Well-Being (Wales) Act 2014, areas of practice needed further development, particularly around the 'what matters conversation' and ensuring the voice of the child or young person is clearly recorded.

They acknowledged that Children's services are effectively led with confidence by an experienced Head of Service and management team who managed change well.

CIW Inspection Report August 2018

'The local authority's vision for children and young people was well-established, corporately owned and invested in throughout the authority. Elected members were committed to delivering positive outcomes for children and had a clear understanding of their role.'

CIW further reflected that partnership working is generally seen as effective, particularly with regard to safeguarding. CIW heard from our staff that working relationships between children services and education could be strengthened, and that the support to some young people could be improved all of which is being addressed through an action plan overseen within a wider Improvement Programme.

In Adult Services, a particular area of concern is where people are experiencing a delayed transfer of care from hospital for social care reasons. There is a direct correlation between the availability of domiciliary care locally and the length of stay in hospital. We have to acknowledge and tackle that patients in hospital may be unable to return home if there are prolonged waiting times for a package of care, admission to a care home, or for sorting out funding of future care. We are working with care providers who are having difficulty recruiting & retaining staff, and who are struggling to provide care in some harder to reach local areas.

We are addressing concerns about both capacity and availability of domiciliary care provision. Regional plans to develop a hospital to home recovery service and local steps to re-tender a new patch-based domiciliary care model are the top priorities for the coming year.

By establishing a dedicated Deprivation of Liberty Safeguards team, we have made significant progress this year in reducing the backlog of DoLS assessments.

In the Annual Performance Review meeting in May this year, we received positive feedback from Care Inspectorate Wales (CiW). Swansea is recognised for transparently acknowledging the scale of challenges we face and for having ambitious change programmes in place to meet those challenges.

I was pleased that, through our approaches to collaboration and joint working, we are seen as having strong political and corporate leadership and being proactive and in looking for positive and innovative alternative ways of doing things.

Wales Audit Office (WAO) also provided very positive feedback during the national review of Swansea arrangements for Tackling Violence against women, sexual violence and domestic abuse, in particular the excellent work being undertaken in the multi-agency hub.

2b) Performance in Child and Family Services (last year in brackets):

Our vision for Child and Family Services in Swansea is that

Vulnerable children are safeguarded, live within permanent, stable, secure and loving families (cared for by their birth family and within their community of origin whenever possible), which provide opportunities for success and a content and healthy adulthood where they can fully participate in what society has to offer

Golden Thread

Our Safe Looked After Children reduction strategy (**see driver diagram in Appendix 2bi**), Child and Family Improvement Programme and a service plan are central to delivering on this vision, and a sustainable model of service.

Child and Family Services has developed a draft Participation and Co-production strategy for children and young people 2018-22.

In the same way we work with children and families, we have brought our best thinking to developing our improvement priorities, and to ensure all staff and partners are with us on the journey.

Child and Family Services Key priorities for 2019/20 as set out within the Service Plan and Improvement Program – **see appendix 2bii**.

By implementing these changes, we expect Child and Family Services to have:

- Ability to intervene earlier and provide targeted preventative support
- Common language across the continuum of need - Signs of Wellbeing / Signs of Safety to support risk sensible, strengths based practice
- Better Integrated working
- Better outcomes for service users
- Better Family Finding arrangements
- Better Edge of Care provision
- Better arrangements for tracking and monitoring impact of new projects on performance and budget

2bi) Child and Family Services Activity

**CHILD AND FAMILY SERVICES ACTIVITY IN 2018/19 (Last year in brackets)
TABLE 1**

Of the approximately **47,272** (47,298) children and young people aged 0-17 who are living in Swansea,

No. of **children supported** by Child & Family Services during 2018/19 = **3035** (3428)

No. of **families supported** by Child & Family Services during 2018/19 = **1841** (2085)

Child and Family Services received **contacts 9754** (9529) and **referrals 1373** (1722) during 2018/19.

Children and Families received advice and assistance from Swansea's **Information, Advice and Assistance (IAA) service = 5801** (1731).

This **new Record of IAA activity** was introduced (in June 2018) making it easier for us to show the outcome of each contact to the statutory Front Door.

Approaches to the Child and Family Front Door can be broken down as those who received:-

Information – 5326

Advice – 3239

Assistance – 1189

Referral – 1373... of the no. of referrals **188** were **re-referrals** (190)

No. of **assessments completed = 1824** (2187), of which **1237** (1731) were proportionate assessments of children with care and support needs, as triggered by a referral

Of these, **662** (759) children went on to **have a care and support plan**.

Number of young carers identified = **6** (17) / and then assessed **6** (15)

For Social Care Planning, as at year end:

No. /rate of Children in Need of Care and Support = **778 / 165** (903 / 192)

No. /rate of children being looked after by the Authority= **554 / 117** (503 / 108)

No. /rate of children included on the Child Protection Register = **240 / 51** (254 / 54)

No. of children who are both LAC & CP = **35**

CHILD AND FAMILY SERVICES ACTIVITY IN 2018/19 TABLE 2

No. of **open child cases within Child and Family Services at year end = 1537** (1588)

Of these **1537** cases:

i) Breakdown by Geographic / Team

TEAM	CASES
Penderry	147
East	211
Valley	174
Townhill	170
West	212
CDT	275
LAC	248
BAYS Plus	100

ii) Breakdown by Age Groups:-

NO OF CASES	AGE RANGE
47	Unborn
94	Under 1
292	01-04 years
372	05-09 years
555	10-15 years
177	16 + years

Children and families who are **subject to PLO** at year end (**NEW**):

- Child with PLO Initiated = **58**
- Child in Public Law Proceedings = **76**
- Families with PLO Initiated = **33**
- Families in Public Law Proceedings = **46**

The number of child cases that were successfully closed during the year = **1436** (1680)

The number of children becoming looked after in this year = **185** (194)

At end of March 2019

Children looked after who are placed in residential care = **33** (34, last year).

184 Swansea children who are looked after are placed with in house foster carers (Foster Swansea), which is **62%** of all foster placements (last year = 66%).

111, **38%** of children looked after are placed with independent foster carers (Last year (110, 34%).

We have **134** (131) approved Foster Swansea carers, offering up to **303** (302) registered places. By our new Fostering Recruitment strategy, Swansea has recruited an additional **18** foster carers (13) this year.

30 (37) Swansea children were subject of new adoption orders granted in year.

Children returning home following a period as looked after = **45%**, **69/154** (50%, 87/174)

We are now able to demonstrate, with accurate figures, the success within the service. There is a high level of activity at the front door but the percentage of work coming through for formal assessment is moving in the right direction, and assessment performance is high, with exceptional performance around seeing children. Child and Family Services are aware that we must consistently ensure the voice of the child is reflected in all assessment and care planning work so we can demonstrate high levels of participation and co-production in the broader range of social work activities such as mappings, danger statements, statutory visits, safety plans and reviews.

Swansea is working hard to understand and analyse the reasons behind recent increase in the number of children being looked after in Swansea, and to use this information to inform better practice. Over recent years, Swansea has been successful in increasing the proportion of children placed with in-house foster carers, and closer to home. We work hard to maintain children with their families, where this is in their best interests.

Our understanding of both the parental causes of children looked after, is constantly improving. Parents may be misusing alcohol or substances (36%), there may be domestic abuse (40%), parental mental health problems (37%), a learning difficulty (8%), physical ill health (5%) or Youth Offending (2%)

Whilst there are other contextual drivers of children becoming looked after, such as

- Parents may have had their own adverse childhood experiences ACEs
- County Lines
- Child Sexual Exploitation
- Other agency's concerns about child welfare/ behaviour
- School exclusions/ bullying/ reduced timetable

Swansea Council's Signs of Safety (SOS) approach underpins all our statutory work including assessments, safeguarding and care planning. It provides a detailed framework for social workers, is transparently child and family centred and clearly identifies risk. The recently implemented 'signs of well-being' framework will complement this approach, promoting effective collaborative working across agencies and supporting better outcomes with enhanced, targeted and focussed early help interventions to prevent safeguarding concerns emerging.

Our in-house support services in family support which include a therapy team and an intensive family support service bring added value to professional case planning and to the support directly offered to families.

Foster Swansea is working hard to source in house foster placements with the focus on good matching. The support offered by the specialist support workers (SSWs) is helping us to maintain good performance around placement stability despite the high level of activity within the Looked after Children population.

2bii) Child and Family Services Performance

KEY PERFORMANCE MEASURES IN CHILD AND FAMILY 2018/19

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 = **99.78%** (99.96%) Target 18/19 = 100%

The percentage of **initial core group meetings held within 10 working days** of the initial child protection conference = **96.98%** (88.89%) Target = 90%

The number of children looked after per 10,000 of the 0-17 Swansea population = **117** (111) Target = 107

The number of children on the Local Authority's Child Protection Register per 10,000 of the 0-17 Swansea population = **51** (54) Target = 55

The number of children in need of care and support per 10,000 of the 0-17 Swansea population = **165** (192) Target = 205

Percentage of all statutory indicators for Child & Family Services that have maintained or improved performance from the previous year = **30%** (40%) Target = 80%

The percentage of **assessments completed for children within statutory timescales** = **78%** (72%) Target = 90%

The **average length of time for all children who were on the child protection register** during the year = **238 days** (208 days) Target = 300

Percentage of **children satisfied with their care and support** (Measure 13: children) = **82.5%** (76.2%) Target = 80%

Percentage of **children in care who had to move 3 or more times** (Measure 33) = **11.55%** (9.77%) Target = 7%

ANALYSIS OF CURRENT PERFORMANCE

Taken as a whole, Child and Family Services' performance is consistently high and improving which demonstrates the hard work of staff across the service and the leadership of the senior management team. The impact of the newly developed performance hub is embedding and supporting the high level of performance being achieved.

Performance in vital areas supported by our Service Quality Unit remains high with child protection case conferences and reviews taking place within statutory timescales. Child Protection activity is relatively stable, although the re registration rate remains a worry and we must work hard to understand the reasons behind this. Challenges remain around our increasing Looked after Children population, although there is evidence, and a few stories offered in this report, of successful diversion and excellent relational social work practice taking place. Despite overall numbers of

looked after children increasing, there are early signs of a decreasing trend in the numbers of children living away from Swansea and in more institutionalised care settings. This has been a key focus of improvement activity.

2c) **Performance in Adult Services**

Vision

Last year we set out our vision for a new service model for Adult Services, which clearly embeds the principles of the Social Services and Well-being (Wales) Act.

Our vision is that:

“People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities. We will help people to keep safe and protected from harm and give opportunities for them to feel empowered to exercise voice, choice and control in all aspects of their lives. Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce”.

Swansea’ Adult Services is still in transition. We are continuing to work towards embedding the new service model and to deliver on an ambitious Improvement Programme (APPENDIX 2).

Later sections of this report (Section 4a- to 4f) will outline our progress in these areas in more detail.

Our shared vision, service model and approach to improvement is understood across the whole service. One area of progress that Adult Services are driving forward is on implementing a Collaborative Communication practice framework, which helps all staff to understand their roles in relation to the changes needed, and how positive conversations with citizens and partners can better achieve personal outcomes. In this report, there will be some stories of how we are making a difference.

Implementing this new framework will help inform ongoing restructuring of Adult Services in the year ahead.

2ci) Adult Services Activity

Adult Services activity in 2018/19 (2017/18 in brackets)

No. who received support from Adult Services during this year = **6434** (7573).

Of this number, no adults who were helped to remain at home = **5157** (5932)

No. of calls received by Adult Services = **23935** (25,016)

%/ number of calls which became referrals = **52%** / 12,517 (51.8% /13,015)

No. of social care assessments carried out in year = **12,400** (11,086)

No. of adults were receiving residential and nursing care = **1,512** (1641)

%. of adults living at home who received community- based support = **79.9%** (78.3%)

No. of adults managing their own care & support through a direct payment = **549** (743)

No. of safeguarding enquiries = **1,185** (1321)

No. of safeguarding enquiries which we accepted as referrals/ possible concerns = **372** (540)- threshold met

No. of DoLS requests = **1,132** (1307)

No. of adult carers assessed during the year = **689** (684)

At end of year:

Number of open cases in Adult Services = **5,682** (5,904)

Number of closed cases in Adult Services during year= **n/a** (n/a)

ANALYSIS

Adult Services remains very busy with high levels of and increasing demand for assessments and ongoing care and support. Whilst we expect increasing demand linked with demographic change associated with more individuals living longer and with greater complexity of need, we also expect that a greater focus on and effective approaches to working preventatively should contribute to ensuring the delivery of a sustainable and safe service. It is too early in our journey post implementation of the SSWBA to make a judgement about whether our ambition to move to a more preventative model is having the intended impact.

2cii) Adult Services Performance

KEY PERFORMANCE MEASURES IN ADULT SERVICES IN 2018/19

- Percentage of **adult protection referrals to Adult Services where decision is taken** within 24 hours (i.e. 1 working day) = **55.27%** (63.7%)
Target 2017/18 = 65%
- Percentage of Deprivation of Liberty Safeguarding (**DoLS**) **Assessments completed** in 21 days or less = **56.13%** (59.6%) Target = 70%
- Percentage of **annual reviews of care and support plans** completed in adult services = **71%** (68.4%) Target = 70%
- Rate of **adults aged 65+ receiving care and support** to meet their well-being needs per 1,000 population = **90.29** (111.5) Target = 113
- Rate of **adults aged 18-64 receiving care and support** to meet their well-being needs per 1,000 population = **10.00** (12.99) Target = 13
- Number of **carers (aged 18+) who received a carer's assessment** in their own right during the year = **689** (655) Target = 700
- Percentage of **people who have completed reablement receiving less care** or no care 6 months after the end of reablement = **93.14%** (82.57%)
Target = 80%
- Percentage of **all statutory indicators for Adult Services that have maintained or improved** performance from previous year = **31.82%** (78%)
Target = 70%
- Percentage of **adult protection enquiries completed within 7 days** = **90.4%** (91.91%) Target = 90%
- Rate of **delayed transfers of care for social care reasons** per 1,000 population aged 75 or over = **7.47** (5.86) Target = 6
- Number of new **requests for local area co-ordination** = **471** (259)
Target = 300
- Percentage of **adults satisfied with their care and support** (Measure 13: Adult) = **79.81%** (79.65%) Target = 75%
- Percentage of **carers that feel supported** (Measure 15) = **68.89%** (66.1%)
Target = 65%
- Average **length of stay (days) in residential care** (Measure 21) = **943 days** (922 days)
- Average **age (years) on admission to residential care** (Measure 22) = **81.9 years** (83.7yrs)

ANALYSIS OF CURRENT PERFORMANCE

Despite that, it is early days, there has been significant progress in some important areas of Adult Services' performance:

DoLS (Deprivation of Liberty Safeguards) -last year, to meet increasing demand and to ensure a timely and robust response, we revised our arrangement by establishing a dedicated DoLS team. We have eliminated all backlog of outstanding work (350 last year, now less than 40 cases) and are now focused on improving quality. By providing updated training to doctors and social care staff, we can ensure that best interest decisions are taken with and on behalf of the people we serve.

Reviews: Undertaking strengths-based reviews and re-assessments with clients receiving a package of care is important part of sustainable social care and helps promote better outcomes for citizens. Mental Health Services are now achieving over 90% compliance of assessments being completed. Other areas in Adult Services have made significant improvements. There needs to be further work undertaken to embed strengths based and outcome focussed practice within the review process.

Delayed Transfers of Care- The have been more delays due to social care reasons this year, predominantly associated with lack of capacity for domiciliary care. Actions are being taken to address the supply issues in the domiciliary care market

OVERALL ANALYSIS

Overall, Adult Services is now better placed to succeed in making the changes needed to deliver a sustainable model of health and social care. We have a better understanding of our day to day performance. We have now agreed and are implementing our approach to strengths based, outcome focussed practice. We have a clear, coherent and ambitious improvement plan, underpinned by an agreed optimal model for adult services. We are working within strong regional partnership arrangements that promote effective collaborative working and a strategic and systemic approach to transformation...however challenging.

2d) Overall Priorities For The Year Ahead

In last year's annual report, I set out my priorities for improving the standards of our statutory social care services and ensuring that our most vulnerable children and adults are safe. Whilst we have progressed in all of these areas, there still remains work to be done:

- Safeguarding and protecting our most vulnerable citizens
- To achieve a financially sustainable position, delivering on agreed savings targets though our established improvement programmes.
- New regional partnership arrangements to achieve collocation and integrated health and social care
- Youth Offending- to develop a local offer building on the practice strengths and partnerships within Child and Family Services

- Workforce-by developing our staff to be the best they can be, by setting the right conditions to achieve excellence in their practice and to have a real impact in their work to achieve wellbeing and the personal outcomes of the people we work with.

3. HOW PEOPLE ARE SHAPING SERVICES

Everyone, adult or child, should be given a voice, an opportunity, their right to be heard as an individual and a citizen, to shape the decisions that affect them and to have control over their day to day lives. We actively seek feedback from individuals, families and carers who use our services to achieve their own well-being outcomes and their views help to inform our improvement journey.

Our approaches to coproduction and participation is set out in the revised Swansea Council Corporate Plan 2018-23, Swansea Well-being Plan, Corporate Prevention strategy and through the Council's Policy Commitments.

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

Some of the stories of achievement are presented throughout the report to reflect Swansea's new, emerging approaches to social care.

Finally, I will share one or two of the many comments that our staff have received during the year, many of these compliments earned through their hard work and skilled practice.

Swansea's Ambition to Safeguard and Help Improve Wellbeing of Citizens

a) Local Area Coordination

Swansea has an ambition to roll out Local Area Coordination across the whole of the area. LAC is an approach that is both preventative and empowering for local citizens. We are helping people both before and at our front door with the offer of early help that can delay, or head off needs for statutory services. Importantly, we are building connections with communities. Local Area Coordination is helping us move away from a paternalist model of service provision by responding in ways that promote empowerment and choice, is centred around personal outcomes and building stronger communities.

What is unique about Swansea' approach to Local Area Coordination?

Our LAC service offer is based on a strong, shared vision:

'All people live in welcoming communities that provide friendship, mutual support, equality and opportunities for everyone'.

This means that, in our service offer, there are no time limits in how we deal with a person's referral. We offer a positive conversation built around open questions 'what matters' to you, or 'What does a good day look or feel like?'. With the help of a

skilled local area coordinator, support for the person can be then drawn from a wider network and resources within their local community.

LAC coverage- now spanning 13 areas of Swansea is being achieved and expanded through collaborative partnership involving Registered Social Landlords, Swansea University and more recently GP clusters.

There is more about Local Area coordination in **Section 4a** of this report.

b) Direct Payments

COPRODUCING STRATEGY

Swansea's Direct Payments Strategy was considered to be unclear and consequently lacked both strategic intent and transparency for citizens. Co-production with direct payment recipients and user groups has formed part of the process for developing a more effective strategy. We now have a strategic vision for how Direct Payments should be best promoted, and how they can support the wider adult service model of prevention, promote greater independence, and contribute to ensuring sustainable social services moving forward.

The following were identified as practical steps to improve the process:

- Rename the Independent Living Team to the Direct Payment Team
- Streamline any residual bureaucratic process
- Update and improve public information
- Provide training to personal assistants
- Continue with coproduction group to sustain this wider ownership of Direct Payments strategy, processes and outcomes.

There is more about Direct Payments in Section 4a & 4b of this report

c) Carers

Support to and from Carers.....

Carers views shape the work of Western Bay now West Glamorgan Carers Partnership Board. This is achieved through the presentation of Carers feedback each quarter and comments from local Carer Centres/ Services and Young Carers Projects. In addition, views are gathered at ABMU wide events where Carers and Young Carers from the three local authority areas come together.

There is more about carers throughout all sections in this report.

d) Other Coproduction examples:

BIG CONVERSATIONS

Swansea's Big Conversation with Swansea Citizens Aged 7+.....

Swansea has held a second Intergenerational Big Conversation in the year, following an initial session in December 2018. The Well Being Plan objective for this session was Strong Communities and the theme for the day was 'Understanding Differences'

INTERGENERATION WORKING – HELPING TO IMPROVE QUALITY

Working across generations to enhance lives of people with dementia.....

A team from across Adult Service Provision and the Life Stages team have been working in partnership to develop a dementia friendly schools project. The aim of our project was to work with young people to dispel the stigma and myth around dementia and see the whole person and to understand that people can live well with dementia

Pontarddulais Comprehensive school council and Social Services dementia care home 'The Hollies' have worked together on this pilot and were enthusiastic about being involved as Pontarddulais are already a rights respecting school. People speak up who are a team of professional story tellers became part of the pilot bringing young and older people together through storytelling, song, dance and conversation.

The project was funded by the Integrated Care Fund (ICF) to develop 'Dementia Friendly Generations Action' to raise awareness in schools throughout Swansea.

There is more about coproduction in **Section 4b** of this report

e) Co-production /Participation in Child and Family

“We are more interesting than our paperwork” EW, Swansea Corporate Parenting Challenge 2017

The Council adopted the United Nations Conventions on the Rights of the Child (UNCRC) in 2014. This means the Council must perform its functions in a manner which is consistent with the interests of local children. Children and young people must be provided with meaningful opportunities to influence decisions concerning their lives (Art. 12). Swansea has co-produced a new Participation and Co-production Strategy for Vulnerable Children and Young People April 2018 – March 2021. This Strategy describes how Child and Family Services will support the UNCRC and Article 12 in particular by:

Swansea is implementing ‘This Is Me’ framework, which is being rolled out across Wales .

‘Supper Club’ is the standing 16+ participation group – our plan to involve this group in the recommissioning of supported accommodation

Our participation team has been shortlisted for an All Wales Continuous Improvement Award – and their excellent work includes a video for siblings impacted by adoption, transition for young people with a disability, developing an online platform for young people in care accessing generic and personal information.

f) Commissioning reviews - Consultation

We are continually looking for ways to improve quality and raise standards of care within our commissioned and directly provided services. During my visits to services, I have witnessed many examples of the imaginative efforts of our staff to improve the life experience of service users and citizens.

There is more about strategic commissioning in Section 4e of this report

g) Feedback-

We carry out a qualitative survey each year of a large sample of people who have been receiving care and support. A wide range of comments received from Adults, Children, Parents and Carers as part of the Social Services Performance Measures Qualitative Survey 2018-19 have been summarised, codified (positive, neutral and negative for analysis to support of future improvements. **See Appendix 1**

COMPLAINTS/ COMPLIMENTS RECEIVED

We routinely collect and monitor compliments, comments and complaints. There is a written acknowledgement by senior managers, of every compliment received by the department thanking staff directly for the examples of best practice highlighted through these compliments. We provide an annual report on complaints to scrutiny.

Some comments received this year are particularly pleasing when the experience of the citizen reflects back their experience, in a way that resonates with our improvement journey:

This is what one person told us about their Local Area Coordinator:

"When A came into my life, I can honestly say I was at a point of sheer desperation. I am an 83 year old active lady who looks after my 85 year old severely disabled husband who has vascular dementia. My friend suggested I telephoned A, although I didn't know what at that time she could do for me.

She has been a ray of sunshine in my life, sorting out a smoke alarm, talking to me about what's available, taken me to the carers centre, re introduced me to clubs I had previously been a member of and most importantly facilitating a sitter for my husband for me to go to the hairdressers and old age club once a week. Without her intervention I really don't know what I would have done as I was absolutely exhausted and depressed. Had I not met her, I honestly believe that such was my exhaustion I would probably have ended up in hospital and my husband in a care home, a situation I pray every night won't happen as we have been married for 63 years and never been apart".

This is what one person told us about their home care experience

"I thought it important to inform you of what is happening at the grassroots of the Social Services Domiciliary Care. Re-enablement Team, Gorseinon Hospital, for 6 weeks from (this year) the above team of Community Care Assistants had been visiting our home three times daily to care for my 86 year old husband. Their dedication to their work was very impressive, demonstrating very high standards of care and ensuring his dignity at all times. Their kindness and understanding to ensure his needs were met was greatly appreciated. I was extremely grateful for their support as I am his main carer and have been for many years"

This is what one parent said about their experience:

"My daughter's social worker has over the last 2 years consistently supported my daughter and navigated a path (through emotional and difficult relationships) which has resulted in a positive outcome for my daughter. X has gone beyond the 'normal' duties of her role and would wish this level of commitment and professionalism be recognised by the Authority".

OUR PRIORITY FOR NEXT YEAR:

- We are looking to evaluate the wider benefits of the local area coordination approach using a nationally recognised model, using tested in Wiltshire that considers outcomes such as social impact, whether it is helping reducing demand against costs and future investment needed.

4. PROMOTING AND IMPROVING THE WELL-BEING OF THOSE WE HELP (QUALITY STANDARDS)

This section of my annual report provides an overview of social services quality and performance, using the National Standards Framework: [Code Of Practice: measuring performance](#)

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

The **six national quality standards** are:

NQS 1: Working with people to define & co-produce personal well-being outcomes that people wish to achieve

NQS 2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being

NQS 3: Taking steps to protect and safeguard people from abuse, neglect or harm

NQS 4: Encouraging and supporting people to learn, develop and participate in society

NQS 5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships

NQS 6: Working with and supporting people to achieve greater economic well-being, have a social life It covers the outcomes expected, what we are doing how well we are doing and the priorities for the year ahead

A new set of quality standards and the national performance measurement framework have been published for consultation: <https://gov.wales/measuring-social-services-performance-code-practice> (consultation ends on 8/8/2019)

Our aim must be to ensure that all Local Authorities in Wales can work towards what a good social services looks like, with a clear purpose that improving the wellbeing of those most vulnerable in our communities, and that we are becoming more sustainable in working with limited resources. As Councils, we have to be in a better position to show we doing the right things consistently well, within the resources we have. We can achieve this by having access to reliable and consistent data backed by better information systems, which cover the full range of social care activities. This work can support better performance measurement and an improvement framework that shows demonstrates to citizens how well their Council is doing and how this compares to other areas in Wales.

In this Section (4) of the report, I have used the headings from the national quality standards to give my view as Director of Social Services of Swansea's journey to date in working to a sustainable model of social services. These reflect the important improvement work currently taking place in Child and Family Services and Adult Services.

