

## Council

You are hereby summoned to attend a Meeting of the **Council of the City and County of Swansea** to be held in the Remotely via Microsoft Teams on Thursday, 28 January 2021 at 5.00 pm.

Watch Online: <http://bit.ly/3hZZXlv>

The following business is proposed to be transacted:

1. **Apologies for Absence.**
2. **Disclosures of Personal and Prejudicial Interests.**  
[www.swansea.gov.uk/disclosuresofinterests](http://www.swansea.gov.uk/disclosuresofinterests)
3. **Minutes.** 1 - 9  
To approve & sign the Minutes of the previous meeting(s) as a correct record.
4. **Written Responses to Questions asked at the Last Ordinary Meeting of Council.** 10 - 11
5. **Announcements of the Presiding Member.**
6. **Announcements of the Leader of the Council.**
7. **Public Questions.**  
Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10 minute period.
8. **Standards Committee Annual Report 2019-2020.** 12 - 17
9. **Annual Report 2019/20 - Director of Social Services.** 18 - 96
10. **Adoption of the Council Tax Reduction Scheme.** 97 - 116
11. **