4a) **Working with People to Define and Co-Produce Personal Well-Being Outcomes that People wish to Achieve**

This standard expects that Swansea citizens to know and understand what care, support and opportunities are available and use these to help achieve their well-being outcomes. People can access the right information, when they need it, in the way they want it and use this to manage and improve their well-being. It also expects each citizen's voice is heard by our service and listened to; that people can speak for themselves and contribute to the decisions that are made.

The Council's well-being objectives are an integrated set that collectively seeks to address all aspects of well-being, including environmental well-being as set out in the revised Corporate Plan 2018-22:

[Corporate Plan 2018-22 web version](#)

We have recognised that whilst everyone has a right to achieve well-being, this can be more challenging to some people and families. We have to work together to ensure the right help is available to the right people at the right time.

In order to meet these challenges, the Council has prioritised six well-being objectives. These are:

- Safeguarding people from harm
- Improving education and skills
- Transforming our economy and infrastructure
- Tackling poverty
- Maintaining and enhancing Swansea's Natural Resources and Biodiversity
- Transformation and future council development

Each of these well-being objectives is making a difference in how we work and support our most vulnerable people. Swansea has always had a good reputation for collaborative working with a range of organisations and services trying to make a difference in helping people to improve their lives. We have a strong third sector presence, diversity in our range of organisations, a commitment to improving people's lives and building stronger communities, and all backed by statutory health and social care services, all working together.

Helping more people to achieve better wellbeing outcomes is a big challenge, The Council is actively supporting this universal offer by not only maintaining public services at a time of considerable financial pressures but by having the ambition to improve.

Our policy commitments and a new 'Sustainable Swansea' transformation programme is helping social services to meet the many challenges we are facing.

What did we plan to do last year?

We wanted to focus our work, both locally and regionally, towards working more co-productively with citizens, and to take our well-being offer to the next level.

We wanted coproduction to be more central to how we improve this well-being offer.

In section 3, there are some great examples of how coproduction is driving forward our commissioning reviews, plans for how we use Direct Payments, improving our support to carers and as a key feature in our work with children, young people and parents.

We also wanted our early help offer to become more focused on helping people and families, who are most vulnerable and at risk of ending up requiring a statutory social services intervention as a result of not having the right help, from the right person, at the right time.

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

Council ensures that people can easily access the right information, advice and assistance (IAA) service when they need it, in the way they want it and use this to manage and improve their well-being outcomes by:

This year Council has changed its approach by moving from a People Directorate to now having a Social Services Directorate. This creates an exciting opportunity to make sure that all our poverty and prevention services and resources focus on and target the safeguarding of vulnerable people and families.

Last year Cabinet approved a Corporate Prevention strategy, and this report highlights some good examples of this how this work is progressing.

- Local Area Coordination
- Community building/ Community Hubs
- Coproduction
- Focus on Well-being

Children, families, individuals and carers with whom we work should be an equal partner in their relationship with Social Services by:

Our approach in Child and Family Services is about getting these services to work together and to target those children and families who are on the cusp of needing a statutory social services intervention- development of an Early Help Hub to help prevent the need for statutory interventions: right help, right time, by right people

Last year, I reported on Swansea's 'whole system' review of how we support families, and we are now implementing many of the recommended changes by improving our offer of early help:

- Swansea has a wide range of high-quality support for families, parents, services such as 'Team around the family' (TAF), Flying Start, Jig-so, ELDT, Young People's services, Resource Centre / Family Centre

- Swansea has had a multiagency domestic abuse hub, in which many public, statutory organisations work together with 3rd sector to provide a range of support services/ interventions. Swansea's approach was well received in feedback during a National thematic review by the Wales Audit Office.
- We want to 'close the loop' within the whole system by focusing all our efforts on preventative / early intervention responses. This work links back to work we undertook on our referral rates (Professor Thorpe & Dr Suzanne Regan). This work proposed we should try to eliminate professional differences, and all be prepared to work constructively with the children and families most in need of statutory help.
- Team Around the Family is a way of working together with families with additional needs broader than one service can address. Whilst Team Around the Family in Schools (TIS) trains primary school staff to tackle social challenges. The result is fewer complex social cases, higher levels of school attendance and increased community resilience.
- At the same time, Swansea's social work teams are working in localities to build stronger partnerships with schools, police and health professionals, and to help ensure there are effective 'Step up / Step down' arrangements
- We are also developing the public information available via the web using 'portals' such as Family Information System (FIS) & DEWIS CYMRU.

Story 1- working with Families

Intensive Family Support Service (IFSS)

Our Intensive Family Support Service team continues to work with families where the impact of parental substance use gives rise to a significant risk of family breakdown. This is a challenging area of practice. Our team is not just expecting to work with families to act as a catalyst for lasting personal change but also looks to promote systemic change across health and social care. On my recent visit to the team, I was hugely impressed by the examples of success achieved by families with whom the team have worked but also the extent to which the team had been able to assert influence over other substance use services and have helped shape practice thinking in statutory children services.

- Another development which demonstrates improvements in how early help is being used to better effect, is the Jig-so multi agency, young families initiative. This new evidence –based, initiative aims close the loop between statutory services across sectors. In the past, often the only involvement with vulnerable families in a child's first 1000 days is via health visitor or midwife.

Story- Multi agency working

Jig-so is a new team based in Swansea of midwives, community nursery nurses, family facilitators and language development workers which offers support to all young parents up to 18 and vulnerable parents aged 19-24, and working closely with statutory services. This award-winning intervention not only results in long-term health and educational benefits for the families, but also has been evaluated, in a study undertaken by Swansea University, to demonstrate cost benefits and improved outcomes

Citizens and carers with care and support needs who wish to improve their well-being receive high quality assistance and a timely assessment of their needs which promotes their independence, choice and personal outcomes by

Our approach to Adult Services is reflected in the 'Tiered Service Model', as shown in Appendix 2a.

This service model has a *universal service* offer to all Swansea Citizens to enhance wellbeing (Tier 1).

Our focus is to ensure *early interventions* are targeted at people in need (Tier 2).

Swansea has some good examples of where this approach is working well:

- Local Area Coordination in Swansea is supporting people to stay strong through friends, family and community. Our aim is to have a single point of contact in populations of around 10-15,000 citizens. Swansea now has 13 Local Area Coordinators (LACs) in place and working in ways which enhance participation and empowerment through positive, strengths conversations which are not time bound.

Story- what does it take to become a LAC

LACS- each of the 13 LACs were recruited co-productively within the communities they serve. We wanted them to have the right skills to enable them to hit the ground running. A panel of citizens were recruited to shortlist and interview candidates.

Once in post, LACs will take time to get to know people and communities well.

The aim is to provide community-based support at 2 levels:

- **Level 1** =info and advice form variety of sources
- **Level 2** = working with the 50-65 people who are more vulnerable or excluded in some way—providing support at a more intensive level, over longer periods of time to identify strengths, opportunities.

All the while LACs are ensuring that people are in control –they are promoting self-advocacy, advocating with and alongside people and groups, building stronger networks and helping citizens to access independent advocacy/ help if needed.

➤ **Dementia Friendly Communities / Dementia Support**

Swansea recently became the first Dementia Friendly City In Wales. As members of an active forum members involved champions from a range of organisations cascade the dementia friendly approach throughout their organisations and beyond. Swansea is also taking forward an innovative Living well strategy for developing a seamless service linking care homes, day services and domiciliary care, by appointing dementia champions in each setting.

Community Dementia Support Team in Swansea has been selected to take part in joint study (Newcastle University/Alzheimer's Society) because it is one of the few examples in the UK of a dementia support service, which is working in collaboration with GPs to provide early assessment, diagnosis and help. The team provides a first point of contact for anyone concerned about changes to their cognitive health and is located within the three Integrated Health and Social Care Hubs in the city. The team consists of two Senior Dementia Practitioners and six Dementia Support Workers who are now working with the five GP led Health Clusters in Swansea. Referrals can be made via GPs and professionals or directly via the Common Access Point in Swansea Social Services. The team offers a quick and friendly means of triage for memory concerns that can be escalated as necessary. The team takes a very person-centred approach and can arrange to see patients at home or in their GP practice.<https://research.ncl.ac.uk/pridem/>

STORIES OF OUTCOMES

1. M.'s story.....

M. got in touch with Swansea's Local Area Coordination, after seeing an article in SA4 Magazine.

I spent time with M., getting to know her strengths, what a good day looks like for her and building a trusting relationship. She talked about feeling lonely, becoming isolated, and contending with depression, and social anxiety. She also talked about how she used to be sociable and imagined there are a lot of women like her out there that could do with support and connections. Through the course of a series of conversations, M. decided she wanted to try to start a coffee morning. She talked over options, venues, and dates and ways to promote it. First Coffee morning was held with 4 people there; all people she had known for a while. Friendships re-formed straight away, and more people got involved. Group is now up to 12 people and they meet weekly. They have all organised a MacMillan Coffee morning. They have been meeting outside of the coffee morning and have formed some great friendships. They are finding support amongst each other which is helping them stay strong in the community.

- Story provided in presentation by LAC Implementation manager to People PDC

2. How JIG-SO worked with young mum & her family.....

A young mum aged 20, who referred herself into Jig-so when she was 14 weeks pregnant, had a history of ADHD, ODD and personality disorder, as a teenager. She was living in supported accommodation where drugs were readily available and she was living a chaotic lifestyle. Her maternal grandmother had already contacted social services to say that she wanted to work with them and wanted to support her daughter in moving back to the family home.

There were 82 reported offences between her and her mother. The young mum had 4 adverse childhood experiences (ACEs). Due to the level of concerns about her history, lifestyle and also her relationship with her mother, her unborn baby was placed on the child protection register and her case was in a pre-court process.

Over weeks, the young mum engaged well with the Jig-so team, that of midwife, nursery nurse, parenting support worker and social worker but unfortunately her mental health dipped after the birth, and her mother was granted full custody of her baby at this point.

The young mum moved out of the family home and into her own home, and she began to engage in risky behaviours again. Her relationships with her family broke down, and there were further concerns in particular with the relationship between her and her mother.

At this point, the Jig-so team were faced with a young and vulnerable mother who did not have her daughter in her care and was isolated from her family with very little support.

Example of Intensive Jig-so support provided to the young, vulnerable mum:

- 9 antenatal home visits by midwife
- 5 postnatal home visits by midwife
- 4 social services meetings attended by midwife
- 9 antenatal group sessions attended
- 6 nursery nurse home visits
- 3 nursery nurse run mother and baby group sessions
- 20 home visits by parenting worker
- 7 social services meetings attended by parenting worker
- 2 parenting groups sessions attended
- 5 supervised contacts
- 4 supervised community wellbeing activities.

She has continued to engage very well with all services, she attended groups as well as home visits and her commitment to change was impressive. Because of the young mum's level of engagement with all the services and the changes she made her social worker felt confident enough to give her the opportunity to go to a mother and baby unit. That placement went very well, and she was able to put into practice what she had learned and eventually she was allowed home to her own home after 12 weeks. He was supported before during and after the placement and there was an excellent team around her that included her social worker, the Sail Project and all aspects of the Jig-so teams support.

There are now no concerns about this young mum's parenting, and although she is doing very well, she continues to engage with all support on offer.

- Story reproduced with permissions from Jig-so presentation: Exploring practices and experiences within the JIG-SO multiagency young families project, (April 2019)

Performance Measures

PERFORMANCE IN 2018/19 (Reported last year - 2017/18)

Qualitative Measures:

See appendix 1 analysis of survey results (Adults)

Quantitative Measures:

- The percentage of adults who have received support from the information, advice and assistance service (IAA) and have not contacted the service again during the year = **86.5%** (93.8%)
- The percentage of assessments completed for children within statutory timescales = **77.5%** (72.4%)

Our priorities for next year

- To incorporate poverty and preventive resources into social services, enhancing our early help offer to adults, children and families.
- Increase number of public information resources to improve well-being made accessible via Web.

4b) Working with People and Partners to Protect and Promote People's Physical and Mental Health and Emotional Well-Being (NQS2)

This standard ensures Swansea citizens are supported to be healthy and active and do things to keep themselves healthy. That they can expect the right care and support, as early as possible and through preventative and community-based support that promotes independence. That our most vulnerable people are receiving care and support, to do the things that matter most to them.

Our approach is set out in Swansea Information, Advice & Assistance Service (IAA)- a guide for practitioners.

We recognised that we have to continue to improve how the front door to social service is working for Swansea citizens and carers. In Swansea we expect a 'warm' and welcoming approach at this stage to people making contact or enquiring about the help they can receive.

We recognise the importance of getting each of the front door arrangements right through ensuring the whole system is working seamlessly and in a coordinated fashion to improve citizen safety and wellbeing, managing demand at the statutory health and social care front door by promoting effective early intervention.

We recognise the need to meet the requirements of the Welsh language 'active offer', and to support minority ethnic populations, with access to translation and interpreters where needed.

As our activity figures (Section 2) show, the demand for social services reflected in the number of calls and people who are helped, is still high.

What did we plan to do last year?

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

Across all services, we are offering 'What matter to you' assessments to help focus on people's own well-being outcomes.

Our front door IAA services are using the practice models such as signs of safety and collaborative communication to strengthen links to our frontline social work teams.

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

We encourage and empower people to manage their physical health and well-being, and to do things to keep themselves healthy.

Swansea citizens can access information themselves to help them better understand and choose from the wide range of care, support and opportunities which are available, and use these to help achieve their well-being outcomes. Swansea continues to develop our range of public web resources available to help people make informed choices. We support the national launch of the **DEWIS CYMRU** Well-being resource directory, and we expect this system to complement the Council's public website and public information resources, as well as other systems such as Info-engine, Family Information System (FIS), and our regional Care Directory.

Regionally through the West Glamorgan Partnership Board, we are taking forward further development of Intermediate care services based on an agreed **Optimal**

Key features of a **Regional 'Optimal Model'** for Health and Social Services:

Common access point (s) to get right help to right people at right time:

- Multi-disciplinary 'triage'
- Mental Health support
- Third Sector Brokerage to help signpost to well-being support
- Acute Clinical Response
- Therapy led community reablement
- Community Equipment/ Assistive technology
- Intake & review reablement
- Therapy led residential reablement
- Access for people with dementia
- Step up/step down

Model underpinned by the 'What Matters to Me' framework. Work to develop the model was undertaken a few years ago but recent changes within the partnership has highlighted an opportunity to refresh the model. We are looking to improve the flow of individuals journeys through the system between hospital and home, with a focus on reducing unscheduled admissions to hospitals and support individuals to return home from hospital quicker. This will improve citizen experience and promote better outcomes.

As part of this work, we seeking to further enhance our reablement offer to citizens, through the development of a **Hospital to Home recovery** service.

We are also seeking to improve **Care Home support** to reduce emergency hospital admissions from Care Homes.

These new approaches are designed to support people to remain independent and keep well. We want to see more people cared for at home, with shorter stays in hospital if they are unwell, and to see a change in service delivery away from institutional care towards better community-based support.

In children services we have improved access services to maintain physical health, mental health and emotional well-being through:

A new Wellbeing strategy for Children and Young people:

The Family Support Continuum Steering Group was set up to manage improvements to our Family Support Services. We now have a shared vision and common approach. We have a good range of community-based services to support families, and to allow 'step-down/ step up' arrangements to work better in response to their needs.

Integrated Well-being Strategy for Children and Young People 2018 – 2021 sets out how Swansea Council's Family Support Continuum Steering Group will promote an integrated approach to promoting and supporting children and young people's well-being. It offers a shared view of well-being, as well as setting out a framework for assessing a person's well-being at any time including potential risks to well-being. It also provides a model to promote and support well-being as well as to guide our interventions so that they are preventative, timely and focused.

➤ **Change to our Child and Family Services Integrated IAA Team**

Our new integrated IAA hub was launched on 1st November 2018. The 12-month pilot of a new integrated service aims to help us make sure that we are enabling families to live happy, healthy and safe lives by providing the right support, if and when they need it. This pilot will test what impact a multi-disciplinary and multi-service team has on ensuring potentially vulnerable children and families get the right help, from the right person, at the right time.

The focus is on what positive action can be taken to meet needs without a child needing to be escalated to statutory services. Professionals are colocated and making joint visits. Currently the multi-agency team is made up from professionals from Early Intervention, Child Disability, Bays 16 Plus, the Domestic Abuse Hub and

Western Bay Youth Justice and Early intervention. It is hoped that this can be extended to include primary mental health services, health visiting, the police and education welfare.

Again, the focus of the integrated IAA hub is what matters to people – supporting families and children to live happy, healthy and safe lives with help from the right people if and when they need it.

➤ **Working with other professionals and gaining consent**

To support and protect children and families, agencies need to share information to intervene early. It is essential when putting in place effective child protection arrangements. Children and families have the right to expect people to be open and honest with them, particularly if there are worries, concerns or help is needed.

We support other professionals in their work, and if they want a discussion about a particular child or young person then we ask that they get consent from the child or children's parents or carers. Our IAA hub will always speak directly to parents/carers of children and young people under 17, if there is a possible risk. Over the course of the year, our IAA Hub expects to hold many conversations about contacts, potential referrals, consent and referrals to safeguard children at risk.

This preventative work could be strengthened with greater involvement from professionals in health, education and the police. There is also value in considering a small integrated safeguarding function to sit behind the integrated IAA hub.

➤ **IAA and BAYS+**

Have a shared purpose, understanding to do what matters with older young people, in order to achieve timely and positive outcome for young people whose circumstances may present additional vulnerabilities.

Info-Nation, on the Kingsway, offers information, advice, and specialist support across the range of challenges facing young people and their families. This includes prevention support with Healthy Relationships, Sexual Health, Drug and Alcohol use, and Youth Homelessness.

The Bays + service is provided by Swansea Council and a third sector provider, Barnardos through a strategic partnership arrangement. Barnardos is commissioned to run the Young Persons Advisory Service. They focus on 18 to 25 year old young people, and their work includes addressing youth homelessness. This year has seen BAYS+ now supporting Information, Advice and Assistance for 16+ cases, which will sit well within the open access of Info-nation.

Adult Services has also made good progress in ensuring multi agency Information, Advice and Assistance is available consistent with the regional 'Optimal Model' as described above.

➤ **Common Access Point CAP**

The Common Access Point Team has Access and Information Assistants who will talk to the person about their situation and provide information, advice and signposting. The Access and Information Assistants can also

- signpost to community-based services, such as local groups or charities.
- give information and Advice relating to care and support and assistance in accessing care and support
- Advise on how the care and support system operates in the local authority
- Advise on types of care and support available
- Explain how to access the care and support available
- Advise how to raise concerns about well-being of a person who appears to have needs for care and support.

➤ **Multi-disciplinary team (MDT)**

Swansea has developed the MDT team within the Common Access Point. Our team is now made up of qualified staff, Social Workers, Physiotherapists, Occupational Therapists, and a Third Sector Broker (who advises on voluntary / third sector services) and other professionals. The team work to provide a rapid response to those referrals where a more joined up approach is needed. The Multi- Disciplinary team (MDT) will discuss the person's situation to see if they can offer any specialist advice or assistance. The team may contact the person to get more information on the situation or will talk about what support is available to the person in need, the carer or a concerned professional.

We support access to a range of services to maintain mental health and emotional well-being, and our approach in Adults Services is through contact with the Common Access Point and through our **Community Mental Health Teams (CMHTs) and Older People's Mental Health teams (OPMH)**.

➤ **Community Mental Health**

We now have a Community Mental health nurse working in the common Access point to respond quickly to needs. We are developing a new operational policy for the Older Person's Mental Health team in Swansea (April 2019) to promote closer working with primary care and the Integrated Hubs. A Joint HIW & CIW National Review of Adult Community Mental Health Services, carried out an announced visit to Swansea Central (Area 2) CMHT. Their report found there was a responsive referral and duty system in place. We identified that the interface between the CMHT and other teams should be improved to promote timely care for service users. The quality of care and treatment/support plans was variable. Some included good information across the domains of the Mental Health (Wales) Measure and Social Services and Well-being (Wales) Act whilst others needed more detail recorded. Improvement was needed around the arrangements for staff supervision and appraisal of social work staff.

People can expect the right care and support, as early as possible through a range of preventative and community-based support that promotes independence.

➤ **Support to Carers** –Swansea recognises the essential contribution that carers make to the well-being and safety of some of Swansea’s most vulnerable citizens, and to sustainable systems of social care. All Swansea carers have the right to have their support needs addressed via I.A & A, and to access ‘what matters to them’ assessment to maintain their own well-being. Swansea commissions a range of services for carers through the local carers centre.

➤ **Hospital social work team**

Our Hospital Social Work team also works as a ‘front door’ for patients in Morriston or Singleton hospitals. Our social workers visit the wards to discuss all patients with nursing staff for early identification of those people who may need assistance for a safe discharge. We have also agreed trusted assessor arrangements with the health board with a particular focus on promoting timely access to re-ablement services. Some patients are referred by the Common Access Point or via the Integrated Hubs.

➤ **Sensory Team**

Our Sensory Services team based at Swansea Vale Resource Centre offers practical advice, information, rehabilitation and equipment as well as assessment and managed care and support to:

- people who have a sight loss,
- people who have a hearing loss
- people who have both a hearing loss and a sight loss.

Specialist support can take the form of hearing and communication support, getting around indoors and outdoors and using public transport, managing day-to-day tasks including meal preparation, administering medication, making telephone calls, reading mail or using IT in everyday tasks and employment support.

➤ **Emergency Duty Team (EDT)**

Our emergency duty team also provides a service to citizens of Swansea when the offices and day services are closed. They are there to respond to emergency situations, that arise out of hours and they take referrals from day-time services, partner agencies and the general public.

Our EDT now covers the four disciplines of social work: Adult Services, Learning Disability Services, Mental Health Services, and Child and Family Services. They have a Core Team of experienced qualified social workers and Approved Mental Health Professionals (AMHP) who can go out to assess and to manage risks.

EDT are also able to provide information, advice and assistance thus ensuring the Social Services Department provide a 24-hour services to the public of Swansea.

Adult Services also deals with a high number of safeguarding concerns, and some queries around Deprivation of Liberty Safeguards (DoLS), though there is now a dedicated DoLS team- more about these developments in Section 4c.

STORIES OF OUTCOMES: INFORMATION, ADVICE & ASSISTANCE

Story 1

Common Access Point in a person centred work with person in need, involving family, supported housing, primary health and paid carers.

Call to CAP from Warden at a Supported Housing complex about person not taking Warfarin for last six months or longer. Actions taken to address this concern and to prevent any re-occurrence. After -initial contact was made to CAP approximately 5 months ago, no further input has been needed.

Story 2

Common Access Point-supporting carers call received from an ex-service man who is the main carer to his disabled wife. Person explained that his wife receives all care on the bed, which meant that throughout the day he would have to make numerous trips up and down the stairs. He had his own medical issues resulting in reduced mobility, explaining that the stairs were now becoming a major issue affecting his ability to continue as his wife's carer

Team were able to work with other professionals (OT, Primary Care) and person's own support networks (SSAFA/ RAF Benevolent fund) as ex service personnel to meet their needs as a carer, and to meet his wife's care and support needs.

Story 3

IAA and BAYS+ working together....

An anonymous referral was received via the NSPCC helpline, regarding a young person aged 17.5 years; she was living at home with her father, step-mother and 4 younger half-siblings. Her 2 older siblings already living independently. The referral was in relation to emotional ill-treatment of the young person by her step-mother, and historical incidents of physical violence towards her. Action taken by IAA service was to make contact with the older siblings as their details were on PARIS from a previous referral for them, to assist in contacting the young person whilst ensuring her safety in the home. The young person said that she was the only child being treated like this in the home

What matters to the young person is that she would like to live independently, and to have a place where she feels safe and happy which in turn will positively affect her mental health and wellbeing.

Arrangements were made for the young person and her sister to attend at Info Nation to meet a BAYS+ worker the next day. Single Assessment completed which did not include her father or step-mother at her request. The assessment concluded that she

presents as a capable young woman who recognises that she has been treated differently from her half siblings within the family home. She has a full-time job, and she is earning a wage so is able to support herself whilst living independently. She has asked for support to identify appropriate accommodation which will also provide a minimal level of support to further develop her Independent living skills.

The outcome of this assessment is that the young person will be further supported through the youth homeless Team. Supported lodgings have been identified and she moved out of the family home on within 3 days of IAA receiving the referral.

The end to end time from understanding what matters to providing the right support in this case was just 3 days

In respect of the younger siblings, because the allegations were in respect of the older child only and she was clear that the behaviour was just towards her, IAA have waited until the young person has moved safely into her supported accommodation until opening referrals on the younger children. Based on the fact that there have not been any referrals from anywhere else in relation to these children, the duty SW has booked an appointment with them in the Civic Centre this week to speak to them about the referral and seek consent to undertake lateral checks

Performance Measures

PERFORMANCE IN 2018/19 (Last Year)

- Rate of delayed transfers of care for social care reasons per 1,000 of population aged 75 or over = **7.47** (5.86)
- Percentage of adults who completed a period of reablement and:
 - Have less or reduced package of care and support = **81.8%** (50%)
 - Have no package of care and support = **90.4%** (79.3%)
- The percentage of children seen by a registered dentist within three months of becoming looked after = **77%** (86.2%)
- The percentage of looked after children registered with a GP = **95%** (96%)

Local Measure:

- Percentage of our **10-day assessments** carried out where there is evidence that the child was seen by a qualified worker = **92.09%** (93.3%)
- Percentage of our **42-day assessments** carried out where there is evidence that the child was seen by a qualified worker = **93.08%** (93.3%)

Our priorities for next year

During 2019/20, our priorities will be to:

- To ensure there are consistent approaches to Information, Advice and Assistance across all services and access points.
- Ensure robust arrangements for staff supervision and appraisal of social work staff within frontline teams

4C) Taking Steps to Protect and Safeguard People from Abuse, Neglect or Harm (NQS3)

This standard expects that vulnerable people in Swansea are safe, and protected from abuse and neglect. There are strong and effective arrangements in place to make any concerns known. Also that people are supported by care and support plans which promote their independence, choice and well-being.

Our approach to Safeguarding and keeping people safe is reflected in the Corporate Safeguarding policy.

Safeguarding is the council's number one priority, and we have strong leadership in place to drive forward a regional and corporate approach.

Cllr Mark Child is the council's lead on safeguarding and Cabinet Member for Health and Wellbeing, as he says: 'Safeguarding is the council's number one priority. It's not just the job of social workers or teachers, it's everyone's business'.

A revised Corporate Safeguarding policy ensures the 'Everybody's business' approach is extending the expectation to partners and providers, as well as Council staff. It underpins a new work programme for the Corporate Safeguarding groups.

I am pleased to be jointly chairing with Cllr Mark Child and that there is strong engagement from service leads across the whole of the Council. This Council wide approach promotes greater awareness of contextual safeguarding issues such as child sexual exploitation, human trafficking/ modern slavery, female genital mutilation, and county lines.

Through the Corporate Safeguarding group - all areas in the Council have safeguarding named officers who provide leadership and training on the duty to report concerns and the implementation of the revised policy and work programme. There are mandatory safeguarding courses that all staff must complete when they start, and every 3 years, and the same expectation is placed on elected members

I am particularly proud of work in this area, as it brings together employees and managers from across the council who may not routinely work together to look at ways we can tackle the many issues that impact on the safety of vulnerable adults and children.

Less positively, a recent inspection of the regional youth offending service, highlighted significant concerns about risk management and consequent safeguarding of young people accessing the service. The local authority has acted

swiftly to re-establish a Swansea YOS and put a comprehensive improvement plan in place to address all identified concerns.

What did we plan to do last year?

As promised a full review of safeguarding arrangements has been undertaken; proposals for way forward includes a new dedicated safeguarding team to be established which will be incorporated into the restructure of Adult Services. The changes are to ensure that all concerns are addressed at the earliest opportunity, risks are managed effectively with the person at the centre's full involvement and investigations are followed through to conclusion.

Swansea has significantly improved performance in relation to Deprivation of Liberty Safeguards (DoLS) through implementing dedicated team arrangements. Feedback suggests this has not only improved professional knowledge but is driving up standards and response times.

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

Swansea's number one corporate priority is to ensure that vulnerable people in Swansea are safe, and protected from abuse and neglect by:

➤ Regional Safeguarding Boards

We aim to ensure that effective regional safeguarding boards are established for the West Glamorgan region, with clear business plans in place to promote shared accountability, awareness through targeted campaigns, preventative approaches performance reporting and learning lessons from serious cases.

Across the Council and within social services, there are strong, timely and effective arrangements in place to make any concerns known

➤ Duty to report and respond to concerns-

Swansea has a strong corporate safeguarding culture with all service areas and staff working collaboratively to prevent abuse and neglect where possible. Swansea launched a Spot It! Report It! Campaign to raise understanding of duty to report under the Act. There is good awareness, following mandatory training, of the duty to report concerns. Our commissioning arrangements aim to ensure that other agencies/ services and individuals give timely and proportionate responses when abuse or neglect have occurred. Through contract monitoring and a regional quality framework we seek that safeguarding practice is robust and continuously improving, to enhance the quality of life of adults in each service area whoever the provider of care.

➤ **National guidance**

The development of the All Wales Safeguarding Procedures for the Protection of Children and Adults is underway and Swansea is engaged with regional and national consultation.

Safeguarding practice aims to be both person-centred and outcome-focused.

In Child and Family Services, the Signs of Safety Practice Framework is a whole systems approach embedded across the service, whilst adhering to the prescriptive requirements of the Wales Safeguarding Children practice guidance.

In an effort to further embed our strengths-based approach, as planned children services underwent a full scale restructuring this year, through which we implemented a reclaiming social work design, introducing for example practice leaders as a separate function from team managers. Undergoing inspection during period of major restructure was an extraordinary challenge. The Inspection findings and feedback from the review team was both positive and constructive and further influenced our transformation plans.

We have a comprehensive assurance framework in place made up of performance reporting, national comparative data indicators and established quality assurance mechanism through the Service Quality Unit. The work of Independent Reviewing Officers and Practice Leader posts focus on driving practice excellence. Child practice review processes and feedback from families through appreciative inquiries provide considerable reassurance about the effectiveness of children safeguarding work in Swansea.

➤ **Children subject to child protection plans**

Performance in relation to the timeliness of Initial Core Groups, initial conferences and visits to children on the Child Protection register is significantly improved. Swansea has a rate of children on the protection register that is around the Wales average, though the number of children added to the CP register has increased in year whilst children removed from the register has also increased.

➤ **Edge of Care**

We are seeking to work constructively with Cafcass and the courts to promote strengths-based work with families that enable different and better outcomes for children than those remedies, which may traditionally arise through care proceedings. We recognise the challenge of this approach to practice in the adversarial context of court proceedings.

A recent report by Isabel Trowler, about care proceedings in England: [The Case For Clear Blue Water full report](#), highlights the challenges social workers face ensuring that children needing protective care and support are the right children given the right support at the right time. The report argues that families subject to thin, red line decisions, where the decision to remove a child from his or her parents could go either way, should be diverted away from Court, or taken to Court earlier. The report suggests we should aim to create *clear blue water* between the standard of care and protection given to a child involved in public court proceedings compared to the care and protection of other local children considered to be at risk of significant harm.

➤ **'Contextual safeguarding'**

Swansea has been successful in bidding for funding to support one of the first whole area 'contextual safeguarding programmes in Wales.

'Contextual safeguarding' involves considering how, for example, peer groups, social media, neighbourhoods and schools, impact on young people's vulnerability. This approach was first developed by Dr Carlene Firmin, of The University of Bedfordshire, and first piloted in Hackney:
<https://www.contextualsafeguarding.org.uk/en/>

Swansea is looking to establish a programme which will identify new partnerships with organisations like transport providers, local businesses, fast food restaurants and other places where young people gather. The main aim of the project is to reduce the need to move children away from unsafe social environments and instead, create safety in the places and communities in which they spend their time. Addressing risky behaviours, where child or young person is more influenced by peer group than family, in particular those most vulnerable children at risk of exploitation can be best achieved where a multi- agency approach helps target a range of interventions aimed at influencing or disrupting a peer group where there are risks to a vulnerable child.

People in Swansea are supported by care and support plans, which promote their independence, choice and well-being.

➤ **Safeguarding Adults -.**

Care Inspectorate Wales visited Adult Services this year to listen to how our safeguarding policies and practice are developing, to help inform their national inspection programme. Overall the feedback from practitioners highlighted both the progress we have made in terms of process and some frustrations with the challenges around keeping the person at the centre of what we do, 'making Safeguarding Personal'. There has been progress in how we are working with partners in responding to and managing risk. We are considering options for a dedicated safeguarding team as part of the restructuring of Adult Services. A work group on Safe Voice has been established as part of the corporate safeguarding work programme to take forward making safeguarding personal and the implementation of the new guidance.

➤ **Best Interests**

Best Interest considerations and meetings are very evident in Adult Services, within care and support plans. These plans are co-produced to meet assessed need to protect people from abuse or neglect or other harm by making use of the best interest approach, promoting human rights, applying Deprivation of Liberty Safeguards, and by working with families and partners.

➤ **Advocacy**

Swansea Council commissions advocacy services for people who need support in representing their views, as part of making best interest decisions and with the intention of giving them a stronger voice. We commission independent advocacy services for children and young people consistent with the agreed national approach and are beginning to see increased take up of the active offer.

➤ **Secure Estates**

We are reviewing our work with the prison (secure estate) as required under Part 11 of the Act which gave local authorities new responsibilities for prisoners who have care and support needs and live within the local authority. Given the nature of the prison estate in Swansea servicing a younger, short-term cohort, we continue to meet those new responsibilities through access to IAA and by supporting a range of in prison health, care and well-being initiatives.

STORIES OF OUTCOMES: SAFEGUARDING

Story 1

Keeping Swansea children safe.....

In May 2018, Social Services were alerted to an extremely distressing photograph that a mother had taken of her daughter and posted on social media; the 2-year-old child's body and clothes were filthy dirty, she appeared to have black eyes and the floor and the walls of the room she was in were also black with dirt. Mum had written on the picture 'someone come and take her I'm losing the ***** will to live'. The child protection medical, which **occurred that day** stated that "to an extent the injury is more consistent with a punch to the eye or a thrown object, than a fall". The child was placed in foster care the same day with consent from her mother. She was then placed on the child protection register under the category of neglect, and PLO commenced

The child's father did not wish to be assessed to care for her, while her mother was initially unsure, saying at different times that she wanted for her to be returned to her care, then that she wanted her parents to care for her because she felt her own mental health impacted on her parenting. The social worker did assess Mum's capacity to care for her child, should she again take a position that she wished to care for her, however this assessment was negative.

Through the PLO period, both the child's Mum and Dad agreed that they felt it was in her best interests, to be cared for by her paternal grandparents, who were

willing and able to look after her well, and to support contact with both parents and her half sibling. The outcome of the PLO assessment was that this would be the best outcome for her.

She is now settled and doing very well in the care of her paternal grandparents, who are currently in the process **of applying for a Special Guardianship Order.**

Story 2

A piece of good practice was noted following a review child protection case conference.

The manager of Service Quality Unit (SQU) gave feedback on how impressed she was with the quality of the direct work with the children, 2 siblings who had been initially registered in March 2018 under the category of emotional abuse, because the children had said that they felt frightened and sad living with Mum because she would get angry when they play together and has pushed and scammed them. There were complicating factors of strained relationships between parents and grandparents. At the time of their registration, the children had been staying with their grandparents and had refused to go home to parents.

The direct work that the social worker completed with the children demonstrated that the children had been able to very clearly express what they felt was going well in their lives, their worries, and their hopes. They also did work about what they wanted in their own safety plan, what everyone was going to do to help make their home happy, and what they thought that they needed to do themselves. The safety plan was detailed, and everyone contributed to it, the children, parents and grandparents. It was well-tested and the children had returned home to parents.

It was a unanimous decision to remove the children's names from the CP register in December, and the case closed in April 2019.

Performance Measures

PERFORMANCE IN 2018/19 (Last Year in brackets)

Qualitative Measures - See Appendix 1 for summary results

Quantitative Measures:

Percentage of adult protection enquiries completed within statutory timescale: enquiries completed within 7 days = **85.6%** (91.9%)

Safeguarding concerns -referral to Adult Services where decision is taken within 24 hours = **55.3%** (63.7%)

Percentage of re-registrations of children on local authority child protection registers= **9.76%** (7.19%)

Average length of time for all children who were on the child protection register during the year= **236 days** (210.5 days)

Local Measures:

AS9: % of DOLS assessments completed within accepted national standard for completion (21 days or less) =**56.1%** (59.7%) Target = 60%

Our priorities for next year

- To better show how we are listening to / working with voice of child and vulnerable adult in all aspects of our safeguarding work.
- Re-establish the Swansea YOS and implement all improvement actions required following the recent inspection.

4d) Encouraging and Supporting People to Learn, Develop and Participate in Society (NQS4)

This standard expects that Swansea citizens can learn, develop to their full potential, and to do the things that matter most to them. People accessing managed care and carers can engage, contribute to communities and feel valued in society.

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

My visits to social work teams, and the compliments I have received about social work practice during the year has confirmed that we are beginning to embed relational social work practice. By promoting high practice standards supported through expert leadership, we are beginning to positive impacts of improved

outcomes for vulnerable children, families and adults in Swansea. This relentless focus on being the best we can be throughout the organisation is helping ensure we continue to deliver a sustainable model of social care and social services into the future.

I was pleased that CiW chose to highlight our practitioner's commitment to outstanding practice in their recent inspection of Child and Family services, as well as noting the strong leadership from our Head of Service, Julie Thomas and her senior management team. It's important to also acknowledge that frontline services are absolutely dependent on an expert back office, business support functions. We have continued to invest in that expert, back-office function.

What did we plan to do last year?

We recognised that we have to continue our journey towards being the best that we can be, by further embedding our preferred Practice Frameworks across all areas of our work. We have been well supported by the Council's continued investment in innovative strengths-based prevention models such as Local Area Coordination, as well as continued investment in our frontline social work and social care workforce.

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

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

➤ Social Services improvement

I am confident Social Services is achieving better outcomes by focussing on raising practice standards through for example the creation of new roles such as the Principal Social Worker and Practice Leads in each child and family team. These new roles are an important part of our redesign of children services to adopt a reclaiming social work infrastructure which includes a bespoke performance hub. These new roles and infrastructure are helping promote our practice framework and to ensure that practice standards and personal and case supervision are seen as priorities.

We have prioritised Staff development/ training to meet the requirements of our improvement programmes, and the new expectations of the Social Services and Well-being (Wales) Act 2014.

As Director, I realise the pressures staff are working under. I am even more impressed when I read or hear about stories of the good work taking place, and that we are taking the time to explore feedback from families through appreciative enquiries.

Some of the stories of good social work presented in this report reflect the depth of practice we expect in Swansea, and the significant changes taking place.

➤ WCCIS

The Welsh Community Care Information System (WCCIS) is a single information system that supports the delivery of innovative, person-centred and integrated

community health and social care. It will allow local authorities and community health services to share care records as required by the Social Services and Well-being (Wales) Act 2014, to help improve support for citizens across Wales.

The implementation of WCCIS across the Western Bay region has been making good progress.

Swansea Council are well into their implementation phase, having signed a Deployment Order (DO) this year. Adult Services and Child and Family Services have been engaging with the project team to map out processes and review documentation in readiness for the system to be best configured.

WCCIS 'champions' have been identified and regularly meet to help co produce Swansea's implementation plan, whilst also receiving practical insight into and hands-on experience of the system. The system is due to go live at the end of February 2020, and a training strategy is being developed to ensure all staff receive the necessary support during this change.

Swansea are helping people to gain the skills and the educational attainment they need to engage in society, and we have encouraged people to be active members of communities and support each other, and by reducing the barriers to social inclusion by:

➤ **Child & Family Services** -what has changed in our practice....

In Children Services, we implemented our new reclaiming social work infrastructure of Supported Care Planning (SCP).

➤ **How we expect this to be better for child and families.....**

Swansea's approach is based on stronger family focused practice, better decision making and more sophisticated and tailored support services, and aims to ensure that we are safeguarding and protecting our most vulnerable children.

➤ **Child and Family Services practice standards** – Swansea, as with all Local Authorities , has to meet many statutory requirements in child protection, with looked after children and for children in need of care and support. Swansea has been on an important journey to place each child and family at the centre of their safety, care and support, by embedding the Signs of Safety framework into everything we do. Social work practice excellence is a vital part of our sustainable model. The more we can do to help children remain in families and to achieve permanence at the earliest opportunity, the greater the resources available to support prevention and early intervention thus avoiding significant harm occurring in the first place.

➤ **Signs of Safety**

Swansea is in its 8th year of using the Signs of Safety methodology. We are still the pioneers of this approach in Wales, and I am delighted that six other Welsh authorities have since started using the Signs of Safety model. Our Signs of Safety implementation plan continues to provide the main focus to our improvement work over the next 3 years. Signs of Safety is a safety and strengths approach to case

work. The framework is all about practice. The model has a strong emphasis on building partnerships and collaboration.

The Signs of Safety approach builds on the social workers skill base through the use of solution-focussed brief therapy techniques through utilising questions. Swansea has created a knowledge bank for practitioners to access the latest tools and share practice: <https://www.swansea.gov.uk/staffnet/signsofsafety>

➤ **Reclaiming Social Work**

Last year we explained about how we needed to redesign our supported care planning teams, and now Swansea are looking at Redesign 'Phase 2'. Soon after the original restructure took place, the Care Inspectorate Wales carried out a full inspection of our Child and Family Services. The feedback was generally positive with some improvements needed, particularly around evidencing the voice of the child in all our work. The focus of 'phase 2' of the redesign includes providing additional support to staff in supported care planning to make sure relational social work practice becomes embedded in the coming year. This will include a robust training plan so that staff are fully confident and skilled in their roles.

➤ **Family Finding**

Through Signs of Safety, Swansea prioritises the importance of effective family network meetings in the development of Safety Plans. Gaps in a child's family network can make it harder to achieve the best possible outcomes. Swansea has accessed Welsh Government invest to save funding to roll out the best practice model of 'Family Finding' to help social worker grow strong and supportive networks to support a child / young person through life. Based on work undertaken by Kevin Campbell: http://www.familyfinding.org/trainings/trainings_kevin.html

Swansea are using this approach to further strengthen our signs of safety model, and the programme of training to help social workers build resilience in children and families. This will further help reduce the number of care episodes or time spent in care experienced by children.

Social Workers in Swansea, through years of developing their practice, using advanced models such as Signs of Safety and Signs of Wellbeing, are confident when presenting child-care cases to court. A major strength in Swansea is the collaboration between a well-informed, children's Legal team and a children's service which prioritises high standards of social work practice.

➤ **Edge of Care**

By enhancing our Edge of Care services, we are supporting our most vulnerable children to stay at home or return home if they are in care. This year the West Glamorgan regional partnership board has agreed to prioritise investment in edge of care services utilising Welsh Government's Integrated Care Fund (ICF).

Swansea is a strong advocate of Special Guardianship Orders (SGOs), as a way of children achieving safety and permanence, where this is backed by robust care and support, and risk sensible planning.

➤ **Emergency Admissions-**

Performance data has highlighted that despite our established Safe LAC reduction strategy, in the last year, we admitted a large number of children into the LAC system. Many of these children became looked after as a result of emergency admissions. We have put into place a multi- agency solutions meeting, chaired by the Head of Service or a senior manager, with a remit to support the social worker to create a trajectory to ensure that children who are accommodated, have timely plans for reunification with their families or a pathway to permanence in place.

➤ **Service Quality Unit**

Swansea's Service Quality Unit has lead responsibility for the development of a **Quality Assurance and Learning Framework**. The Framework is aimed at developing a culture of working with children and families that is efficient, effective and outcome based. The framework also includes ensuring that we have coherent policy documents, procedures, service plans, team business plans, staff training, supervision and appraisal designed to promote that all staff have the necessary skills and expertise to meet our required practice standards.

➤ **Quality Audits**

A sample of cases are audited each month based around a key theme in a bid to help improve services by finding evidence of good practice and identifying areas which need improvement. Regular audit reports will be produced to drive focussed improvement against the themes that emerge from this audit activity.

There are a range of joined up approaches to improve social inclusion, learning and well-being, and some early and overarching actions include:

Adult Services has wide range of specialist social work teams either colocated or more fully integrated with other professionals, particularly health colleagues :

- Common Access Point CAP for Health and Social Care
- Community Hubs
- Hospital Social Work Team
- The DoLS Team
- Care Homes Quality Team
- Community Mental Health Teams
- Community Support Team (People with Learning Disabilities)
- Older Person Mental Health Team Areas (OPMHT)
- Sensory Services Team
- Emergency Duty Team (EDT)

Each team is made up of social workers and unqualified workers and a range of relevant health professionals including district nurses, therapists, CPNs and other support staff. Swansea has established a far greater level of integrated health and social care infrastructure than exists in most Welsh local authorities.

➤ **Care and Support Planning for Adults and Carers**

Swansea's approach is based on personalised care and support planning (PCSP). This is a systematic process based around 'better conversations' between the person and their health and social care practitioners. The overall aim is to identify what is most important to each person for them to achieve a good life and ensure that the support they receive is designed and coordinated around their desired outcomes.

➤ **Collaborative Communication**

Collaborative communication is the practice framework within Adult Services. This framework is a citizen based, strengths based, outcome focused, coproduction, progression model. It is the approach chosen by Adult Services as the practice framework for social work. Training for all social work staff is in the process of being rolled out and I expect to hear more about the impact on supporting citizens to achieve their well being outcomes in the coming year.

➤ **Doing what matters**

We have worked with the Institute of Public Care to establish policies, procedures and practice tools which collectively make up our Doing What Matters (DWM) optimal model for adult social services and social care.

Following the principles of DWM, our Central social work Hub team developed a 'capturing personal outcomes' tool and have adopted a contingency planning approach which is reducing the amount of crisis social work intervention that is having to take place with individuals accessing managed care and support. This is a good example of a coproduction approach to working directly with citizens accessing social care support.

➤ **CMHT**

We have three Community Mental Health Teams in Swansea, in which social care and health service staff provide assessment, care and treatment services for people who have severe or enduring mental illness that significantly impacts on their functioning or ability to manage daily living. The recent Joint HiW / CiW Inspection of a Swansea CMHT gave positive feedback on how joint working is helping to achieve positive outcomes.

➤ **Working with risk, positive risk-taking**

Swansea accepts that managing risk is a key part of care and support planning. This requires practitioners to work in collaboration with a potentially vulnerable individuals, carers and family members. We aim to manage risks in ways which seek to improve the quality of life of the person, to promote their independence or to stop these deteriorating if possible. Not all risks can be managed or mitigated but some can be predicted. Our approach to risk management uses a broad range of responses that are closely linked to care and support planning. This may involve preventative, responsive and supportive measures to mitigate risk of harm and/or promoting the potential benefits of taking agreed risks.

➤ **Reviews**

A review is a key part of effective care and support. Effective reviews ensure that services remain appropriate and that individuals are achieving their well-being outcomes

The regional partnership board has prioritised the roll out of outcome focussed assessment and review processes across health and social care services in the region

This year Adult Services improved their overall performance on reviews, with Mental Health team achieving **90%** of cases reviewed in year.

Relational child and family social work in practice....

Here is an example of intensive work undertaken with a family with 6 children living in dangerously poor home conditions whose was referred for Public Law Outline (PLO). The social worker used a range of tools such as *Strengthening Families Together* and *motivational interviewing* to work with the family, to support them and to explore what they wanted for their family, and how they could achieve this.

By using a strengths based approach the family very quickly became engaged in working with their family intervention worker to make improvements for their children.

Whilst in temporary accommodation, the home conditions were not as bad as previously, it was important that the social worker helped the family recognise the triggers to the situation becoming the way it did. This uncovered that Dad's mental health had a huge impact on his ability to keep on top of a busy family home. The social worker met with the mental health worker, to find out how best he could work with dad, and this proved insightful to truly understand the complexities of dad's mental health.

Sessions completed around:

- Families preferred future, worst things could be and recognising where they are now, and what needs to happen to get to where they want it to be.
- Exploring families existing strengths that will help them make the changes they needed to.
- Looking at parents values, and core beliefs and how this matches to their current situation.
- Exploring their children's needs, which of these they haven't consistently met previously, the impact of this and how they can meet their needs in the future.
- Benefits and importance of routines for children and their families. Looking at when these routines have worked for them previously, and now.
- Triggers to not being able to keep on top of home conditions.
- Exploring how mental health affects dad, and what helps him maintain this as best he can.
- Parents working together and supporting one another.
- Looking at lapse and the cycle of change, where they are now, what would be the first signs things were slipping, and what can we do to maintain changes.
- Goals were set around 1) Dad managing his mental health the best he can 2) Parents working together on routines and home conditions.

Outcomes achieved:

The family worked well, and completed all sessions, home conditions in temporary accommodation maintained. Parents were accepting of the need to change and have since managed to maintain these changes. PLO has ended and the family no longer at immediate risk of being accommodated.

Social work visits not identifying any further concerns.

PERFORMANCE IN 2018/19 (Last Year)

Qualitative Measures – see Appendix 1 for summary results

Quantitative Measures:

- Percentage of children achieving the core subject indicator:
 - at key stages 2 = **59%** (59%)
 - at Key Stage 4 = **7.5%** (8.7%)
- Percentage of looked after children who, during the year to 31st March have experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements = **14%** (19%)

Local Measures:

- CFS41a - Percentage of eligible, relevant and former relevant children that have a pathway plan as required = **97%** (84%)

Our priorities for next year

During 2019/20, our priorities will be to:

- Continue to implement practice framework in Adult Services and Child and Family Services
- Implement WCCIS

4E) **Supporting People to Safely Develop and Maintain Healthy Domestic, Family and Personal Relationships (NQS5)**

This standard also expects Swansea citizens are supported within and by communities, in which they can contribute to and enjoy safe and healthy relationships. That people are also helped to recognise unsafe relationships and to protect themselves from abuse and neglect. That the views of families, carers and other personal relationships are taken into account when assessing and planning care and support needs.

Swansea's approach to commissioning for better social care outcomes is set out in the commissioning work being undertaken regionally, and locally as part of Sustainable Swansea.

It is vital we are getting the most value from the money we have available to provide or commission social care. We are always looking to become more efficient, promote better outcomes and realise savings where we can.

What did we plan to do last year?

An important part of our approach is through collaborating regionally to address service gaps, such as our work to improve pathways for children in need of care and support and families, or innovative approaches such as local area coordination.

Following the Welsh Government decision to change health board footprints, Bridgend Council left the Western Bay regional partnership at the end of March 2019. This transition has required considerable work to review and amend the existing regional arrangements and to update our regional transformation plans.

The **West Glamorgan Regional Partnership Board** has been formed, and this is a collaborative Health and Social Care initiative comprising:

- Swansea Council
- Neath Port Talbot County Borough Council
- Swansea Bay University Health Board
- Organisations in the third and independent Sectors
- Citizen and carer representatives

Swansea Council has approved the future direction of the West Glamorgan Regional Partnership Board and work programme which sets out an ambitious transformation programme for the future delivery of health and social care services in the region.

The long term and primary aim of the work programme is to ensure services are resilient and sustainable, and that there are demonstrable improvements in service delivery for all service users across the Health Board footprint encompassing the areas of Neath Port Talbot and Swansea.

Health and Social Care Services are currently over-stretched with a growing demand. The main aim of the programme is to make service improvements, to avoid service costs increasing and to ensure services are sustainable for the future. In order to do this the programme aims to achieve effective collaboration, so that capacity is used in a more efficient and effective way, saving time, resources, sharing expertise and contributing to improved citizen wellbeing.

The key aims of the new Partnership are:

- To promote prevention and wellbeing from a citizen centred perspective, that will support and strengthen both the care delivered and the health and wellbeing benefits to the people of the region
- To integrate services more effectively for the benefit of service users and carers
- To focus on the person through an approach committed to personalisation, independence, social inclusion and choice

- To fulfil a shared responsibility that adults and children at risk of harm are safeguarded against all forms of abuse by working together to keep adults and children safe and to promote their welfare
- To make service improvements, to avoid service costs increasing and to ensure services are sustainable for the future, in the face of growing demand and the current financial climate.
- To recognise that incremental changes to existing models of care will not be sufficient and that a bolder approach is needed to bring about innovative models that are appropriate to the needs of the population.

The work programme involves work across:

- **Adult's Transformation Board** (the key priorities of which include implementing a regional hospital to home recovery service, reviewing the optimal model for intermediate care services, piloting social enterprise models as alternatives to traditional domiciliary care services, establishing pooled budgets for care home provision, embedding the Commissioning for Complex Needs Programme as business as usual, establishing a dementia framework to drive strategic development of dementia support and services, implementing the Mental Health Strategic Framework and the Learning Disability Strategic Framework)
- **Children and Young people's Transformation Board** (key priorities of which include Safe Lac reduction, edge of care services, post adoption support services, Multi Agency Placement Support, a model of collaborative commissioning for children with Complex Needs and developing a continuum of support for children with emotional and psychological difficulties)
- **Integrated Transformation Board** (the key priorities of which include support for Carers, Digital Transformation inc the Welsh Community Care Information System, housing and accommodation support, embedding social value and co production in health and care transformation).

As well as regionally, we have been identifying savings and improvements as part of the Council's Sustainable Swansea programme which includes continuing to implement the recommendations of previously completed commissioning reviews and to improve the quality, range and flexibility of the services and support we offer.

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

We are supporting people to maintain the relationships that matter to them.

Families and carers views are heard, and other personal relationships are into account when assessing and planning care and support needs by:

➤ **Child and Family Services Commissioning**

The focus has been on improving our **in-house offer** for looked after children. We aim to ensure we are 'Making all placements count' by focusing on outcomes such as living safely and securely with a family to achieve permanence, educational attainment, in or as close Swansea as possible.

We are achieving this in a number of ways.

Ty Nant residential care home has moved to a better location. The development of outreach as part of the Ty Nant offer is supporting more children in achieving better outcomes either through supporting safe, to return back to their family home or ongoing stability within an alternative care setting.

Foster Swansea, and Family and Friends-carers are taking on the challenge to offer suitable foster placements for more children who have complex needs

Internal therapy team - Swansea has established a service, which has now been supplemented by a regional multi-agency placement support service MAPSS, to provide additional therapeutic support to parents/carers caring for children with complex needs.

Direct Access Panel has been put in place to evaluate placement outcomes and promote utilisation of all available support services where emerging difficulties have been identified.

Respite- we have increased the range of and availability of Respite/ Short Breaks to families

Adoption- we are in the process of establishing an enhanced post adoption support offer which will both support better outcomes for adopted children but hopefully encourage more prospective adopters to feel confident in coming forward to be assessed.

Swansea citizens are supported within, and by communities, in which they can contribute to and enjoy safe and healthy relationships:

People are also helped to recognise unsafe relationships and to protect themselves from abuse and neglect by:

Adult Services Commissioning

The focus has been on implementing new approaches to commissioning to get better value for money, to improve the stability of and capacity within the social care market and to focus more on outcomes. We are achieving this by:

Joint Commissioning by working across the wider council, we can find areas of services where resources could be pooled, and some examples are:

- Transport,
- Work development and employability schemes
- Prevention

Carers – Swansea will contribute to West Glamorgan Carers Partnership Board, which is developing a regional commissioning strategy using the population assessment and service mapping to improve regional and local arrangements.

Supported Living- around 250 adults in supported living receive intensive support from paid staff every week. Swansea has coproduced a new supported living framework with providers and service users through which we have identified 8 supported living providers to work in a more coordinated, outcome focused way developing closer connections to the geographic patch within which they will be providing care and support.

Regional Quality Framework –is being applied to both externally commissioned and in-house service providers to improve the lived experience and promote more person centred care.

Magic moments- stories of outcomes are now captured routinely by services through partnership work between in house providers and the local university.

Direct Payments- a local strategy has been co produced with citizens to look at how we can use direct payments to change our service offer and achieve better outcomes

‘4th commissioning review’ – by looking at mental health and learning disabilities services as a whole, we are working with parents/ carers on proposals to how we can offer services differently in the future.

STORIES OF ACHIEVEMENTS (1)

Regional Integrated Autism service.....

A regional Integrated Autism Service has recently been launched. This service is to operate on a ‘Western Bay’ footprint across Bridgend, Neath Port Talbot and Swansea. A Regional Autism Strategy Group has been established to oversee the service, with membership from the three Local Authorities, Swansea Bay University Health Board, the Third Sector, Education, the national IAS team and the Neuro-Developmental Service. An Integrated Autism Service Operational Group has also been established and is chaired by the Health Board’s Clinical Lead for Autism. The intermediate Care fund is being used to support the Integrated Autism Service.

PERFORMANCE MEASURES

- **PERFORMANCE IN 2018/19** (Last Year)
- **Qualitative Measures:** see appendix 1 for summary of results
- **Quantitative Measures:**
- CFS25 -The percentage of children supported to remain living with their family = **66%** (71.5%)
- CFS26 The percentage of looked after children who returned home from care during the year = **44.8%** (12.6%)
- • The percentage of looked after children on 31st March who have had three or more placements during the year = **11.55%** (9.81%)

Our priorities for next year

During 2019/20, our priorities will be to:

- Through coproduction with citizens, taking forward proposals emerging from our regional and local approaches to commissioning to achieve better outcomes.
- Through Regional partnership arrangements, continue to improve access to CAMHS or alternative emotional and psychological support for children and young people
- Support delivery of all the regional transformation plans including Swansea's implementation of WCCIS.

4F) WORKING WITH AND SUPPORTING PEOPLE TO ACHIEVE GREATER ECONOMIC WELL-BEING, HAVE A SOCIAL LIFE AND LIVE IN SUITABLE ACCOMMODATION THAT MEETS THEIR NEEDS (NQS6)

This standard expects that vulnerable people are supported to participate as active citizens both economically through work and socially, and within suitable accommodation

Our vision for this well-being measure is set out in the Service Models and Improvement Plans (Appendix 2)

What did we plan to do last year?

In the previous section, I looked at how we have formed the new West Glamorgan regional partnership board and set out a work programme. There are still some challenges such as how we can be more effective in working with individuals with substance misuse issues, which negatively impact on vulnerable people, families and communities. Through coproduction, we are implementing the new supported living framework through new relationships with providers

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

We are supporting people to participate as active citizens economically and socially. We are supporting people to access and sustain engagement with meaningful work. We are supporting people to access financial advice and help with benefits and grants.

A **Tackling Poverty strategy** is part of the Council's policy commitments and aims to outline our proposed approach to reducing and alleviating the impacts of poverty.

I mentioned earlier that poverty prevention is now integrated with social services in the Council, and this will involve working closely with the **Swansea Poverty Partnership Forum** to identify shared projects and outcomes to make the biggest difference.

Within traditional social services, we are looking at how we prepare to meet the needs of future generations by implementing more sustainable models for social care:

➤ **Child and Family Improvement Programme**

The Child and Family Services improvement programme 2017-22 has been revised (Jan 2019) to reflect how we are working towards Safe LAC reduction using the drivers diagram (Appendix 2)

The programme includes some of our priorities around corporate parenting, participation for our young people and supporting the wellbeing of our staff so that they are able to continue facilitating our demanding relational social work approach to practice.

The programme aims to help us achieve our vision for permanence for children, reducing the number of children who we look after and ultimately supporting us to be the best we can be in supporting children and families to stay safe and achieve their well-being outcomes. The revised improvement program sets our priorities for the next 12 months.

These include themes around early intervention and prevention, safeguarding, permanence, partnership and collaboration, and our workforce. It also includes the improvement actions points arising out of the Care Inspectorate Wales inspection report.

➤ **Corporate Parenting**

As corporate parents, all councillors and officers of the Council have a collective responsibility to ensure that looked after children and care leavers can have the outcomes every good parent would want for their children. This means ensuring they are safe and providing opportunities to help them achieve their potential. Corporate parents have responsibility for the child's education, training and employment, health, welfare, leisure, housing and cultural opportunities.

Swansea's Corporate Parenting Forum is an important mechanism for driving the Improvement programme. A group of committed councillors and officers each take a lead role in promoting the role of corporate parenting within and outside the local authority. Its members have an in-depth understanding of the issues that affect looked after children and will champion their rights. The forum reviews and monitors services and support for looked after children to ensure that outcomes are met and that there is a robust planning process. Forum members also have direct contact with the children and young people in order to understand their views, and what matters most to them, and support events involving looked after children.

➤ **Leaving Care and Becoming Independent**

The Council retains a level of responsibility for looked after children who have left care up to the age of 24 years. We support them in their transition to adulthood in such a way that their independence level increases as they acquire the knowledge

and skills, they need to exercise their rights and responsibilities as independent adults.

Every 16 and 17 year old young person who has been looked after by a local authority for 13 weeks or more after the age of 14, has a Pathway Plan and a Personal Advisor.

Bays+ now provides confidential help, advice and support for young people leaving care and young people who are at risk of becoming homeless.

➤ **Adult Services Improvement Programme**

Swansea's Adult Service Improvement programme has a number of key objectives

- Better Prevention
- Better Early Help
- New Approach to Assessment
- Keeping People Safe
- Working Together Better
- Improved Cost Effectiveness

Work on the three previously completed commissioning reviews continues into 2019/20 – including implementation of new Domiciliary Care contracting arrangements, alongside changes to our in house residential and day services model in line with the optimal model for adult services. The 4th commissioning review is scheduled for incremental completion this coming year albeit opportunities for improvement are being realised as when they arise through the review.

Alternatives to more traditional care provision continue to be supported by the Direct Payments strategy roll out and expansion of Local Area Co-ordination.

Last year the improvement programme achieved more than £3m of identified savings, which contributed to a better than forecast outturn.

A number of improvement projects have already been mentioned in this report, it is worth mentioning some other which are making an important contribution to a more sustainable social services:

➤ **Outcome focussed review and reassessment**

As part of the regional work programme specific very intensive care packages are being reviewed independently and utilising a particularly robust outcome focussed methodology. The work varies according to each case but may involve undertaking or scheduling a review, working on funding contributions or managing disputes. There has been important work undertaken in Mental Health and Learning Disabilities services, in which the costs associated with individual placements or care packages are significant, outcomes have often been poor and where there are

shared agency responsibilities to meet individual's continuing health and social care needs.

➤ **Charging**

Swansea undertakes an annual review of its social services charging policy, to meet requirements of Parts 4 & 5 of the Social Services Act, and the focus this year has been on implementing the Council's policy of full cost recovery and progressing a fairer charging approach. This has led to implementation of a new charge for day services.

Swansea has in the last two years seen its schedule of charges for adult social services brought more in line with the rest of Wales.

We provide opportunities for people to be involved in a range of valued life and work experiences that will assist them to be more independent, involved, valued and active members of the community.

➤ **Work development/ learning opportunities**

Working together local services based in Gorseinon, Abergelli, The Beeches and Fforestfach Day Services, have put together a programme of workshops and employment opportunities which have been developed to improve individual life skills self-esteem and wellbeing and enable feelings of empowerment and independence.

CREST is a specialist mental health resource centre offering recovery-focused services to people with more severe or complex mental health problems. The recovery model focuses on encouraging people with mental health problems to develop skills and relationships that enable them move forward, take control of their lives and live in a more meaningful and independent way.

Working in partnership with local universities and the health board, CREST is set to become a *Recovery College* providing formal education programmes as a route to recovery for people with a lived experience of mental distress. Crest will continue to provide the employment and day services it already offers but this addition will enhance the work and educational opportunities available at the Cwmbwrla centre.

The Council's wider employability services and offer will be the subject of a commissioning review which will provide further opportunities to promote employment or skills development for citizens with care and support needs.

STORIES OF ACHIEVEMENT (1)

Supported Living in Swansea.....

A new shared supported living scheme was set up for three young people with very complex needs who were returning to Swansea from their current education residential placements. A property was funded following a successful application to the Welsh Governments Independent Care Fund (ICF), and then purchased on our behalf by a Registered Social Landlord (First Choice Housing) through an accommodation development agreement. Our People Policy Development Committee is interested in how elected members can better help schemes to establish in their ward areas, and a new communication protocol has been agreed. The tenants will be supported by experienced skilled staff with a working knowledge of learning disability, behaviours that challenge, appropriate forms of communication and autism. They will experience a consistent approach, from a dedicated staff team, to deliver continuity, stability and routine.

In partnership with family a range of professionals and carers, we co-produced a support plan to meet their needs. The Individual's strengths and weaknesses, barriers and risks were identified and a care plan created to clarify how the care providers can support the tenants to achieve their identified outcomes. The care team's focus will concentrate on the positives, their abilities and coping mechanisms to learn and become valued citizens in their community.

PERFORMANCE MEASURES

PERFORMANCE IN 2018/19 (Last Year)

Qualitative Measures: See Appendix 1 for summary results

Quantitative Measures:

- **The percentage of all care leavers who are in education, training or employment - At 12 months after leaving care = 61.1% (35.19%)**
 - **At 24 months after leaving care = 41.82% (34.15%)**
- **The percentage of all care leavers who have experienced homelessness during the year = X.X% (100%) awaiting homelessness data**

Our priorities for next year

During 2018/19, our priorities will be to:

Complete the 4th commissioning review and implement improvements to in scope services as when opportunities are identified

Continue to implement the recommendations of earlier commissioning reviews and in particular the new domiciliary care framework

Meet the milestones set out in the children and adults improvement plans

Participate in the whole council employability commissioning review to ensure opportunities to promote better outcomes for citizens with care and support needs are realised.

5a) Our Workforce and How We Support Their Professional Roles

This section is about how we ensure services are delivered by suitably qualified, experienced competent and confident workforce, that is supported to be able to recognise and respond to individual's needs in a timely and effective way. How the Council ensures that staff and services meet the standards expected of them.

Our workforce is crucial to making this happen, and our approach is to encourage and support staff to be the best they can be. We encourage staff to adopt a position of humility when working with vulnerable individuals and to utilise relational social work practice to inspire hope and optimism for individuals, who at times find themselves in the most desperate of circumstances.

We are committed to ensuring that the social care workforce, not just within the Council but across the whole sector, has the appropriate skills, training and development opportunities in order to keep up with the new legislation. We firmly believe that a competent and trained workforce is the key to making sure that we are able to deliver quality services at the right time, in the right way and to the right person. The Regional Partnership receives funding from Welsh Government via the Social Care Wales Workforce Development Grant, which has been used to support the implementation of the Social Services and Well-being (Wales) Act

What we said we would do last year?

Last year we set out to develop a workforce strategy, and work on this is underway regionally and locally. In Swansea, we are reviewing arrangements for Workforce Development and Training following structure changes to the social services directorate and within the Council. Our ambition is to have a workforce development infrastructure and framework which supports professional development across all the Council's 'people' services.

What we have achieved?

To ensure that services are delivered by suitably qualified, experienced competent and confident workforce. This review will look at how we provide support to social care staff through the work of the Service Training and Development Unit, and the roles needed to support this. We are working with managers to identify the training needs and priorities to support the improvement programmes.

There are significant challenges such as:

- Qualifications and Competencies Framework (QCF)

- Social Care Workforce Development Plan/ funding
- Post qualification training pathways
- Reporting on staff training / sickness using corporate HR records
- Signs of safety / practice development (Child and Family)
- Collaborative Communication (Adults)
- Workforce development – Council wide approach

Our priorities for next year

- We expect to complete a Directorate Workforce Development Strategy this year
- Complete roll out of collaborative communication training to all adult services staff
- Embed the children services staff well-being strategy

5b) Our Financial Resources and How We Plan For The Future

This section provides an overview of the resources available within Swansea Council to provide social services, and how financial constraints are impacting on key public services.

The scale of the financial, demographic and sustainability challenge facing Swansea Council requires a radically different approach to planning how to use our financial and other resources.

Swansea's approach set out in Sustainable Swansea – Fit for the Future: Budget Proposals 2018/19 – 2021/22, as part of a Medium Term Financial Plan focuses on:

- The core future purpose of the Council
- The transformation of services and the model of delivery
- Greater collaboration with other councils and local organisations, community groups and residents

Above all, it emphasises sustainable solutions with prevention at its heart.

This ambition is set out in Sustainable Swansea – fit for the future, our long term plan for change, underpinned by our Innovation Programme. The Council's overall aim is to protect frontline delivery of services, including social services and education, as far as possible.

What we said we would do last year?

Achievement of a balanced budget.

- Outcome of public consultation on residential care and day services for older people.

- 4th commissioning review of services for adults with a learning disability, physical disability or mental ill-health.

What we have achieved?

There are many developments in this report, all of which are making a vital contribution towards a sustainable model of social care in Swansea, and in meeting the challenges posed by pressures on local authority budgets, continued austerity and increasing demand for public services.

The vision for Adult Services as set out in the service model and improvement programme aims to deliver a more sustainable model of social care.

This will improve our use of resources to meet increasing demand and expectations.

By engaging with people and our partners early on, we can design services and approaches that are more efficient and cost effective. In addition, by commissioning and procuring services more effectively, and finding more cost-effective ways of delivering care we can ensure that every penny spent by the Council and its partners maximises the health and wellbeing of our population. The priority next year, following the public consultation will be to shift existing funding from our traditional model to this more progressive model of care.

Similarly, Child and Family Services has a Safe LAC (looked after children) reduction) strategy for what good looks like, and an improvement programme to deliver the changes needed.

By the changes shown in the driver diagram at four levels (Appendix 2b) across prevention, social work practice and commissioning for better outcomes, we can expect progress towards operational and financial targets relation to Child and Family Services over the next 3-5 years.

As part of the preventative approach, the Council will continue to facilitate investment in the Swansea model of Local Area Coordination to increase community-based support, which avoids or delays the need for managed care and support and maintain investment in integrated, intermediate care services where a demonstrable reduction in recourse to traditional direct care services can be evidenced.

The full details of our financial sustainability actions and targets are set out in trackers monitored at the Social Services Performance and Financial Monitoring meeting.

Our priorities for next year

- Achievement of a balanced budget and savings targets

6. ACCESSING FURTHER INFORMATION AND KEY DOCUMENTS

6a) Complaints and representations

The Annual Reports summarising the Compliments and Complaints received and relating to the following were reported to Cabinet in Jan. 2019.

Adult Services Complaints

Child and Family Complaints

6b) Mwy Na Geria

Swansea Council and Social Services recognises the importance of meeting the individuals' Welsh language needs, and we are committed to offering, providing and developing Welsh language services.

Swansea Council's Welsh Language Standards Annual Report 2017/18 has been published.

Summary of progress

Swansea continue to implement the Welsh standards, and work within *Mwy Na Geriau* strategic framework for Health and Social Care which ended in March 2019. There is good awareness across social services of the standards, and the 'active offer' to citizens. There are challenges in matching limited number of Welsh speaking staff to meet needs as shown in the regional population assessment. A Workforce Development review is looking a Welsh language training needs of the social care workforce. We have contingency arrangements at front door to ensure active offer can be implemented on a daily basis whether through available social care staff or via corporate customer services.

STORY OF OUTCOMES

A project officer working for Menter Iaith Abertawe, a business that promotes Welsh around Swansea is leading a new exciting joint project, which is funded by the People's Postcode Lottery. This exciting new project is called *Hen Blant Bach*, and aims to support groups of young children from Welsh Medium Schools in visits to older people at residential homes, to share experiences and to participate in various activities in the Welsh language.

Our priorities for 2019/20

To review joint regional arrangements to support evaluation of progress and the implementation of updated 'Mwy Na Geriau' framework in 2019/20.

6c) Getting in Touch

This Annual Report provides detail about Swansea's improvement journey within statutory social services in 2018/19.

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

Please let us know if you think this report is a fair summary of the current position of social services in Swansea; and whether it reflects your own experiences in the past year.

Or, if you simply require more information about a subject within this report.

We would welcome any comments you may have, by email to:

Simon.Jones@swansea.gov.uk

You can write directly to myself:

David Howes, Director of Social Services, Swansea Council, Zone 2e, Civic Centre, Oystermouth Road, Swansea, SA1 3SN

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

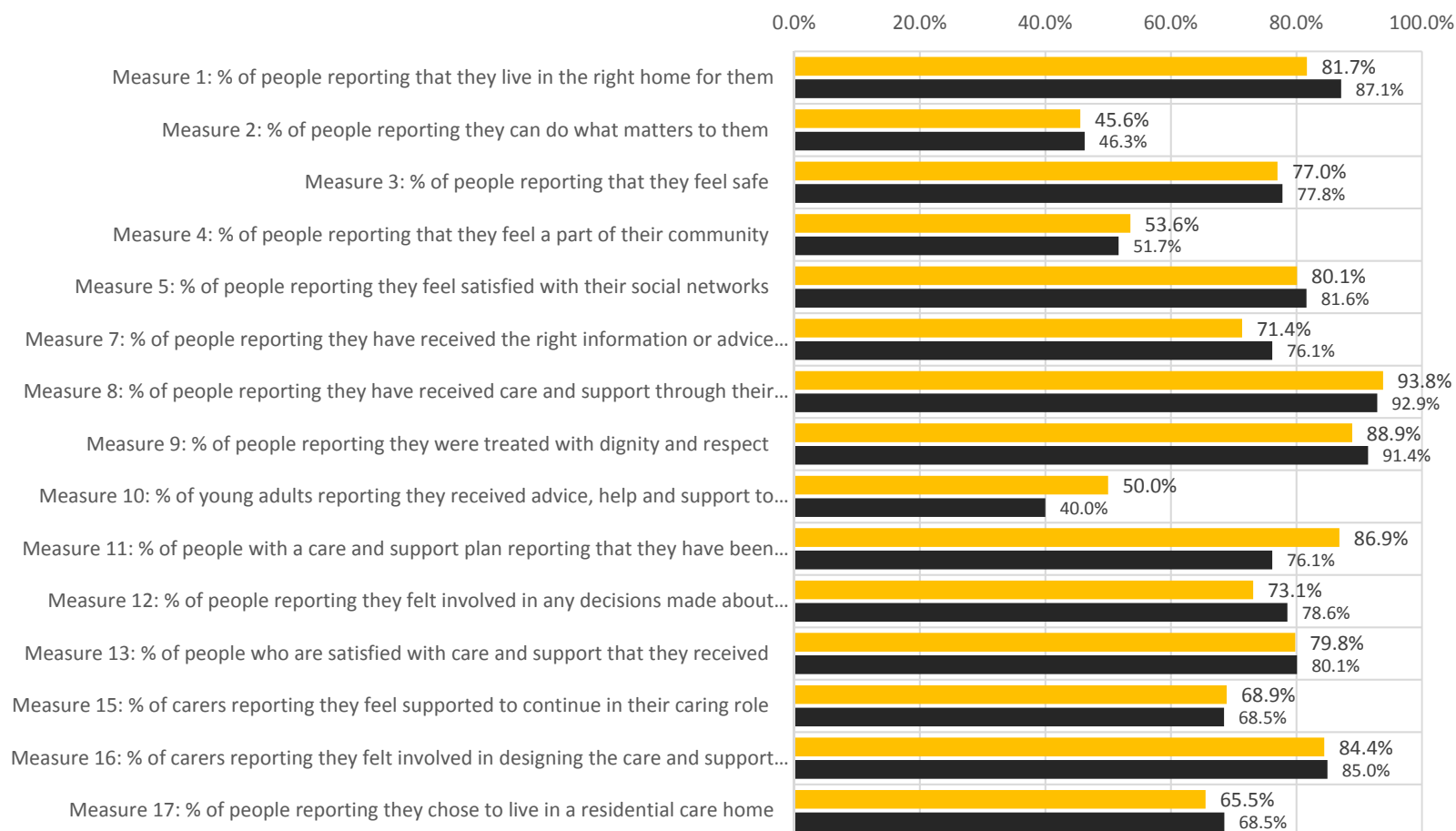
Appendices

Summary of Quantitative and Qualitative Performance & Improvement Programmes

1. SUMMARY OF QUANTITATIVE AND QUALITATIVE PERFORMANCE

Swansea Social Services Qualitative Survey - results 2018/19 and 2017-18 (Adults)

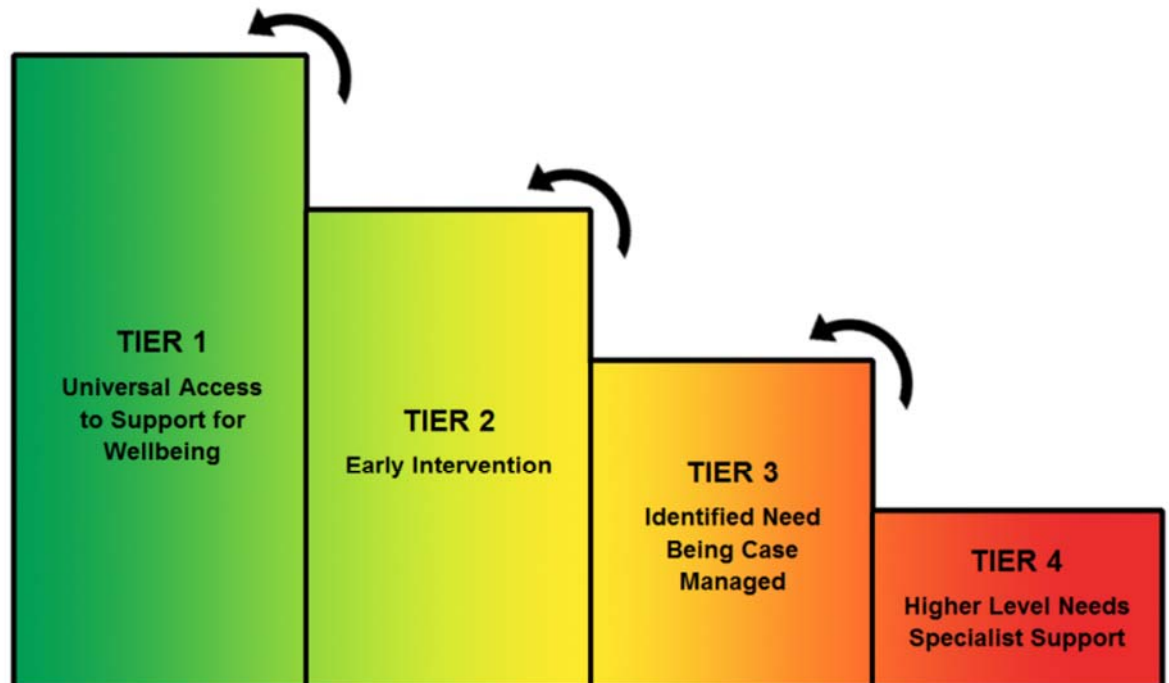
■ Swansea Result 2018/19 ■ Swansea Result 2017/18



2. IMPROVEMENT PROGRAMMES

2a ADULT SERVICES

2ai. Adult Services 'Service Model'



Glossary

Tier 1 – Universal services aimed at all Swansea Citizens to enhance wellbeing

Tier 2 – Early intervention targeted support for people in need – single agency

Tier 3 – Managed care aimed at people in need of managed care to support achievement of person's own outcomes – Multi disciplinary approach

Tier 4 – Managed Care Complex/Higher needs aimed at people with long term complex needs

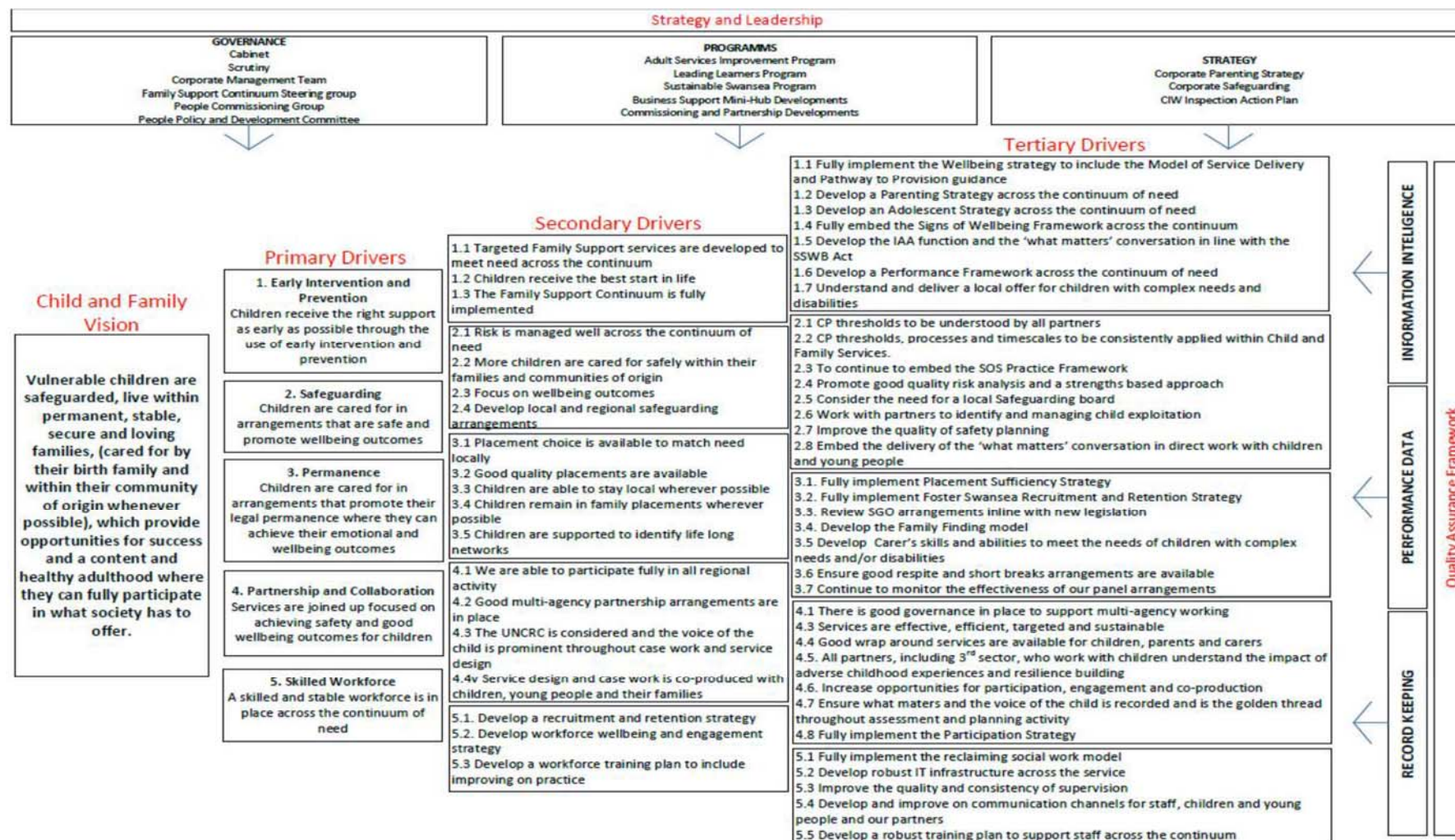
2a.ii. Adult Services Improvement Programme

ADULT SERVICES IMPROVEMENT PROGRAMME (2018 – 2021) PROVIDING AN OVERVIEW OF KEY PROJECTS & PRIORITIES



2b. CHILD & FAMILY SERVICES IMPROVEMENT PROGRAMME

2bi. Child and Family Services Improvement Programme 2017-2021 (Updated February 2019)



2bii) OTHER DRIVERS OF IMPROVEMENT/ SAFE LOOKED AFTER CHILDREN REDUCTION STRATEGY

Quartenary Drivers

Early Intervention and Prevention

- 1.1 Review internal family support services
- 1.2 Review of family support services across the continuum
- 1.3 Develop protocols for managing anti-slavery and victims / those at risk of trafficking
- 1.4 Develop family support services across the continuum of need based on evidence based models of intervention and consistent with the best start in life approach
- 1.5 Develop family support services that are targeted to meet the needs of disabled children across the continuum.
- 1.6 Develop joint commissioning arrangements for family support services via the People Commissioning Group
- 1.7 Implement Integrated IAA Hub following pilot of the new service and embed the 'what matters' conversation
- 1.8 Launch the Wellbeing Strategy and achieve buy-in with partners
- 1.9 Develop single assessment framework across the continuum of need

Safeguarding

- 2.1 Fully launch the Pathways to Provision document with partners
- 2.2 PASM is fully understood by all partners, processes are applied and thresholds understood
- 2.3 Effectively identify FGM and honour based violence and ensure consistency of response
- 2.4 Develop the contextual safeguarding approach across partners in Swansea around Child Exploitation
- 2.5 Develop policies and procedures that ensure the service is fully aligned to the Signs of Safety framework
- 2.6 Implement meaningful measures that evidence success
- 2.7 Leadership behaviour mirrors the values of the Signs of Safety framework

Permanence

- 3.1 Develop measures to understand the 'reason' for children becoming looked after
- 3.2 Ensure children achieve permanence in a timely way
- 3.3 Develop and deliver the Family Finding Model in Swansea
- 3.4 Develop a training and support plan for all carers

Partnership and Collaboration

- 4.1. Improve transition processes for children into Adult Services
- 4.2 Develop Bays+ Service to include vision, partnership and transition
- 4.3 Ensure children's Educational needs are met, including EOTAS
- 4.4. Develop clear pathway into CAMHS
- 4.5 Ensure appropriate housing is available for children and young people
- 4.6 Agree funding formula with health to ensure children's needs, where complex, are addressed
- 4.7 Clarify the role of school nursing provision
- 4.8 Develop regional service and maximise grant opportunities via the regional CYP Board
- 4.9 Develop closer collaboration, with partners including the 3rd sector, in respect of commissioning
- 4.10 Ensure children are able to fully engage in their LAC reviews
- 4.11 Ensure information, including plans and minutes, are available to children via a platform that is accessible and in a language that meets need
- 4.12 Provide guidance for children, parents and carers around Swansea's local offer for disability services which is coproduced with stakeholders

Skilled Workforce

- 5.1 Develop a consistent approach to practice across the continuum of need based on the SOS and SOW practice framework (see also point 1)
- 5.2 Develop fully robust information sharing protocols (GDPR)
- 5.3 Ensure information is recorded efficiently and accurately
- 5.4 Develop a skilled workforce that are confident in applying the Signs of Safety framework (see also point 5)
- 5.5 Support staff through robust supervision and team / hub meeting templates including implementing the supervision and team meeting policies and templates
- 5.6 Conduct training needs analysis within Child and Family Services and across the continuum of need including with partners
- 5.7 Ensure the training and support plan includes provision for induction, Signs of Safety training and first year in service
- 5.8 Develop leadership and management training and opportunities for all staff
- 5.9 Develop Autism Awareness across the service
- 5.10 Fully implement the redesign of Supported Care planning including phase two priorities and roles and responsibilities

Equality Impact Assessment Screening Form – Appendix B

Please ensure that you refer to the Screening Form Guidance while completing this form. If you would like further guidance please contact the Access to Services team (see guidance for details).

Section 1

Which service area and directorate are you from?

Service Area: Social Services

Directorate::Social Services

Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(b) Please name and describe here:

Swansea Council Annual Report Statutory Director of Social Services
2018/19

Q2(a) WHAT DOES Q1a RELATE TO?

Direct front line service delivery	Indirect front line service delivery	Indirect back room service delivery
<input checked="" type="checkbox"/> (H)	<input type="checkbox"/> (M)	<input type="checkbox"/> (L)

(b) DO YOUR CUSTOMERS/CLIENTS ACCESS THIS...?

Because they need to	Because they want to	Because it is automatically provided to everyone in Swansea	On an internal basis i.e. Staff
<input checked="" type="checkbox"/> (H)	<input type="checkbox"/> (M)	<input type="checkbox"/> (M)	<input type="checkbox"/> (L)

Q3 WHAT IS THE POTENTIAL IMPACT ON THE FOLLOWING...

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q4 WHAT ENGAGEMENT / CONSULTATION / CO-PRODUCTIVE APPROACHES WILL YOU UNDERTAKE?

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

No, this report is a statutory requirement of role of the Director of Social Services, under Part 8 of the SS&Wb (Wales) Act 2014, and

Equality Impact Assessment Screening Form – Appendix B

the views contained in the report relate to Swansea Council's appointment to this specific role.

Q5(a) HOW VISIBLE IS THIS INITIATIVE TO THE GENERAL PUBLIC?

High visibility <input type="checkbox"/> (H)	Medium visibility <input checked="" type="checkbox"/> (M)	Low visibility <input type="checkbox"/> (L)
---	--	--

(b) WHAT IS THE POTENTIAL RISK TO THE COUNCIL'S REPUTATION? (Consider the following impacts – legal, financial, political, media, public perception etc...)

High risk <input type="checkbox"/> (H)	Medium risk <input type="checkbox"/> (M)	Low risk <input checked="" type="checkbox"/> (L)
---	---	---

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

☐ Yes ☒ No If yes, please provide details below

Q7 HOW DID YOU SCORE? Please tick the relevant box

MOSTLY H and/or M → HIGH PRIORITY → ☐ EIA to be completed
 Please go to Section 2

MOSTLY L → LOW PRIORITY / NOT RELEVANT → ☒ Do not complete EIA
 Please go to Q8 followed by Section 2

Q8 If you determine that this initiative is not relevant for an EIA report, you must provide a full explanation here. Please ensure that you cover all of the relevant protected groups.

The Director's Annual Report is a statutory requirement under Part 8 of the Social Services & Well-being (Wales) Act 2014, and this report is expected to be written by a person responsible for carrying out the full range of statutory roles and responsibilities as a Director of Social Services in Swansea, and to express their views of how effective the services are:

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

As a statutory annual report, this "Plan" provides the public and stakeholders with the summary views of the statutory director of social services, and the priorities for future improvement. This report is informed by service user views and services are shaped by participation and coproduction. This report as being the views of the statutory director does not need to change, whether during or following its document lifecycle, and through extended engagement with council elected members and/or partners.

Equality Impact Assessment Screening Form – Appendix B

The Report contains a summary of Swansea Council's progress against implementing the changes expected by new legislative framework for social care in Wales, and a set of improvement priorities for 2018/19:

- new statutory requirements under the Social Services & Well-being (Wales) Act 2014, through the many regulations and codes of practice:
<http://gov.wales/topics/health/socialcare/act/assessments?lang=en>
- Regulation and Inspection of Social Care (Wales) Act
<http://gov.wales/docs/equality-impact-assessments/150223-cymraig-en.pdf>
- Welsh Language standards (Regulatory Impact Assessment)
<http://www.assembly.wales/laid%20documents/sub-ld10587-em/sub-ld10587-em-e.pdf>
- Wellbeing of Future Generations (Wales) Act 2015, and the five ways of working
- How Swansea's social services function, particularly through its Child and Family Services, is supporting the Council's commitment to the United Nations Convention on the Rights of the Child (UNCRC) and the best interests of children (0-18 years) and families in Swansea.
How well the Councils Transformation programme Sustainable Swansea-fit for the future is supporting the improvement programme: e.g. Wellbeing Duty, Range of Preventative Services, Commissioning Reviews.
How Swansea is supporting the Western Bay Regional Partnership Board to collaborate and build effective governance arrangements to support safeguarding, commissioning, workforce development and business as usual activities in order to make best use of resources

Section 2

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email – no electronic signatures or paper copies are needed.

Screening completed by:
Name: Simon Jones
Job title: Strategic Social Services Performance Improvement Officer
Date: 28.05.2019
Approval by
Name: Davis Howes
Position: Director of Social Services
Date: 28.08.2019

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

Agenda Item 11.



Report of the Cabinet Member for Investment, Regeneration & Tourism

Council - 25 July 2019

Leisure Partnerships Annual Report 2017/18

Purpose:	To advise Council of the partnership operations of key facilities within the Cultural Services portfolio
Policy Framework:	Creating an Active and Healthy Swansea; City of Sport; Medium Term Financial Plan
Consultation:	Legal, Finance, Corporate Property, Access to Services.
Recommendations :	It is recommended that: 1) Council notes the report.
Report Author:	Jamie Rewbridge
Finance Officer:	Adele Harris
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 A report on the performance of partner operators of key Council facilities within the Culture, Tourism, Sport & Leisure portfolio is reported annually.
- 1.2 This report details some of the key partnership arrangements in providing leisure and cultural services for the benefit of the residents and visitors to Swansea during 2017/18 and identifies some significant achievements during the year along with some issues and challenges. Reporting for the previous period 16/17 has been retained in the report for comparative purposes for these key partnerships.
- 1.3 The key arrangements outlined within this report include.
 - 1.3.1 Wales National Pool Swansea (WNPS).

1.3.2 National Waterfront Museum Swansea (NWMS)

1.3.3 The LC

- 1.4 The 2017/18 outturn positions for a number of other partnership sites has been included for information and overview.
- 1.5 Each partnership has differing arrangements regarding reporting, monitoring and data collation. This report includes performance information for each partner and is an attempt to bring together the key financial and usage information to demonstrate the overall performance of each operation.
- 1.6 The data includes information on key income drivers, overall expenditure including staffing costs and repairs, net cost / profit and costs to the Council.
- 1.7 Due to the timings and financial years of all the partnerships, not all figures presented are the externally audited accounts, but represent the internal out-turns agreed with respective organisations.
- 1.8 Overall usage of the facilities is shown with key areas of specific use where appropriate.

2. Wales National Pool Swansea

- 2.1 The partnership arrangement at WNPS is based on a tri-partite agreement between the Council, Swansea University and Wales National Pool Swansea Limited, underpinned by lease and management agreements.
- 2.2 WNPS is a not for profit organisation and is managed by a board of directors including three Council members and three University representatives, chaired by Anne Ellis MBE, with advice given by the Head of Cultural Services, and the University Financial Accounting Manager. The current Council representatives are Councillors Mark Child, Robert Francis-Davies, and Robert Smith.
- 2.3 Day to day management is through the General Manager who reports to the Board. The General Manager is supported by a Management Group with representation by CCS and Swansea University Officers.
- 2.4 The funding of WNPS is on a 50% share of net cost after income received, by both CCS and SU. As part of the agreement, CCS also provides the schools swimming programme under a Service Level Agreement (SLA), funding under the Welsh Governments Free Swim grant and support towards Swim Swansea's programme costs for use of the facility.

- 2.5 A portion of the Welsh Government's Free Swim Initiative (FSI) funding, distributed by Sport Wales is allocated to WNPS under the Local Authority Partnership agreement between CCS and Sport Wales. There is a sinking fund of £79k per annum towards future major repairs.
- 2.6 Since the opening of the pool, Swim Wales, the National Governing Body for swimming in Wales have been based at the venue and pay for lane use for performance squads. The same arrangement has been in place throughout operation of the pool. This came to an end in 2018 and has been renegotiated for the financial year 2018/19, but was in place during the period of this report.
- 2.7 The terms of funding, also included the requirement for a hierarchy of bookings policy where elite sport gained precedence. The policy allows for public swimming, club swimming, schools swimming, university use, galas and events and organised sessions. The pool also follows CCS pricing policy including Standard price, Concession price and Passport to Leisure. WNPS purchase Service Level Agreements from both the University and the Council for many support services. Through the SLA arrangements, the Council provides support for delivering HR, Payroll, Media and Water Safety.
- 2.8 Following the renegotiation of the Swim Wales agreement and associated pool programme changes, WNPS reviewed it's whole programme to maximise opportunities from the National Squads through to local clubs, learn to swim and public swimming, which has proved to be very successful.
- 2.9 The period of this report saw a marginal decrease in overall income, as opposed to increases in the two previous periods. Recreational income also improved during this period to show an overall increase during the 2 year periods. The aqua school peaked during 2015/16 followed by a reduction in 2016/17, with a further reduction in 2017/18. The Aqua School coordinator post was vacant for a period during this time and may likely have accounted for this slight dip in performance. The main reason for the marginal decrease in overall income can be attributed to a 2 week closure in April 2018 for essential maintenance and facility improvements.
- 2.10 Whilst costs were closely managed, staff costs continue to rise in-line with pay awards and inflation, the building is aging so requires ongoing investments, a number of which are spend to save in such additions as energy efficient LED lighting, which are planned to pay back in the medium term through reduced energy consumption

2.11

Wales National Pool Swansea Performance

WNPS	2016/17	2017/18
Recreational Swim	£360,105	£329,847
Aqua School	£282,226	£263,953
Other Income	£541,567	£565,731
Total Income	£1,183,897	£1,159,531
Staff Costs	£848,478	£922,009
Repairs & Maintenance	£232,108	£179,944
Other Expenditure	£617,065	£635,455*
Sinking Fund	£77,250	£79,032
Total Expenditure	£1,774,901	£1,816,440
Net Cost / (Surplus)	£591,004	£656,909
CCS Contribution		
	£295,502	£328,454

Total Use	217,048	209,325

***includes equipment depreciation, not showing in 16/17 accounts**

3. National Waterfront Museum Swansea

- 3.1 The National Waterfront Museum, Swansea (NWMS), operated by Amgueddfa Cymru-National Museum Wales, is now in its fourteenth year of operation.
- 3.2 The high level of visitor support has steadily increased since opening with an average of over 245,000 per year in the three years from 2006 to an average of 265,500 in the three years from 2015/16 (25% higher than was predicted in the original business plan). This good performance is thanks largely to the museum's extensive programme of events and temporary exhibitions. Another factor in this success is that the museum continues to expand its links and informal partnerships with organisations, educational institutions and communities throughout the Swansea Bay region and beyond, resulting in a range of joint events that help showcase the area's vibrant cultural and intellectual life as well as its industrial heritage.
- 3.3 The Museum continues to be funded through an innovative public-sector partnership between Amgueddfa Cymru and the City and County of Swansea (CCS), set up in 1999 to develop the museum and is fully defined in the Operational Agreement signed by both parties on the 6th October 2005 prior to the opening of the Museum.
- 3.4 Under the terms of this partnership agreement CCS contributes a proportion of the museum's annual revenue costs. The partnership is overseen at a strategic level by a not-for-profit company, NWMS Ltd, the Board of which is made up of three elected members of CCS (currently Cllrs Robert Francis-Davies, Joe Hale and Erika Kirschner) and three trustees of Amgueddfa Cymru, together with an independent chair (currently Mr Roy Phelps). Operational issues are monitored by a group of officers from both CCS and Amgueddfa Cymru (the Operational Review Team). Currently both the Board and Operational Review Team meet twice a year.

- 3.5 Major repairs, renewals and maintenance are the responsibility of Amgueddfa Cymru/National Museum Wales, funded from the Museum's core budget and its ring-fenced Renewals & Refurbishment Fund, as required.
- 3.6 During 2017 and 2018, a major system of pipework on the roof of the building was completely replaced and over the coming year a major upgrade is planned for the museum's computerised building management system.
- 3.7 Throughout 2018 the open space in the middle of the museum was completely transformed into a raised-bed vegetable garden. This was designed by the artist Owen Griffiths and created by volunteers from a wide range of community groups. The garden continues to be maintained by these volunteers and its produce is used for both educational and charitable purposes.

3.8 **National Waterfront Museum Swansea Performance**

NWMS	2016/17 Actual	2017/18 Actual
National Museum Wales grant	£783,573	£787,000
Welsh Government grant	£484,000	£500,000
CCS contribution	£557,824	£564,850
Earned income	£149,070	£189,746
Total income	£1,974,467	£2,041,596
Staff costs	£1,165,673	£1,183,775
Repairs & maintenance	£242,689	£238,307

Other expenditure	£424,262	£482,841
Total expenditure	£1,832,624	£1,904,923
Carry forward (to)/from Renewals & Refurbishment Fund	(£141,843)	(£136,673)
Total visits	258,429 (No Easter)	276,644 (1 Easter)

4. The LC

- 4.1 At the time of report publication, the LC is no longer operated by Bay Leisure Ltd (BLL). The 2017/18 period that the report covers reflects BLL's final full financial year of operation between 1st April 2017 and 31st March 2018, plus the period of extension to 30th September 2018. The report represents the final position of the LC under BLL operation and all future reporting will be replaced with performance update under Freedom Leisure's wider leisure management contract for various facilities on behalf of the Council.
- 4.2 The BLL Board is made up of local citizens with the essential skills to bring a commercial edge to the organisation and as a not for profit company, it benefits from financial advantages not available to the Council. During the period of the report, there were 11 Directors, 2 of which were Council members. The Council Board members were Cllr Mandy Evans and Cllr Louise Gibbard. As a result of changes to the contractual arrangements with BLL, the board was restructured in October 2018, with no Council representation from that point.
- 4.3 The Council's Corporate Building & Property Service continued to conduct an annual review of the maintenance at the LC and the BLL maintenance team again proved that BLL delivered a high quality maintenance regime. A non-evasive condition survey report commissioned by the Council as part of the procurement process indicated that the building showed £17.8k worth of backlogged maintenance as at July 2017, which considering the size, complexity and cost of annual maintenance of the asset, this was considered positive report outcome.

- 4.4 Throughout the reporting period, the Councils Business and Partnership Unit were actively delivering the Councils Commissioning project, which included the procurement exercise and competitive dialogue with BLL and other operators interested in operating the services. This process came to a conclusion in June 2018 and throughout there was continued monitoring and increased day to day reporting and dialogue regarding the LC with BLL through the transfer process.
- 4.5 In 17/18 the Council reduced its Management Fee to BLL by £225k compared to the previous period in line with the required saving targets agreed as part of the Councils MTFP. The necessity to extend the contract with BLL which was originally due to expire on 28 Feb 2018 resulted in increased business risk for the operator in running the facility over a short term period, and therefore an increased level of management fee was renegotiated for period 1 March 2018 to 30 September 2018, to allowing the procurement process to conclude.
- 4.6 The Council continued to set aside a sinking fund through financial year 2017/8. It did not set aside funds during period 1 April 2018 to 30 September in order to fund the increased level of management fee for the extension period and under the consideration that any new operator would have a full repairing and renewal obligations from 1st October 2018.
- 4.7 Throughout the reporting period, the Council undertook its obligations for lifecycle replacement of assets as part of the premises.
- 4.8 BLL have continued operating to a Service Level Agreement with Cultural Services Water Safety Team to train and monitor lifeguard operation to ensure the high quality of water safety training across the Swansea facilities. .
- 4.9 **LC Performance**

LC	2016/17	2017/18	2018/19 (1 April to 30 Sept)
Edge (Water park)	£1,187,591	£1,254,548	£786,321
Peak (Fitness Suite)	£1,158,478	£1,177,931	£565,859
Core (Dry Sports)	£279,489	£286,341	£129,896
Other Income	£678,685	£705,500	£373,534
Total Income (Excl Mgt Fee)	£3,304,244	£3,424,320	£1,855,610
Management Fee	£562,337	£337,996	£270,000
Total Expenditure	£3,724,977	£3,754,153	£1,959,479
Sinking Fund (CCS)	£153,000	£8,750	£0
*Other CCS Contribution	£141,401	£247,479	£94,254
Total Use	780,097	805,882	424,823
Gym Membership (as at end of period)	3195	3118	2882

*Other CCS contributions include buildings Insurance and any building renewal or replacement obligations under the current arrangements

6. Other Partnership Facilities

- 6.1 The Local Authority has a number of other successful partnership arrangements with Leisure and Recreational sites. The most significant of these are the 360 Watersports Centre, The Swansea Indoor Bowls Centre and Swansea Tennis 365. The key income and usage indicators for 2017/18 at each site are listed below.
- 6.2 The performance of each of these sites individually indicates a productive partnership with benefits to both City & County of Swansea, management partners Swansea Residents and visitors.
- 6.3 As with the previously mentioned key partnership sites, each agreement is operated in differing ways in terms of monitoring, data collection and facility operation. The flexible approach allows the partnership to operate in the most appropriate way, given the resources of partners, scale of operation and needs of the customers.
- 6.4 Experience and good practice learned from the variety of partnership arrangements in operation will significantly benefit the Authority in the near future with the devolvement of other partnership arrangements in the future.
- 6.5 A full lease agreement has been introduced to the Bowls centre, the facility is now entirely under the management of Swansea Indoor Bowls Ltd. The company is now also working with two local outdoor bowls clubs to assist with the leasing and maintenance arrangements of the bowls green at the site which were transferred from the Council. The Council provides zero subsidy towards the operation of this facility, it will continue to monitor and support Swansea Indoor Bowls Ltd.
- 6.6 During the period and at time of reporting, 360 Beach and Watersports is no longer operated by Bay Sports Ltd, with the contract ending on 30 September 2018 and the facility being operated until the end of August.
- 6.7 The former 360 facility has now been re-let under a commercial arrangement, therefore subsequent Partnership reports will no longer feature updates on these arrangements. This report covers financial year 17/18 and to the end of the arrangements in 2018/19.
- 6.8 Other Partnership financial information.

360 Beach and Water Sports	2017/18	2018/19 (to August)
Food and Beverage Income	£431,376	£231,119

Beach and Watersports Income (net of instructor cost)	£25,460	£12,450
Other Income	£24,564	£20,347
Grant Income	£25,000	£0
Toilet Management Fee Income	£9,996	£4,165
Total Income (Excl Toilet Mgt Fee)	£506,400	£263,916
Staff Costs	£226,667	£104,848
Cost of Sales	£150,553	£89,742
Repairs, Maintenance & service contracts	£4,967	£2,282
Other Expenditure	£111,733	£49,389
Total Expenditure	£493,920	£246,260
Total Use	245,594	136,447

Swansea Bowls Stadium	2017/18
Bowls Income	£100,449

Bar & Catering Income	£25,263
Other Income	£14,134
Total Income	£139,846
Staff Costs	£39,523
Building and Maintenance	£131,286*
Other Expenditure	£54,612**
Total Expenditure	£225,421
Total Use	67,547

*£56k Capitalised expenditure.

**£35k Utilities and cleaning costs

Swansea Tennis Centre	2017/18
Junior Course Income	£119,745.83
Adult Course Income	£14,929.90
Ace Fitness Income	£30,175.56
Other Income	£127,483.84

Total Income	£292,335.13
Staff Costs	£96,069.69
Repairs and Maintenance	£10,929.29
Other Expenditure	£223,635
Total Expenditure	£330,634
Total Ace Fitness Members	1613
Total Usage	55,978

7. Monitoring Arrangements

7.1 Officers will continue to monitor these facilities to ensure that they are complying with the terms of the various agreements and leases that are in place, as well as to ensure that they are contributing towards the achievement of the Council's ambitions as identified in the agreed Policy Commitments. Of particular interest are the contributions made to:-

- The City of Sport and Culture
- Well-being of Future Generations
- A Healthy City
- Area of inequality
- The support of the tourism economy.
- Creating and Active and Healthy Swansea

8. Summary

8.1 This report identifies the varying agreements that are in place with each of the key partners operating Leisure and Cultural Services. The report also highlights the rationale for the variations due to the differing circumstances and requirements of other bodies involved in each partnership.

- 8.2 With the differing models it is also clear that standardising monitoring and reporting is not straight forward, but measures are taking place to use the accepted good practice of based upon compliance of agreement and performance management.
- 8.3 This report is also a mechanism of identifying the successes and challenges and a transparent approach to displaying the delivery of services by the various partnerships, the outcomes and the cost of supplying those services.
- 8.4 It also demonstrates that the Council is challenging the partners to maintain quality and improved services to which all partners reported are working towards delivering and achieving such improvements.

9. Equality and Engagement Implications

- 9.1 There are no specific Equality or Engagement implications associated with this report.

10. Legal Implications

- 10.1 There are no specific legal implications at this stage

11. Financial implications

- 11.1 There are no specific financial implications

Background Papers: None.

Appendices: None



Report of the Leader

Council – 25 July 2019

Joint Appointment Committee – Swansea Bay City Deal.

Purpose:	To establish a Swansea Bay City Region (SBCR) Joint Appointments Committee to appoint a Programme Director.
Policy Framework:	None.
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that Council: 1) Agrees to establish a new SBCR Joint Appointments Committee which will be responsible for the appointment of a Programme Director for the Swansea Bay Region City Deal; 2) Appoints the Leader of Council to the SBCR Joint Appointments Committee together with one non-executive member; 3) Agrees that the shortlisting of the applicants be delegated to the Leaders of the 4 Authorities.
Report Author:	Tracey Meredith
Finance Officer:	Ben Smith
Legal Officer:	Tracey Meredith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 Following independent reviews of the City Deal, the Swansea Bay City Region (SBCR) Joint Committee has agreed to appoint a Programme Director to ensure continuity of leadership and independent, authoritative advice to the Boards.

2. Background

- 2.1 At its meeting of 28 May 2019 the SBCR Joint Committee considered a Job profile for the post of Programme Director and agreed to proceed to recruit as soon as possible, with the said Director to be an employee of Carmarthenshire County Council but to be accountable to the Joint Committee. The salary of the Programme Director was set at Carmarthenshire's Head of Service salary level and Carmarthenshire's Appointments Committee would therefore normally be responsible for the appointment. However, the Joint Committee asked that the appointment be delegated to the Leaders of the 4 City Deal Authorities. Therefore it is necessary to create a Joint Appointment Committee which will enable all 4 Leaders to undertake and participate in the appointment process.
- 2.2 The Local Authorities (Standing Orders) (Wales) Regulations 2006, as amended, apply to the appointments of, amongst other prescribed officers, non-statutory chief officers, which the post of Programme Director is. As such, the Regulations provide that no more than 50% of the membership of an Appointments Committee shall comprise of executive members. In order to allow all 4 Leaders to sit on the Joint Appointments Committee the Committee must therefore comprise of at least 8 members.
- 2.3 Council is therefore being asked to establish and delegate the appointment of this post to a new Joint SBCR Appointments Committee comprising of the 4 Leaders and a non-executive member from each of the 4 Authorities. It is the case, of course, that a SBCR Joint Scrutiny Committee has long since been established so the proposal of a Joint Committee to service certain functions of the City Deal is not new.
- 2.4 Carmarthenshire County Council, as the employing authority, will manage all employment and contractual matters, including supporting the recruitment process for the role of Programme Director.

3. Financial Implications

- 3.1 The Swansea Bay Programme Board is currently reviewing the budget for the Programme Office and will in due course make recommendations to the Joint Committee to revise the budget to accommodate the costs of the Programme Director. This will necessitate decisions on the level of services provided in kind by the partner authorities (to limit the direct cash call on the Programme Office budget), the continuation of the current level of contributions of each partner and the potential, or otherwise, to top slice city deal grant to meet ongoing running costs. As such any appointment is entirely conditional on an agreed revised budget for the Swansea Bay City Region Programme Office being set by the Joint Committee.

4. Legal Implications

- 4.1 Local Authorities have powers under the Local Government Acts 1972 and 2000 to establish Joint Committees.
- 4.2 The process for appointing non-statutory chief officers is subject to the provisions in The Local Authorities (Standing Orders) (Wales) Regulations 2006 as outlined above.

5. Equality and Engagement Implications

- 5.1 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.

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

- 5.2 An EIA Screening Form has been completed with the agreed outcome that a full EIA report is not required.

Background Papers:

1. Swansea Bay City Region Joint Committee - 28 March and 28 May 2019;
2. City Region Joint Committee Agreement;
3. EIA Screening Form.

Appendices: None

Agenda Item 13.



Joint Report of the Presiding Member, Monitoring Officer & Head of Democratic Services

Council - 25 July 2019

Amendments to the Council Constitution

Purpose:	To make amendments in order to simplify, improve and / or add to the Council Constitution. A decision of Council is required to change the Council Constitution.
Policy Framework:	Council Constitution.
Consultation:	Access to Services, Finance, Legal & Constitution Working Group.
Recommendation(s):	It is recommended that: 1) The amendments to the Council Constitution as outlined in Paragraph 4-6 together with any further consequential changes be approved; 2) The Chair of the Equalities & Future Generations Committee shall be paid a Senior Salary.
Report Author:	Huw Evans
Finance Officer:	Ben Smith
Legal Officer:	Tracey Meredith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 In compliance with the Local Government Act 2000, the City and County of Swansea has adopted a Council Constitution. From time to time it is necessary to review the Council Constitution in line with legislative requirements and to ensure good governance arrangements.
- 1.2 A number of issues have arisen since adoption and in order to maintain the aims, principles and procedures set out in Articles 1 and 15 of the Council

Constitution, it is proposed that the amendments set out below should be made to the Constitution.

- 1.3 The terms of reference of the Constitution Working Group includes keeping under review the Council Constitution and to make appropriate recommendations for change.

2. Delegated Minor Corrections to the Council Constitution

- 2.1 Article 15 “Review and Revision of the Constitution” allows the Monitoring Officer to make changes / updates to the Council Constitution in relation to:

- a) Legislation;
- b) Changes to the Officer structure or changes of responsibility within the Officer Structure;
- c) The need to correct any administrative or typing errors.

- 2.2 Following discussions with the Chief Finance Officer, the Monitoring Officer has made a number of minor changes to the Financial Procedure rules under paragraphs b) and c) above. These changes may be viewed, showing all of the amendments as tracked changes in **Appendix A** of the report.

- 2.3 These changes are reported for information only.

3. Amendments to the Council Constitution

- 3.1 This report outlines a number of suggested amendments to the Council Constitution. The amendments are within the following area of the Council Constitution:

- a) Part 2 “Articles of the Constitution” - “Article 4 “The Council Meeting”;
- b) Part 3 “Responsibility for Functions” - “Scheme of Delegation”;
- c) Part 3 “Responsibility for Functions” - “Policy Development Committees (PDCs)”.

4. Part 2 “Articles of the Constitution” - “Article 4 “The Council Meeting”

- 4.1 Article 4 “The Council Meeting” sets a list of Policies, Strategies and Plans which specifically require Council to determine. The Chief Legal Officer and the Head of Democratic Services are in the process of conducting a review of Article 4 of the Council Constitution in order to update the list based on legislative change and to remove Policies, Strategies and Plans that no longer exist.
- 4.2 There are some Policies, Strategies and Plans that have been identified as being able to be considered at this stage. These are listed below:

Part A - Required by the Local Authority Executive Arrangements (Functions and Responsibilities) (Wales) (Regulations) 2007 (as amended) to be adopted by the Council, namely:

Name of Policy / Strategy / Plan	New Name of Policy Strategy / Plan	Action Required
Corporate Improvement Plan	Corporate Plan 2018/22 (inc. Well-Being Objectives)	Name Change
Development Plan (UDP)	Local Development Plan (LDP)	Name Change
Rights of Way Improvement Plan	Countryside Action Plan	Name Change.
Welsh Language Scheme	Welsh Language Strategy (inc. Welsh Language Standards)	Name Change

Part C - In addition the Council have adopted the following Strategies and Plans:

Name of Policy / Strategy / Plan	New Name of Policy Strategy / Plan	Action Required
Countryside Access Plan	No change	Delete from Part C and Add to Part A.
Disability Equality Scheme	Strategic Equality Plan 2016-2020	Name Change
Domestic Abuse Strategy	Violence Against Women, Domestic Abuse & Sexual Violence Strategy (VAWDASV)	Name Change
Housing Multiple Occupation Licensing Policy	Houses in Multiple Occupation (HMO) Licensing Policy	Name Change
Policy & Procedure for the Appointment of LA Governors and the Establishment of an LA Panel	LA Governor Appointments Procedure	Name Change
Protocol for the Election of the Lord Mayor	Lord Mayor & Deputy Lord Mayor Protocol	Name Change
Provision of ICT Support to Members	Councillors Information, Communication & Technology (ICT) Allowances	Name Change

Race Equality Scheme	Strategic Equality Plan 2016/20	Name Change
Safer Swansea Partnership Strategy	Safer Swansea Community Safety Strategy	Name Change
Swansea 2020 - Swansea's Economic Regeneration Strategy	Swansea Bay City Region Economic Regeneration Strategy	Name Change
United Nations Convention on the Rights of the Child (1989)	Child & Young People's Rights Scheme	Name Change

4.3 **Tawe Riverside Corridor Strategy, Master Plan & Action Plan**

- 4.3.1 New investment interest in the Tawe Riverside area, particularly along the Morfa Road corridor and at the Hafod Morfa Copperworks site has raised the profile of this area and generated a significant momentum for further regeneration. A new Strategy is currently required to supplement the Swansea Local Development Policy that relates to the Tawe Riverside area (Policy SD L).
- 4.3.2 A previous Tawe Riverside Corridor Strategy, Masterplan and Action Plan prepared by consultants Hyder, was adopted by the Council in 2006 as supplementary planning guidance to the Swansea Unitary Development Plan. Many of the development and infrastructure schemes identified through that Strategy have been successfully delivered, and a new updated Strategy is now required which takes full account of new national policies, new planning and technical guidance and supplements statutory planning policy.
- 4.3.3 The Swansea Local Development Plan (2019) adopted earlier this year, currently sets out the most up to date statutory planning policies, site specific place making principles and development requirements for the Tawe Riverside, along with a concept plan for the area. The LDP highlights that supplementary planning guidance will be prepared separately to support the plan. Such supplementary planning guidance will not represent new policy, but effectively provides an additional level of detailed information to guide and inform development and enhancements proposals based on the principles already set out in the LDP.
- 4.3.4 With an adopted LDP in place, the Council's Planning Committee is delegated to approve draft supplementary planning guidance for public consultation, and also following consultation, Planning Committee is delegated to adopt the final versions post amendments. However, Part 2 Article 4 of the Council Constitution sets out a broad list of documents which for various historic reasons are required to be presented to Council for approval, and Tawe Riverside Corridor Strategy is one of the documents included on that list.

4.3.5 In line with current legal advice, and in the interest of providing a consistent format for the adoption of supplementary planning guidance to the Swansea Local Development Plan (2019), it is recommended that:

- i) The Tawe Riverside Corridor Strategy, Masterplan and Action Plan be removed from Part 2 of Article 4 of the Council Constitution;
- ii) The Planning Committee be delegated to approve draft supplementary planning guidance for public consultation, and also following consultation, Planning Committee is delegated to adopt the final versions post amendments.

5. Part 3 “Responsibility for Functions” - “Scheme of Delegation”

5.1 The Functions Relating to Town & Council Planning and Development Control as set out in the Scheme of Delegation need to be amended so as to include the “Power to Revoke Planning Permission”. This power is permitted under Section 97 of the Town and Country Planning Act 1990. This power needs to be added:

No	Function	Provision of Act or Statutory Instrument	Delegated To
A61	Power to require the Revocation of a Use of Land	Section 97 of the Town and Country Planning Act 1990	HoP&CR

6. Part 3 “Responsibility for Functions” - “Policy Development Committees (PDCs)”

- 6.1 This Council has to renew its’ Strategic Equality Plan by 2020 and ensure that the Well Being of Future Generations is at the heart of all decision / policy making. The Council at its meeting on 27 June 2019 resolved to adopt a Notice of Motion in relation to Climate Emergency.
- 6.2 Following on from this resolution and aiming to commence the work of seeking to assist with the Climate Emergency, Equality Planning and Wellbeing of Future Generations, it is proposed to rename and amend the terms of reference of the Transformation & Future Council Policy Development Committee (PDC) as the Equalities and Future Generations Committee.
- 6.3 This proposal stems from the fact that the work plan of the Transformation & Future Council PDC contains many agenda items relating to equality and future generation issues.

- 6.4 The newly created Equalities & Future Generations Committee will still comprise of 12 Councillors and be politically balanced. This is currently 8 Labour Councillors, 2 Liberal Democrats / Independent Councillors and 2 Conservative Councillors. It is proposed that the membership remains the same, unless indicated otherwise by the Political Group Leaders.
- 6.5 The Chair of the Equalities & Future Generations Committee shall be paid a Senior Salary.
- 6.6 The proposed terms of reference for the Committee are:
- i) To support the Council in complying with Equality and Welsh Language legislation and regulations in relation to staff, elected members, members of the public, visitors and others closely associated with the City & County of Swansea.
 - ii) To promote an inclusive, supportive, healthy and equitable working environment that is consistent with the Corporate Objectives, Strategic Equality Plan, Welsh Language Scheme and Social Inclusion Strategy.
 - iii) To ensure that the Council implements all actions and plans emanating from policy including undertaking Equality Impact Assessments (EIAs) in relation to all services and budgets.
 - iv) To ensure appropriate equality and diversity training and developments is provided and accessible to all staff, elected members and others associated with the Council.
 - v) Monitor data, trends and the assessment of impact of policies, procedures, criteria and practices in relation to compliance with Equality and Welsh Language legislation and regulations.
 - vi) To develop Council Corporate Priorities in relation to Equalities & Future Generations.

7. Financial Implications

- 7.1 There are no financial implications associated with this report as the Chair already gets paid a Senior Salary. The proposal is a Committee name change and amended terms of reference. The number of Senior Salary holders remains at 19.

8. Legal Implications

- 8.1 There are no legal implications associated with this report other than those referred to within the report.

9. Equality and Engagement Implications

- 9.1 There are no equality and engagement implications associated with this report.

Background Papers: None

Appendices: Appendix A – Amended Financial Procedural Rules

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1 Glossary Als

Accounting Instructions, which are detailed regulations issued by the [Chief Finance Officer](#)~~Head of Financial Services~~, and which support these FPR.

2 Budget Headings

Budget headings are each separately identified budget item as approved by Council in the annual budget.

3 Corporate Management Team

The team consists of the Chief Executive, Corporate Directors and [Chief Officers](#)~~Head of Service~~.

4 Responsible Officer

Chief Executive, Corporate Directors, [Chief Officers](#) and Heads of Service as

identified in the Council's approved management structure.

5 Further Information

Detailed guidance on the application of these rules can be found in the Accounting Instructions, which are referenced in the appropriate FPR. Accounting Instructions can be viewed on the Council's internet site.

Guidance is also available from the Chief Finance Officer.

1 FPR 1 - Role and Scope of Financial Procedure Rules (FPR)

1 The Role of Financial Procedure Rules.

- a) FPR provide the control framework for managing the Council's financial affairs, enabling financial management within a system of delegated responsibility and accountability.

The objectives of FPR are

- i) to protect the assets and financial resources of the Council
 - ii) to regulate for systematic financial planning
 - iii) to provide for management of budgets, expenditure and income.
- b) As well as protecting the Council, FPR also protects members and officers of the Council. FPR provides a framework within which responsibilities are allocated. Compliance with FPR therefore provides protection to individuals undertaking financial management and transactions.
- c) FPR should be read in conjunction with the Council's other regulatory documents. Note that the Chief Finance Officer has issued Accounting Instructions (AIs) which provide detailed guidance and instructions on financial control arrangements and systems. The AIs are available in the Finance section of the Intranet.
- d) Failure to comply with FPR and AIs could be construed as misconduct and could lead to disciplinary proceedings.

2 The Scope of Financial Procedure Rules

- a) FPR shall apply to every member and employee of the Council and anyone authorised to act on its behalf.
- b) All financial transactions of the Council shall comply with FPR. (Note here that FPR 19 provides for overriding exigencies in the interests of the Council).
- c) Application in Schools.

Note: Separate *detailed* Financial Regulations apply to schools *but they still need to abide by all of the principles set out in these Financial Procedure Rules*.



2 FPR 2 - General Responsibilities

1 Reasonable Actions

All members and employees have a general responsibility to take reasonable action to provide for the security of the assets under their control and to ensure

that the use of resources under their control is legal, properly authorised and achieves best value.

2 **Training and Awareness**

Each Responsible Officer must ensure that arrangements are in place to provide that all staff under their control are aware of the existence and content of FPR and that suitable training is provided to staff.

3 **Compliance**

All members and employees must comply with FPR. Responsible officers are responsible for ensuring that adequate and appropriate arrangements are in place to monitor and ensure compliance. In this regard, Responsible Officers will be supported by the work of Internal and External Audit.



3 **FPR 3 - Financial Management Responsibilities**

1 **The Council**

- a) Is responsible for agreeing the annual revenue and capital budgets and three year forward plans and programmes. It approves the Prudential Indicators for borrowing and long term liabilities and the Treasury and Investment Strategies.
- b) It is responsible for the approval and amendment of Financial Procedure Rules and the system of delegation of financial controls.

2 **The Cabinet and its Members**

Are responsible for approving new schemes and variations to budgets above financial limits as set out in these FPR.

3 **~~Head of Financial Services~~ Chief Financial Officer**

- a) Section 151 of the Local Government Act 1972 requires that "...every local authority shall make arrangements for the proper administration of their financial affairs and shall secure that one of their offices has responsibility for the administration of these affairs".
- b) The Chief Financial Officer is appointed for this purpose and this role is currently filled by the Chief Finance Officer~~Head of Financial Services~~. He has overarching responsibility for the financial affairs of the Council.
- c) He is also the responsible officer in respect of Sections 26 and 114 of the Local Government Finance Act 1988. This requires that he must report to Council if there has been or may be a decision which would result in an unlawful payment, or an act of wilful misconduct, which may cause the loss of money, or that the council may exceed its resources.

- d) He has operational responsibility for the provision of Financial Services. He is responsible for maintaining a continuous review of the Financial Procedure Rules and for reporting any breaches where appropriate. He is responsible for issuing advice and guidance to underpin FPR through detailed Accounting Instructions, which constitute part of these FPR.
- e) He is responsible for the co-ordination and development of financial planning, resourcing of the Council's Revenue and Capital programmes, and the preparation of the annual budget. He is responsible for the co-ordination and reporting of regular budget monitoring.

4 Responsible Officers

- a) As stated above (2.3) Responsible Officers are responsible for ensuring that adequate and appropriate arrangements are in place within their service to monitor and ensure compliance with FPRs and Accounting Instructions.
- b) Responsible officers are required to manage their services efficiently and as economically as possible in providing services at the Council's approved service levels.



4 FPR 4 - Budget and Financial Planning

- 1 The Council is responsible for agreeing the annual budget and forward financial plans. The Cabinet is responsible for preparing budgets and financial plans for recommendation to Council.
- 2 The detailed format and timescale of revenue and capital estimates are determined by the Chief Finance Officer. Responsible officers must comply with his requests.
- 3 Responsible officers are required to prepare revenue and capital estimates and to undertake reviews as instructed by the Chief Finance Officer.



5 FPR 5 - Budgetary Control

- 1 The Chief Finance Officer is responsible for providing appropriate and timely financial information to enable budgets to be monitored effectively.
- 2 The Chief Finance Officer is responsible for coordinating the system of corporate monitoring of budgets as agreed from time to time. He will ensure that regular monitoring reports are presented to Cabinet identifying variances and virement as appropriate.
- 3 As stated in FPR 3.6, Responsible Officers are required to provide services as economically as possible. Should a saving or underspending be identified within

a budget which is not required to provide the approved service level, Responsible Officers must report this to the Chief Finance Officer for consideration corporately.

4 Virement - Revenue Budget

Responsible Officers must manage their budgets within budget headings as approved by Council, subject to any detailed framework issued by the Chief Finance Officer.

Virement between budget headings is subject to approval as follows:

Up to £75,000	By Responsible Officer
£75,000 to £150,000	By the relevant Member of the Corporate Management Team
£150,000 to £1 million	By the Chief Finance Financial Officer
Above £1 million	By Cabinet

Virement between Responsible Officers must be with the agreement of the relevant Member(s) of the Corporate Management Team. Virement between Portfolios must only be in consultation with the relevant Cabinet Members.

- 5 Responsible Officers are required to monitor and regulate their spending programmes and income within their approved budgets. They must report on variances within the corporate monitoring framework and take appropriate action to avoid exceeding their budget allocation. This reporting requirement applies equally to Revenue and Capital budgets (but see also the further requirements for variations to capital schemes FPR 7.3).
- 6 Responsible Officers are required to maintain budgetary control within their services, in adherence to the principles below.
- 7 They must ensure that an accountable budget manager is identified for each item of income and expenditure under their control. As a general principle, budget responsibility should be aligned as closely as possible to the decision-making that commits expenditure
 - a) a new policy or
 - b) a variation of existing policy or
 - c) a new capital, leasing or revenue project

which may affect the Council's annual revenue finances by more than £75,000 per annum (excluding borrowing costs) is proposed, notwithstanding that it may be included in the budget, a report must be made to and approved by Cabinet.

- 8 The report must provide estimates of cost, income and funding together with appraisals of any financial issues, appraisal of service options considered and links to the Council's corporate plan.
- 9 Where the gross cost of a proposed new policy, variation to a policy, or a new project, exceeds £75,000 per annum, but is estimated to be partly or wholly offset by income, so that the net cost will be below £75,000, a report must be made to and approved by the Chief Finance Officer.



6 FPR 6 - Financial Planning and Appraisal

1 This section regulates any new policy or scheme, revenue capital or leasing, which will materially affect the Council's finances and budgets.

2 Where

- a) a new policy or
- b) a variation of existing policy or
- c) a new capital, leasing or revenue project

which may affect the Council's annual revenue finances by more than £75,000 per annum (excluding borrowing costs) is proposed, notwithstanding that it may be included in the budget, a report must be made to and approved by Cabinet.

3 The report must provide estimates of cost, income and funding together with appraisals of any financial issues, appraisal of service options considered and links to the Council's corporate plan.

4 Where the gross cost of a proposed new policy, variation to a policy, or a new project, exceeds £75,000 per annum, but is estimated to be partly or wholly offset by income, so that the net cost will be below £75,000, a report must be made to and approved by the Chief Finance Officer.



7 FPR 7 - Capital Programming and Appraisals

1 All Responsible Officers must prepare each year within detailed guidelines and in accordance with the Asset Management Plan, a capital programme for the following three years for approval by the Council.

2 The following reporting Procedure will apply to schemes included in the capital and leasing programmes before approval can be given to start:

Where the estimated cost of an individual project exceeds £1 million, the relevant Cabinet Portfolio Member must obtain the approval of Cabinet. Such reports must include the following information:

- a) The objective to be met by the proposal related to the Authority's current service delivery plan;
- b) A description of the project including a summary of the design brief, and any requirement for acquisition of land or interests in land with an assurance of availability of land by the anticipated start date;
- c) A summary of estimated capital costs, and anticipated dates of start and completion;
- d) The revenue consequences of the scheme including capital financing charges for the budget and following 2 years;

- e) An assessment of financial risks within the project;
 - f) An appraisal of service options considered and links to the Council's corporate plan.
- 3 Where the estimated cost of an individual project exceeds £150,000 but not £1 million, and the project is not materially changed from the scheme included in the approved capital programme, then a report, as detailed above, must be approved by the relevant Cabinet Member and Director, the Chief Finance Officer and the Chief Legal Officer. The relevant Director shall forward a copy of the report to the Head of Democratic Services for publication. Following publication and subject to "call-in" the relevant Director and the Chief Finance Officer may proceed to implement the report decision.
- 4 Once a report has been approved, no material alteration to the design brief or the approved estimate (by more than £25,000 or 5% whichever is the greater) for the scheme, shall be made without further approval by the approval body/group which considered the original scheme.
- 5 Schemes not included in the approved capital programme
- Schemes which are not included in the approved capital programme may be added to it subject to
- a) compliance with paragraphs 7.2 or 7.3 as appropriate and
 - b) agreement of funding for the scheme, accepted by the Chief Finance Officer.



8 FPR 8 - Grant Applications and Acceptances

- 1 The Council provides a range of services, activities and schemes which may be funded, in whole or in part, by external grants from other agencies and organisations. Such grants carry additional responsibilities and risks for the Council in that the Council must comply with grant conditions, or risk repayment and most grants are cash and/or time limited.
- 2 In view of these risks there is a need to exercise close control of grant bidding and administration.
- 3 In order to ensure compliance with financial planning and budgeting, the Chief Finance Officer must approve all grant applications to external bodies.
- 4 In order to ensure compliance with Financial Procedure Rules and internal controls, the Chief Finance Officer must approve and sign all grant acceptances.
- 5 Responsible Officers must inform the Chief Finance Officer of all grant approvals.
- 6 Administration of grant-funded schemes and grant claims will be closely controlled through Accounting Instruction 16. The Chief Finance Officer must approve and sign all grant claims.

- 7 Responsible officers must ensure that all grant claims are completed correctly and on time and passed to Financial Services for certification.
- 8 See also Accounting Instructions 13, 16.



9 FPR 9 - Reserves and Year-End Balances

- 1 The Chief ~~Finance~~~~Financial~~ Officer has responsibility to ensure that prudent levels of resources are maintained and to advise Cabinet and Council accordingly.
- 2 Within this general duty he will determine any detailed arrangements for maintaining specific or ear-marked reserves.



10 FPR 10 - Internal Control of Resources

- 1 Internal control refers to the systems of control devised by management to help ensure the Authority's objectives are achieved in a manner that promotes economical, efficient and effective use of resources and that the Authority's assets and interests are safeguarded.
- 2 The Chief Finance Officer is responsible for advising on effective systems of internal control. These arrangements need to ensure compliance with all applicable statutes and regulations, and other relevant statements of best practice. They should ensure that public funds are properly safeguarded and used economically, efficiently and in accordance with the statutory and other authorities that govern their use.
- 3 It is the responsibility of all Responsible Officers to establish sound arrangements for planning, appraising, authorising and controlling their operations in order to achieve continuous improvement, economy, efficiency and effectiveness and for achieving their financial performance targets.



11 FPR 11 - Accounting for Income and Expenditure

- 1 All accounting Procedures, recording arrangements, receipts, forms, tickets, etc. must be approved by the Chief Finance Officer, through his staff.
- 2 Through Accounting Instructions and other means, the Chief Finance Officer will issue advice, guidance and requirements for accounting systems, form of accounts and supporting financial records.
- 3 Responsible Officers must ensure that their organisational structure provides an

appropriate segregation of duties to provide adequate internal control and to minimise the risk of error, fraud, or other malpractice.

4 Responsible Officers must ensure that:

- a) Financial systems within the service are documented, that staff are correctly trained to operate them and that any changes to systems are agreed in advance with Finance.
- b) There is a complete audit trail allowing financial transactions to be traced to/from the accounting records to the original documents.
- c) There is a scheme of delegation identifying officers authorised to place orders, make payments and collect income, showing the limits of their authority.
- d) All income due to the Authority is identified and charged correctly in accordance with an approved charging policy.
- e) Payment for goods and services should normally be received at the time of supply by the Council. If credit cannot be avoided, invoices must be raised promptly and be supported by sufficient documentary evidence to prove the debt, and Responsible Officers that any further support required to collect the debt is provided to Finance or Legal.
- f) In order to conform with the Money Laundering Regulations of 2003, any payments worth 15,000 euros or more received in cash must be reported to the Chief Finance Officer. (15,000 euros are currently worth about £132,500).

5 The Chief ~~Finance~~~~Financial~~ Officer is responsible for agreeing arrangements for systems to recover debts due to the Council.

6 Debts which are not recoverable must be written off. The Chief ~~Finance~~~~Financial~~ Officer must approve all write off of debts up to £10,000. Debts above £10,000 must be written-off with the approval of the Chief ~~Finance~~~~Financial~~ Officer, the Chief Legal Officer and the Cabinet Member responsible for the relevant service.

7 Responsible officers must maintain a charging policy for the supply of goods or services and review it regularly. All fees and charges within the Council's discretion must be reviewed in line with guidance issued within the annual budget process.

See Also Accounting Instructions 7, 8, 12 and 13.



12 FPR 12 - Internal Audit

- 1 The requirement for an internal audit function is implied by Section 151 of the Local Government Act 1972. The Internal Audit Section operates in accordance with the principles contained in CIPFA's Code of Practice for Internal Audit and has to be compliant with the Public Sector Internal Audit Standards (PSIAS). It comes under the direction of the Chief ~~Finance~~~~Financial~~ Officer but it is independent in terms of its planning and operation.

- 2 Internal Audit is an assurance function that primarily provides an independent and objective opinion to the Council on the control environment (which comprises of risk management, control and governance) by evaluating its effectiveness in achieving the Council's objectives. It objectively examines, evaluates and reports on the adequacy of the control environment as a contribution to the proper, economic, efficient and effective use of resources.
- 3 The Chief Internal Auditor will maintain an adequate and effective internal audit and he, or his authorised representative have authority to:
 - a) Enter at all reasonable times on any Council premises or land;
 - b) Have access to, and removal if necessary into his custody of, all records, documents and correspondence relating to any financial and other transactions of the Council;
 - c) Require and receive such explanations as are necessary concerning any matter under examination and
 - d) Require any employee of the Council to produce on demand cash, stores or any other Council property under his/her control.
- 4 Where any Responsible Officer has cause to suspect financial irregularity he/she shall inform the Chief Finance Officer immediately and provide facilities for investigation, in accordance with the Council's anti-fraud and corruption policy.
- 5 The external auditors appointed by the [Wales Audit Office](#)~~Audit Commission~~ are responsible to central government and have a statutory duty to carry out an independent audit of the Council including the annual accounts, financial aspects of corporate governance and performance management arrangements. Internal audit co-operate with them to ensure effective audit coverage and to avoid duplication of effort.



13 FPR 13- Borrowing, Investments, Trust Funds, Unofficial Funds and Leasing

- 1 The Council has adopted CIPFA's "Code of Practice for Treasury Management in Local Authorities".
- 2 An Annual Treasury Management Strategy must be approved by the Council. Thereafter its implementation and monitoring are delegated to the Chief [Finance](#)~~Financial~~ Officer who will present an Annual Report on Treasury Management by the 30 September of the succeeding financial year. Quarterly Treasury Management progress reports will be made to the relevant Cabinet Member and made available to all Members.
- 3 All money in the hands of the Council, excluding schools, shall be aggregated for the purposes of Treasury Management and shall be under the control of the Chief Financial Officer.
- 4 All executive decisions on borrowing, investment or financing shall be made by the Chief [Finance](#)~~Financial~~ Officer or through him to his staff who shall all be required to act in accordance with CIPFA's "Code of Practice for Treasury

Management in Local Authorities” and the annual Treasury Management Strategy.

- 5 All borrowing and investment shall be effected in the name of the Council.
- 6 The Chief ~~Finance~~~~Financial~~ Officer shall be the Council’s registrar of stocks, bonds and mortgages and shall maintain records of all borrowing of money by the Council.
- 7 The raising and repayment of loans shall normally be effected through the Council’s bankers.
- 8 All funds shall, whenever possible, be in the name of the Council.
- 9 All officers acting as trustees by virtue of their official position shall deposit all securities, etc. relating to the trust, with the Chief ~~Finance~~~~Financial~~ Officer unless the deed otherwise provides. Payments out of Trust Funds after approval by the Council shall be made by the Chief ~~Finance~~~~Financial~~ Officer.
- 10 Responsible Officers are responsible for the financial management and audit of unofficial funds held by officers within their departments and must consult the Chief ~~Finance~~~~Financial~~ Officer before formulating regulations which will apply to such funds.
- 11 An “unofficial fund” is any fund controlled by an employee of the Authority in the course of his/her official duties which is not a fund belonging to the Council.
- 12 All credit arrangements including operating and finance leases, must be made by Chief ~~Finance~~~~Financial~~ Officer.

See also Accounting Instructions 4, 11, 13.



14 FPR 14 - Stocks and Stores

- 1 Each Responsible Officer shall be responsible for the care and custody of the stocks and stores in his/her department.
- 2 Stores records shall be kept in a form to be approved by the Chief Finance Officer.
- 3 Responsible Officers shall arrange for physical stocktaking by persons independent of all the storekeeping function, either on a cyclical basis, covering all stocks at least once in the financial year and completely at the year end. Physical stocktaking records should be signed, both by the person(s) conducting the stocktaking, and the storekeeper acting as witness.
- 4 The Chief Finance Officer shall be entitled to receive from each Responsible Officer such information as he/she requires in relation to stores for the accounting, costing and financial records.

- 5 Surplus materials, stores or equipment shall be disposed of by transfer within the Council, competitive tender, part exchange or by other method as determined by Corporate Management Team.
- 6 At the end of the financial year, each Responsible Officer shall certify the value of stores held in his/her department and submit details to the Chief Finance officer.
- 7 Adjustments to write off deficiencies, or to account for surpluses, must be prepared by the appropriate Responsible Officer and effected by the Chief Finance Officer. Recurring deficiencies or major discrepancies in quantities or values must be reported to Internal Audit.

See Also Accounting Instruction 9 (Parts 1 and 2).



15 FPR 15 - Inventories

- 1 Inventories must be maintained by all departments and record an adequate description of furniture, fittings and equipment, vehicles, plant and machinery and computer software and hardware.
- 2 Each Responsible Officer is responsible for maintaining an annual check of all items on the inventory, for taking action in relation to surpluses or deficiencies and noting the inventory accordingly.
- 3 The Council's property must not be removed otherwise than in accordance with the ordinary course of the Council's business or used otherwise than for the Council's purposes except in accordance with specific directions issued by the Responsible Officer.
- 4 Surplus property of any description must be disposed of by transfer within the Council, competitive tender, part exchange or public auction or such other arrangements as determined by Corporate Management Team.

See also Accounting Instruction 9 (Part 1).



16 FPR 16 - Risk Management and Insurance

- 1 The Council has a Risk Management Policy. Within this policy the Chief Executive is responsible for the development and maintenance of a Risk Management Strategy.
- 2 Responsible Officers are responsible for the management of risk in accordance with the strategy.
- 3 The Chief Finance Officer is responsible for maintaining insurance cover for the Council through external and/or internal insurance funding.
- 4 Responsible Officers must prompt/notify the Chief Finance Officer of all new

risks, properties or vehicles which require to be insured and of any alteration affecting existing insurances.

- .5 Responsible Officers must notify the Chief Finance Officer of any loss, liability or damage or any event likely to lead to a claim and inform the police where appropriate.
- 6 Responsible Officers must consult the Chief Finance Officer and the Chief Legal Officer in respect of the terms of any indemnity which the Council (or an officer acting on its behalf) is required to give.

See also Accounting Instructions 10, 13.



17 FPR 17 - Security of Assets

- 1 Each Responsible Officer is responsible for maintaining proper security at all times for all buildings, stocks, stores, furniture equipment, cash, etc. under his/her control.
- 2 There is a general limit of £500 for cash holdings which must not be exceeded without permission from the Insurance Section.
- 3 See Accounting Instruction 8 para. 7.4.
- 4 All arrangements for the carrying of cash by way of a security carrier must be made by the Chief Finance Officer. For advice on cash carrying Procedures, see Accounting Instruction 9, part 4).
- 5 For advice on computer security, see Accounting Instruction 9, Part 5 (and ICT policies).



18 FPR 18 - Intellectual Property

- 1 Certain activities undertaken by an employee during the course of employment could give rise to inventions and writings. As a general rule, they belong to the employer, not the employee. It is the responsibility of Responsible Officers to ensure that there are no conflicts of interest and staff are prohibited from conducting private work in Council time.



19 FPR 19 - Emergencies

- 1 Nothing in these Financial Procedure Rules shall prevent the Authority from incurring expenditure in circumstances where:

- a) There is a serious risk of significant cost to the Council or loss of income resulting from lack of immediate action; or
- b) The Council's property or staff will otherwise be placed at serious risk; or
- c) An emergency or disaster involving destruction or danger to life or property occurs or is imminent or there is reasonable ground for apprehending such an emergency or disaster and such action is calculated to avert, alleviate or eradicate the effects or potential effects of the event, subject to consultation with the Chief Executive and such action being reported forthwith to Council.



20 FPR 20 - Salaries, Wages and Pension

- 1 The payment of all salaries, wages, pensions, compensation and other emoluments to all employees or former employees of the Council shall be made by the Service Centre~~Human Resources & Organisational Development~~ Manager under arrangements approved by the Chief Finance~~Financial~~ Officer.
- 2 Each Responsible Officer shall notify the Service Centre~~Human Resources~~ as soon as possible and in the form prescribed by him/her, of all matters affecting the payment of such emoluments, and in particular:
 - a) appointments, resignations, dismissals, secondments and transfers;
 - b) absences from duty for sickness or other reason;
 - c) changes in remuneration, other than normal increments and pay awards and agreements of general application.
- 3 Likewise, each Responsible Officer shall provide the Service Centre~~Human Resources~~ with all information necessary to maintain records of service for pensions, income tax, national insurance and the like.
- 4 Appointments of all employees shall be made in accordance with the appropriate Procedures of the Council and the approved departmental structures, grades and rates of pay.
- 5 All time records or other pay documents shall be prescribed or approved by the Chief Finance Officer~~Head of Human Resources~~ and shall be authorised by or on behalf of the Responsible Officer. The names of officers permitted to authorise such records shall be sent to the Service Centre Manager~~Head of Human Resources~~ by each Responsible Officer.
- 6 Where any employee is working for more than one service department etc. their pay will be aggregated to properly account for income tax and national insurance.

See also Accounting Instructions 2, 13.



21 FPR 21 - Orders for Work Goods and Services

Note:

See also Contract Procedure Rules which deal with tendering Procedures, contract formalities, orders placed within framework agreements etc.

- 1 Official orders must be issued for all work, goods, or services to be supplied to the Authority except for petty cash purchases or such other exceptions as the Chief Finance Officer may approve.
- 2 Official orders must be in a form approved by the Chief Finance Officer and are to be authorised only by officers of appropriate seniority authorised by the relevant Responsible Officer.
- 3 Official orders shall indicate clearly the nature and quantity of the works, goods, equipment or services required and any contract or agreed prices relating thereto.
- 4 Responsible Officers may place orders for work, goods and services, in accordance with Contract Procedure Rules, providing the expenditure is covered by an approved budget.

See also Accounting Instructions 4, 13.



22 FPR 22 - Payment of Accounts

- 1 The processing of accounts for payment shall be under the control of the appropriate Responsible Officer in accordance with arrangements approved by the Chief Legal Officer.
- 2 The Responsible Officer of the department issuing an order (or any officer authorised by him/her to do so) is responsible for the examination, verification and certification of the relevant invoices. The certification will include:
 - a) that the goods have been received, examined and approved as to quality and quantity or the work has been done satisfactorily, and that the orders have been complied with;
 - b) that the expenditure is within budget;
 - c) that the prices, arithmetic, VAT and expenditure code are correct;
 - d) that the proper entries have been made in the inventories or stores records, where appropriate;
 - e) that the account has not been previously certified for payment and is a proper liability of the Council.
- 3 The certification of accounts for payment shall be by the Responsible Officer concerned or by any officer authorised by him/her to do so.
- 4 Accounts for payment shall be certified and sent to the Chief Finance Officer as soon as possible, and in accordance with the timetable which has been devised to avoid penalties imposed under the Late Payment of Commercial Debts (Interest) Act 1998.

- 5 The Chief Finance Officer shall examine, as far as he/she considers necessary, certified accounts passed to him for payment, and he shall be entitled to receive such information and explanation as he may require.
- 6 Payments to individuals for services provided must be treated correctly for Income Tax and National Insurance purposes particularly the self-employed and casual workers including those covered by the Construction Industry Tax Deduction Scheme.

See also Accounting Instructions 5, 13.



23 FPR 23 - Petty Cash

- 1 Where any Petty Cash Accounts are authorised by the Chief Finance Officer, any single payment therefrom shall not exceed the sum of £50 unless otherwise agreed by the Chief Finance Officer. Salaries, Wages and Car Allowance Payments must not be paid out of petty cash.
- 2 Such accounts must be kept on the Imprest System, and the petty cash books and vouchers must be retained in departments and be available for inspection if required at time of reimbursement. No income received on behalf of the Council may be paid into such accounts but must be banked or paid to the Council as provided elsewhere in these rules.
- 3 On leaving the employment of the Council or otherwise ceasing to be entitled to hold an imprest advance, an officer shall account to the Responsible Officer or the Imprest holder's successor for the amount advanced to him/her. The same principles apply to all other cash floats.
- 4 Reimbursement of the petty cash account must be effected regularly to avoid overdrawn balances and by no later than 31st March in each financial year.

See also Accounting Instruction 6.



24 FPR 24 - Value Added Tax

- 1 Accounts and records in connection with Value Added Tax shall be kept by the Chief Finance Officer or under arrangements approved by him/her.
- 2 The Chief Finance Officer will submit monthly returns as required by HM Customs and Excise and ensure that all VAT reclaimed is promptly paid to the Authority.
- 3 Responsible Officers must ensure that:

- a) the amount of VAT due is properly included on the supplier's invoice which must include the VAT Registration Number and comply fully with the requirements of a valid tax invoice.
- b) in the case of certified sub-contract payments, the documentation must indicate that the payment is to a sub-contractor.
- c) in other "exceptional" cases, the payment is allowed under the Valued Added Tax Act 1994 and outlined in HM Customs and Excise Notice 700 (or other amending Act or regulation).
- d) VAT on all relevant income is accounted for properly, in accordance with the provisions of the Council's VAT Manual issued and updated by the Chief Finance Officer and available on the Intranet.
- e) In proposing schemes of capital expenditure or capital disposals, officers must consider the VAT implications of making exempt supplies and consult with the Chief Finance Officer as necessary.

See also Accounting Instructions 5, 6, 7, 8, 13 and 15.

25 FPR 25 - Banking Arrangements

- 1 All arrangements with the Council's banker shall be made by or under arrangements approved by the Chief Finance Officer who shall be authorised to operate such banking accounts ~~including National Giro Accounts~~, as he/she may consider necessary.
- 2 All cheques shall be ordered only on the authority of the Chief Finance Officer who shall make proper arrangements for their safe custody.
- 3 The Procedures for the prompt reconciliation of the Council's principal bank accounts as specified by the Chief Finance Officer shall be followed by the officers involved.
- 4 Cheques on the Council's principal banking accounts, shall bear the facsimile signature of the Chief Finance Officer or be signed by the Chief Finance Officer or other officer authorised to do so.
- 5 Personal cheques must not be cashed out of moneys held on behalf of the Council unless under arrangements approved by the Chief Finance Officer.

See also Accounting Instructions 8 and 14.

26 FPR 26 - Members and Staff Expenses

- 1 All employees' claims for payment of car allowances, travelling and incidental expenses shall be submitted, duly certified in a form approved by the Chief Finance Officer to the ~~Human Resources & Organisational Development Manager~~ ~~Service Centre Manager~~, or as he/she directs, made up to the last day of each month, within seven days thereof. The names of officers authorised to sign such records must be sent to the ~~Chief Finance Officer~~ ~~Head of Human Resources~~ (or the Director of Education where appropriate), by each Responsible Officer together with specimen signatures and shall be amended immediately on the occasion of any change.

- 2 Payments to Members, including co-opted Members of the Council and Standards Committee who are entitled to claim travelling or other allowances, will be made by the ~~Service Centre Manager~~Human Resources & Organisational Development Manager upon receipt of the prescribed form duly completed and checked by the Head of Democratic Services. All claims are to be submitted on a monthly basis and within one month of the end of the financial year.
- 3 The certification of officers' claims by or on behalf of the Responsible Officer will be taken to mean that the certifying officer is satisfied that the journeys were authorised, that expenses were properly and necessarily incurred and that allowances are properly payable by the Council and there is sufficient budget provision.
- 4 Any claims submitted more than three months after the end of the month in which expenses were incurred will be paid only with the express approval of both the Head of Democratic Services and the Chief Finance Officer ~~Human Resources & Organisational Development Manager~~. Payment of the expenses may not be approved unless there are special reasons why the claim was delayed.
- 5 Where an advance payment is made in respect of anticipated large expenditure, it must be supported by a final claim form after the event duly certified by the claiming officer/member and any surplus must be repaid to the Council.

See also Accounting Instruction 3.

Note:

~~Expenses for foreign travel for Councillors, the Lord Mayor, Consort etc. and Officers must be authorised by the Chief Financial Officer.~~

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27 FPR 27 - External Arrangements and Partnerships

- 1 Unless otherwise agreed by the Chief Finance Officer the principles and terms of Financial Procedure Rules apply as appropriate to all contracted partnerships which the Council is a party to.
- 2 Responsible officers must consult the Chief Finance Officer in this respect in relation to any new partnerships to be entered or any variation.
- 3 Responsible Officers may provide services to outside bodies in accordance with relevant statutory provisions, following consultation with the Chief Legal Officer and the Chief Finance Officer.
- 4 Responsible Officers must provide appropriate information to the Chief Finance Officer on any partnership arrangements to enable any required entry to be made in the Statement of Accounts.

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Agenda Item 14.



Report of the Cabinet Member for Business Transformation & Performance

Council – 25 July 2019

Membership of Committees

Purpose:	Council approves the nominations/amendments to the Council Bodies.
Policy Framework:	None.
Consultation:	Political Groups.
Recommendation:	It is recommended that: 1) The amendment to the Council Body listed in paragraph 2 be approved.
Report Author:	Gareth Borsden
Legal Officer:	Tracey Meredith
Finance Officer:	Paul Cridland
Access to Services Officer:	N/A

1. Introduction

- 1.1 Meetings of Council regularly agree and amend the membership of the various Committees/Council Bodies as reflected in the lists submitted by the Political Groups.

2. Changes to Council Body Membership

- 2.1 The political groups have indicated that they have changes to the following Council Body:

Trustees Panel

Remove Councillor W Evans

Add Labour Vacancy

4. Financial Implications

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

5. Legal Implications

5.1 There are no legal implications associated with this report.

Background Papers: None

Appendices: None



Report of the Chair of the Scrutiny Programme Committee

Council – 25 July 2019

Scrutiny Dispatches – Quarterly Impact Report

Purpose:	To present the quarterly report from the Scrutiny Programme Committee to Council on the impact of scrutiny.
Policy Framework:	None
Consultation:	Finance, Legal, Access to Services
Report Author:	Brij Madahar
Finance Officer:	Paul Cridland
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar
For Discussion	

1. Introduction

- 1.1 The Scrutiny Programme Committee is responsible for the overall work programme, including the various informal scrutiny activities, and monitoring progress to ensure that the work is effective.
- 1.2 The Committee is also concerned about improving communication and public engagement, and getting more coverage in the media so that the public are more aware of the work of scrutiny.
- 1.3 In order to provide ‘headlines’ from scrutiny activity and give the work of scrutiny greater visibility, both for Council and public audience, a quarterly ‘Scrutiny Dispatches’ report is published.

2. Scrutiny Dispatches

- 2.1 ‘Scrutiny Dispatches’ is intended to demonstrate scrutiny achievements and outcomes. It is effectively a regular report about impact and how scrutiny is making a difference, rather than a descriptive account of scrutiny activities. The aim is to focus on and

promote a small number of ‘significant stories’. A chair’s roundup is also featured to highlight other work.

- 2.2 The quarterly report is attached for Council discussion – see **Appendix 1**.

- 2.3 This issue features scrutiny of:
- Natural Environment
 - Community Safety
 - Welfare Reform, and
 - Environmental Enforcement.

The chair’s roundup mentions progress with the work programme, Cabinet Member Q & As, the recent Call-in, developments in relation to joint / regional scrutiny, and flags up the end of year review, and work to develop a new scrutiny work programme.

- 2.4 As well as being a report to Council the content will be shared more widely, with advice and support from the Council’s Communications Team and utilising social media. This should help raise awareness of the work and impact of scrutiny, and hopefully encourage more public engagement and participation in scrutiny. It is anticipated that some of the impact stories within Scrutiny Dispatches will generate press releases.

- 2.5 In order to ensure that people are informed more generally about the work of scrutiny a monthly newsletter is also being produced. This list is shared via an email subscription (www.swansea.gov.uk/scrutinyemail), and includes details of:
- Forthcoming panel and working group meetings
 - Topics being looked at by scrutiny
 - Progress with current activities

3. Equality & Engagement Implications

- 3.1 There are no specific equality and engagement implications raised by this report.

4. Financial Implications

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

5. Legal Implications

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

Background Papers: None

Appendices:

Appendix 1 – Scrutiny Dispatches

‘How scrutiny councillors are making a difference’

Maintaining & Enhancing Our Natural Environment

(Lead: Councillor Peter Jones)

Scrutiny councillors have told the Council what it should be doing to maintain, enhance and promote its natural environment and biodiversity, and in doing so promote the resilience of eco-systems.

An in-depth Scrutiny Inquiry into the Natural Environment published findings in a report that was presented to the Cabinet meeting on 21 March. The Inquiry Panel, led by Councillor Peter Jones, spent much of the last year looking at this topic. It took in a range of perspectives, from both within the Council, from partners and the public, and the report makes twenty recommendations for Cabinet to respond to, on an issue that is now a matter of priority for the Council.

The report includes a view on how this priority can be delivered effectively. It recognises that the Council is one of the leading public authorities in Wales in thinking through and exploring how best to deliver on the Welsh Government environmental and sustainability legislation. However, the task is to meet expectations and to deliver on and embed requirements, and the inquiry report serves as a contribution to that effort.

Some of the recommendations have been identified by the cross-party Inquiry Panel as ‘quick wins’, other as more medium and long-term actions, touching upon all areas of the Council’s work. This includes calling for action on:

- Raising the profile of the Natural Environment and Biodiversity internally and externally.
- Maintaining and increasing the specialist and high quality work currently delivered by the Council.
- Recognising the benefits of ‘nature based’ prevention projects, such as to limit air pollution and for flood risk management etc.
- Cost sharing across the Council in providing additional resources to maintain and enhance the natural environment, and more cross-departmental working
- The authority working co-productively with external partners, including voluntary groups, Community Councils and the public in maintaining and enhancing the Council’s green spaces.
- Making a commitment to natural environment education in schools.

Councillor Peter Jones, convener of the Panel said:

‘This work has been an extensive undertaking. We found that a lot of positive action was evident but it is clear that there was much to be done. This report concentrates on biodiversity loss and how we, as a Council, can and must set about halting and reversing this process, not least to meet the 2020 target set by the Welsh Government which aims to halt the loss of biodiversity and take steps toward recovery. However, the Panel is clear that delivery will be difficult without financial support to meet, in particular, additional staffing requirements.’

The final report can be found here: <https://www.swansea.gov.uk/article/35863/Scrutiny-Reports-Library>

A decision on the inquiry recommendations is expected within the next two months – more on that in the next edition.

Improving Community Safety *(Lead: Councillor Mary Jones)*

Scrutiny councillors have shone a light on the community safety issues facing Swansea and actions to tackle these.

The performance of the local Community Safety Partnership is looked at each year as part of the scrutiny work programme – in Swansea this is known as the Safer Swansea Partnership. In April, the Scrutiny Programme Committee met with representative(s) from South Wales Police and the Council who are involved in the joint-chairing arrangement for the Safer Swansea Partnership Steering Group.

The vision of the Safer Swansea Partnership is ‘a place where all members of society can feel safe at all times’, and its key purpose being ‘to create a safe and welcoming environment in which to live, work, visit, trade, study, relax and retire’. A discussion about the performance of the Safer Swansea Partnership, looking at partnership priorities, actions, and impact, highlighted the achievements against objectives and crime and disorder challenges, covering the following:

- Safe, Confident and Resilient Communities
- County Lines and Substance Misuse
- Violence against Women, Domestic Abuse and Sexual Violence
- Hate Crime and Community Tension Monitoring
- Evening and Night Time Economy

The scrutiny session generated much media interest, with a number of stories in the local press, in particular around tackling issues relating to High Street and its regeneration. The session also has contributed to a public conversation about crime recorded in Swansea, with performance and crime statistics from the past two years being revealed – showing challenges around drug trafficking and substance misuse, organised crime, robberies, and sexual offences. Councillors also raised some concerns around the visibility of policing, limited powers of PCSOs, the 101 telephone reporting system, and the effectiveness of existing approaches to community engagement, and the level of engagement and information sharing with local Councillors.

Dealing with Welfare Reform *(Lead: Councillor Louise Gibbard)*

Scrutiny councillors have made recommendations to help manage the impact of welfare reform on people in Swansea.

A cross-party Scrutiny Working Group met in January to look at the impacts of Welfare Reform in Swansea and works / measures in place to support citizens and mitigate problems. The one-off focused meeting also received evidence from Citizen’s Advice Swansea Neath Port Talbot, in respect of queries handled by them during the 12 months since the roll out of Universal Credit (UC) in Swansea.

As a result of this scrutiny action is expected, including:

- talking to local Department for Work & Pensions partners about UC processes
- rolling out quick reference resources which councillors could use when supporting someone with money worries
- developing an online benefits awareness course, mandatory for all staff in the Council

Further scrutiny may result from this work, looking into how well welfare rights support and advice, and commitment to tackling poverty is being delivered across the Council e.g. by staff working in Social Services, Housing and by others in direct contact with vulnerable people.

Managing Environmental Enforcement *(Lead: Councillor Jeff Jones)*

Scrutiny Councillors have asked questions about what is being done in relation to the

enforcement and prevention of a range of environmental issues, concerns about which are regularly raised by the public.

A one-off Working Group took place in February to discuss the work of the Council and issues such as fly tipping, dog fouling, litter, pavement parking, overhanging branches and undergrowth, public footpaths and highways etc. Councillors met with the Cabinet Member for Environment & Infrastructure Management and relevant officers, who provided the Working Group with a briefing on this topic on activities to improve the local environment. It was recognised that this was a challenging area for the Council, with enforcement action being the final step.

Following this scrutiny activity, the Cabinet Member confirms actions will be taken, including around:

- raising public awareness about the cost of fly tipping to the Council, publicising fly tipping prosecutions and highlighting successes
- improving public information about disposal of dog waste
- developing a policy for the enforcement of verge and pavement parking
- providing information around the enforcement contract with 3GS and its focus, for possible review

More details about the discussion, and correspondence between the Working Group and Cabinet Member following the meeting, can be found here:

<https://democracy.swansea.gov.uk/ieListDocuments.aspx?CId=653&MId=8435&Ver=4&LLL=0>

Chair's Roundup:

This is my third roundup of the work of scrutiny for 2018/19, as Chair of the Scrutiny Programme Committee.

Delivering the priorities for 2018/19

We have approached the end of another year of scrutiny and again delivered a range of scrutiny activities targeted at the things that matter most, through the work of the Committee, in-depth inquiry, ongoing detailed performance and financial monitoring, and one-off Working Groups.

The Natural Environment Inquiry came to an end in March, as reported in the main feature of this paper. With evidence gathering complete, the Inquiry into Equalities is about to conclude. The Inquiry Panel is reflecting on the findings, and will draw conclusions and recommendations. This piece of scrutiny has been looking at how effectively the Council is meeting and embedding equality requirements under the law. It has included councillors undertaking a number of informal evidence gathering activities including engagement with a range of groups / networks who represent people with protected characteristics.

Each of the Performance Panels played a part in scrutinizing the draft Council budget in February. Their examination of service specific proposals and implications supported the work of the Service Improvement & Finance Performance Panel, which plays the lead role in financial monitoring. Feedback was provided to Cabinet ahead of Cabinet decision-making and scrutiny helped to prepare councillors for the budget debate at Council.

Since I wrote to Council previously we have also been able, through Working Groups, to look at, and make improvement recommendations, on the Council's work regarding Local Flood Risk Management, Anti-Social Behaviour, and Tourism.

Questioning Cabinet Members

The Committee continues to focus on holding all cabinet members to account, through monthly Q & A sessions to discuss their work. Acting as a 'critical friend' we question and challenge them on their priorities, actions, achievements and impact. As I write we are due to meet with the

Cabinet Members for Delivery, and Investment, Regeneration & Tourism in May. We invite the public and all scrutiny councillors to contribute ideas to ensure the Committee asks the right questions. We have recently put questions to the Cabinet Members for Better Communities, Councillors June Burtonshaw and Mary Sherwood. A summary of each session and views of the Committee are published in a letter to relevant Cabinet Members.

Challenging decisions

Following the agreement of new arrangements by Council the first scrutiny call-in of a Cabinet decision took place in March. Any valid call-in of cabinet decisions leads to the calling of a meeting of the Committee. The Cabinet report on the New Build for Gorseinon Primary School was called in and the Committee was able to question the Cabinet Member for Education Improvement, Learning & Skills and lead officers who responded to satisfy the concerns raised.

Supporting Joint Scrutiny

With scrutiny of the City Region City Deal and regional Education Improvement body (ERW) already in place, and the possible development of further regional scrutiny arrangements, we welcome the launch of a new Joint Scrutiny Handbook in June. I will be attending the national launch that will be led by the Welsh Government Minister for Housing and Local Government, on 17 June in mid-Wales. We look forward to the advice and guidance that the handbook will provide to support and strengthen the development of collaborative scrutiny in Wales.

End of Year Review

At the end of each year it is good practice to look back on the year's work and achievements, and consider its effectiveness. All councillors were invited to give their views and along with feedback from an informal workshop in early May to help members to reflect and discuss issues, the Committee reviewed the year's work at its meeting on 13 May. Alongside this reflection and self-evaluation by scrutiny councillors, Scrutiny Procedure Rules are being reviewed by the Head of Service to ensure they are not only up-to-date, but provide the best reflection of scrutiny practice / process, and take into account any issues raised by councillors.

Developing a new work programme

A Work Planning Conference will take place on 10 June (in place of the scheduled Committee meeting) that will help the Committee to consider and identify priorities for scrutiny for the coming year. All scrutiny councillors will be invited to participate in this. As well as new topics the Committee will need to consider the continuation of current activities in the Work Programme for 2019/20 because of their importance or because work may be incomplete. Following the Work Planning Conference, the Scrutiny Programme Committee will meet on 8 July to reflect on feedback from the Conference, and other relevant considerations, and agree the work programme for 2019/20. We look forward to a new year of scrutiny, and making an even bigger difference!

Making the work of scrutiny transparent and accessible

Scrutiny agenda packs are available on the Council's 'agenda and minutes' webpage. There you can also find scrutiny letters sent to cabinet members following meetings and responses. Our meetings are open to the public and anyone living or working in Swansea can suggest a topic for scrutiny. There are also opportunities for anyone to suggest questions, and submit views. To keep an eye on what's going see the links below, subscribe to our newsletter, or even follow us on Twitter.

Councillor Mary Jones

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Council – 25 July 2019

Councillors' Questions

Part A – Supplementaries

1	<p>Cllrs Brigitte Rowlands, Lyndon Jones & Myles Langstone</p> <p>Fly Tipping is a huge and costly problem. What is Swansea Council doing to try and prevent the problem escalating further.</p> <p>Response of the Cabinet Member for Environment & Infrastructure Management</p> <p>The Council works with many partners to highlight the impact of fly tipping on environment. Social Media information provided by Flytipping Action Wales is used to support media campaigns.</p> <p>We have a dedicated flytipping cleansing team regularly checking known hot spots, removing fly tipped waste, and recycling as much as possible. Where evidence is available enforcement officers take the appropriate action. This may include fixed penalty notices and or prosecution. The dedicated Fly Tipping Team also seeks to implement measures to prevent fly tipping at hot spots.</p> <p>Where door to door campaigns are carried out, officers advise residents of the dangers of giving waste to a person in a van for a fee and the subsequent repercussions if they are not registered waste carriers.</p> <p>We work with district housing offices and social housing sectors to support any incidents of fly tipping and again take action where evidence is available.</p>
2	<p>Cllrs Chris Holley, Mary Jones & Jeff Jones</p> <p>Now that Freedom Leisure has taken over the running of our Leisure Centres, has there been any change in the number of Personnel working in them.</p> <p>Response of the Cabinet Member for Investment, Regeneration & Tourism</p> <p>The Freedom Leisure contract commenced on 1st October 2018 and whilst there have been some structural changes in terms of roles and personnel appointed to specific positions, the front line staffing levels are the same as the were at point of transfer. These changes are in line with the bid submitted by Freedom Leisure, and relate to the creation of a fit for purpose management, technical and supervisory structure that are needed to facilitate the inclusion of the LC waterpark into the management of the community leisure centre portfolio. An example of additional posts is the creation of a</p>

	<p>community focussed development role, to increase participation from hard to reach groups. The post holder is working closely with our Sport and Health team on joint projects across the City and County.</p>
3	<p>Cllrs Linda Tyler-Lloyd, Lyndon Jones & Myles Langstone</p> <p>The Vision Impaired West Glamorgan Group is anxious that the sensory services of Swansea are being overlooked.</p> <p>The Group were expecting to be involved and informed of progress of the proposed models of service presented to the commissioning Officer now that the RNIB and CIB has received a termination contract notice.</p> <p>Can we be assured that Swansea City Council will protect the well-being of the 800 visually impaired who are supported by the West Glamorgan Group.</p> <p>Response of the Cabinet Member for Care, Health & Ageing Well</p> <p>The council acknowledges the concerns about our decision to terminate contractual arrangements with RNIB and having carefully considered the issues raised have decided to rescind our termination notice to enable us to undertake a further review.</p> <p>In the forthcoming weeks we will begin this further review the services provided by RNIB. This contract review will inform a wider commissioning review of day support provision, part of which will examine the local authority's in house Sensory Impairment Services.</p> <p>The Council can offer assurances that well-being of visually impaired people who are supported by RNIB and other similar services will be properly considered and that our statutory duties to citizens with sensory impairment will continue to be met in the most appropriate and effective way possible.</p> <p>The Council recognises that decisions to change services can be upsetting for people who receive them and we will endeavour to ensure that commissioning decisions are arrived at in a manner which is inclusive, and communicated to people affected as sensitively as possible.</p>
4	<p>Cllrs Lyndon Jones, Myles Langstone & Will Thomas</p> <p>Having past the motion on Climate Emergency in our last Council Meeting, does the Cabinet Member agree with me that the policy of not allowing residents to deposit wood at Council Recycling sites, like Clyne, goes against that policy, because now people from right around Swansea, from the tip of Gower, Mumbles and residents in my Bishopston ward now all have to travel to Llansamlet to deposit the wood.</p> <p>Response of the Cabinet Member for Environment & Infrastructure Management</p> <p>The diversion of all wood waste to the Llansamlet Household Waste Recycling Centre does not go against the motion on Climate Emergency as this allows us to quickly adjust to any regulatory or market changes to maximise the percentage of waste wood recycled. This change also encourages increased re-use of wood instead of throwing it away, as the longer residents hold on to wood waiting for a full load to dispose of, the more likely a need for re-use will</p>

	<p>present itself. Even though Recycling Centres in both Carmarthenshire and Neath Port Talbot have recently introduced restrictions on non-residents, waste wood has still reduced by over 10% in Swansea, with no increase in fly tipping.</p>
5	<p>Cllrs Lyndon Jones, Myles Langstone & Will Thomas</p> <p>Will the Cabinet Member explain the rationale behind issuing a parking fine to people who have not displayed their ticket correctly, but later prove that they have paid to park in our car parks.</p> <p>Response of the Cabinet Member for Environment & Infrastructure Management</p> <p>The tariff boards in each of the council car parks clearly state that in order to use the facility a ticket must be purchased and clearly displayed. Motorists who fail to comply with these simple requirements will find themselves at risk of receiving a Penalty Charge Notice.</p> <p>It is inefficient for a service to consider appeals for non-display of tickets, especially as the Penalty Charge Notice has been correctly issued. This approach has been tested at the Traffic Penalty Tribunal, an independent adjudication service set up to ensure that local authorities act in a fair and transparent manner in relation to issuing of Penalty Charge Notices and consideration of any resultant appeals. All such adjudication decisions, relating to non-display of tickets, have been found in the Council's favour.</p> <p>The council is currently progressing cashless payment parking systems which will allow parking staff to enter a vehicle registration and know if the motorist has paid to park, without the need to display a ticket. However, this will only relate to customers that use the cashless parking application, motorists who prefer to purchase a ticket from the machine will still be required to properly display the ticket. However, as the new cashless payment system becomes more popular it is anticipated that the incidents of failure to properly display tickets will diminish.</p>
6	<p>Cllrs Mike Day, Cheryl Philpott, Jeff Jones & Mary Jones</p> <p>In the light of major banks closing branches throughout the area, can the Cabinet Member tell Council what assessment has been done on the effect such closures are having on the ability of elderly and vulnerable people in accessing appropriate financial services and whether such closures are leading to an increase in problems in making payments for Council and other essential services? Can he/she further tell Council what actions the Council is taking or could take to help and support such vulnerable families and individuals.</p> <p>Response of the Cabinet Member for Care, Health & Ageing Well</p> <p>Through our engagement and consultation work with older people in our Live Well Age Well Forum and through the 50 plus network, this has not come up as an emerging issue to date. However we will continue to work closely with citizens to understand if the closure of banks are causing problems in making</p>

	<p>payments for services through future forum work to understand what alternative solutions would be helpful. We do recognise the difficulties that physical branch closures can cause communities and residents. Whilst we can't replace the banking network ourselves we continue to offer a variety of payment means to all. This includes where possible online payment (direct debit, bank transfer, payment card – debit and credit), payment by phone, payment in person at the Civic Centre (including cash) and at District Housing Offices, payment by cheque/post, payment at Post Office or Payzone outlet wherever possible. The exact mix of payment options available can vary by service purchased. We have no evidence that users of services and taxpayers are being left unable to pay for services as a result of bank branch closures albeit there may be significant inconvenience as a result of those decisions taken by others.</p>
7	<p>Cllrs Will Thomas, Lyndon Jones & Myles Langstone</p> <p>With what appears to be an increased number of pre-planning applications received by the authority, does the cabinet member agree procedure should be amended so that ward members are consulted, or at least made aware of pre-applications.</p> <p>Response of the Cabinet Member for Delivery</p> <p>The majority of pre-application enquiries the Authority received are submitted on a confidential basis and are treated as such even in circumstances where a request has been made under the Environmental Information Regulations.</p> <p>The Local Planning Authority has, however, only 21 days within which to respond to a pre-application enquiry from the date of its receipt. Timescales do not, therefore, allow consultation to take place and there is no provision for consultation as part of the pre-application advice process prescribed by Welsh Government.</p> <p>The prescribed purpose of a pre-application enquiry is for the Local Planning Authority to provide:</p> <ul style="list-style-type: none"> • the planning history of the land on which the proposed development is to be carried out, so as far relevant to the proposed application, • the provisions of the development plan, so far as material to the proposed application, • any supplementary planning guidance, so far as material to the proposed application, • any other considerations which are or could be material in the opinion of the authority, • an initial officer assessment of the proposed development on the basis of the information provided under paragraphs (a) to (d), • details of any documents and particulars or evidence that would be required for a subsequent application to be a valid application, • for major developments whether planning obligations (within the meaning of section 106 of the 1990 Act (planning obligations) are likely to be required and, if so, an indication of the likely scope of such

	<p>planning obligations, including an indication of any sum which may be required to be paid to the authority.</p> <p>Consultation with ward members by developers on major schemes, however, takes place as part of the Pre-Application Consultation process. So in summary, I feel that adequate procedures are already in place and working well. There is no need to amend the Planning Authority's current practice at this time.</p>
	Part B – No Supplementaries
8	<p>Cllrs Mike Day, Cheryl Philpott & Chris Holley</p> <p>We note that the Highways Maintenance Forward Programme of Works covers 2015 to 2020. Can the Cabinet member update Council on progress to develop the Programme for the period following that, and what criteria will be used to determine the priority of schemes to renew/replace highway surfaces, footpaths and street lighting columns.</p> <p>Response of the Cabinet Member for Environment & Infrastructure Management</p> <p>The Highways Maintenance Forward Programme of Works 2020 to 2025 is currently being prepared with a target date towards the end of the year. Once complete it will be approved by myself. An assessment of the 6,000 streets has been undertaken.</p> <p>The prioritisation of schemes will be based on a split 60/40 between corrective work (resurfacing a road in poor condition) and preventative work (extending the life of a road in average condition).</p> <p>As with previous programmes of work, repairs to carriageways and footways will be carried out based on factors such as network importance, condition, and likely deterioration.</p>
9	<p>Cllrs Mike Day, Jeff Jones & Susan Jones</p> <p>Can the Cabinet member provide an analysis by ward of the number of individuals and families affected by poverty and to provide figures for those who are deemed to be experiencing 'in-work' poverty.</p> <p>Response of the Cabinet Member for Care Health & Ageing Well</p> <p>We do not have specific data available to us relating to individuals and families affected by poverty or in-work poverty at ward level in Swansea. According to UK Government statistics, around 700,000 people in Wales live in poverty. The Joseph Rowntree Foundation's Minimum Income Standard (MIS) tells us what UK households need today in order to have a decent living standard in 2019: https://www.jrf.org.uk/report/minimum-income-standard-uk-2019</p> <p>The closest data that we have in relation to this question is from the Welsh Index of Multiple Deprivation (WIMD) 2014. Within the WIMD, the indicator</p>

	<p>relating to income provides the percentage of the population within Lower Super Output Areas (LSOAs) in Income Deprivation. The LSOAs with the highest percentages of their population in income deprivation can be found in Penderry, Townhill and Castle. Members can review the WIMD data for their wards by viewing the Ward Profiles available on the Council website https://www.swansea.gov.uk/wardprofiles and further information relating to the WIMD can be found at https://www.swansea.gov.uk/wimd2014</p>
10	<p>Cllrs Peter Black, Chris Holley & Jeff Jones</p> <p>What arrangements are in place to fulfil the council's legal obligation to assess and support young carers under the age of 18 and what does this assessment consist of? How many young carers currently have such an assessment in place.</p> <p>Response of the Cabinet Member for Children Services (Early Years)</p> <p>The council currently commission the YMCA Swansea to provide support for Young Carers which is an arrangement that has been in place since October 2016. The commissioned work has two elements to it, a Family Support Project and a Young Carers Club.</p> <p>The Family Support Project consists of the following elements of support:</p> <ul style="list-style-type: none"> • Open referral process • Assessment of needs – linked to Future Generation of Wales Act • Action plan created with the family • Signposting to relevant support services • Advocacy support • One-to-one support • Group sessions • Regular reviews – Distance travelled <p>The Young Carers Club runs every Wednesday from the 6.30 until 8.30pm from the YMCA Swansea and consists of the following elements of support:</p> <ul style="list-style-type: none"> • Provides educative workshops • Young Carers have a break from their caring role • Access creative opportunities – Art, music, design, dance, fitness sessions, health and wellbeing campaigns • Transport is provided • Peer to peer support • Support from Youth Workers • Access to information and support that is specific and appropriate to young carers <p>In addition, the YMCA have also secured further funding for their work with Young Carers in Swansea, including a PSE Raising Awareness Project with Swansea schools and a GP surgeries raising awareness programme, working as a pilot in the Cwmtawe Cluster of GP Surgeries.</p> <p>Since the establishment of the YMCA commissioned service, the table below highlights the numbers of Young Carers worked with, with all identified young carers receiving an assessment. This year has seen an average of 43 individuals being worked with each quarter with referrals for the service</p>

coming from; Social Services Child and Family, Evolve, Schools, Team Around the Family, Health Visitors, Parents, Self-referrals, Barnardo's, Women's Aid, EYST, CAMHS and Adult Social Services.

	Current Total	Overall
Total Young Carers Identified	63	93
Total Number of Families Engaged	56	83
Sibling Carers	19	27
Parent Carers	42	64
Sibling and Parent Carers	7	9
Sibling carers of disabilities	7	10
Young Carers caring for someone with a disability	25	32
Young Carers Caring for someone with poor Mental Health	13	24
Young Carers Caring for someone with a long-term illness	27	40
Young Carers Caring for someone with alcohol and/or substance use issue	2	3
Young Carers with Child Protection Status	4	6
Young Carers who are home schooled	4	4
Young Carers with transport issues	24	54
Young Carers Engaged in Young Carers Club	29	60
Young Carers where school attendance is a concern	2	8

The assessment is based on seven elements:

Part 1: Physical, Mental and Emotional Health and Well-being
Part 2: Protection from Neglect and abuse.
Part 3: Education training and recreation
Part 4: Domestic, Family and Social Relationships
Part 5: Contribution made to Society
Part 6: Securing Rights and Entitlements
Part 7: Social and Economic Well-being

The work has received recognition through a number of National Awards including:

Winners for Best Family Project – YMCA England & Wales Youth Matters Awards 2017

Finalists for The Young Carers Award - Children and Young People Now 2017

Finalists for Youth Work Excellence Award 2017

Money For Life Wales Champions 2018

There is currently a cross sector Task and Finish group set up to establish a new strategy for Young Carers in Swansea by the end of 2019, ensuring that the work taking place across services and sectors is fully integrated, consistent and to the best possible standard. The new strategy will also enable a robust recommissioning process to take place during 2020 and continue to drive the work with Young Carers in Swansea forward.

11 **Cllrs Irene Mann & Peter May**

The weed killer Glyphosate, which is currently used by the council, has been acknowledged to destroy insect habitats and pose some risk to human health. The council acknowledge on their website, that weed treatment with spraying methods is also ineffective when the weather is hot, windy or about to rain. There is an alternative method called Foamstream which has been trialled by Lewes Council. It uses a mixture of steam and natural oils to kill the weeds. Its advantages include:

- It is less harmful to the environment than the current method.
- It can be used in all seasons offering more paced and efficient staffing.
- It is versatile as the system can also be used to remove chewing gum and graffiti.

Would the council consider, if it has not done already, investigating this method with a view to trailing it please.

Response of the Cabinet Member for Environment & Infrastructure Management

In November 2017, the European Union re-approved the continuing use of glyphosate from 16 December 2017. Reviews of the scientific data by the European Food Safety Authority (EFSA) and the European Chemicals Agency's Committee for Risk Assessment have found no safety concerns that would prevent continuing approval, and UK scientists agree with this assessment. The new approval lasts until 15 December 2022; use beyond that date would be subject to a further decision.

In 2018 the Authority contributed to a full review carried out by the Welsh Local Government Association and the Welsh Government and have undertaken a scrutiny review in relation to the use of Glyphosate. The Authority has adopted the national position that was discussed and agreed with Public Health Wales. Glyphosate has been subject to hundreds of clinical trials that have concluded that glyphosate is indeed safe when used under label recommendations. Council Sprayers and Contractors used by Swansea council are fully qualified.

Following a recent APSE network query regarding the use of herbicides containing Glyphosate, some councils stated they had conducted trials using alternatives such as steam and their collective conclusions were that hot steam/foam applications not practical for use in landscaped areas such as herbaceous borders or shrub beds, for areas with difficult access, or extensive but spread out spraying such as on highways. From their research, alternative methods including foam and hot water blanching are also more expensive than using glyphosate based herbicides.

Glyphosate is by far the most efficient and cost-effective method for the broad-spectrum treatment of common weeds. Some alternative methods do see specific niche use, but none can approach the value and efficacy of total systemic herbicide (specifically glyphosate), particularly when addressing the scale of treatment required for street pavements. Moreover, alternative methods (e.g. steam) often come at the price of a significantly increased carbon footprint.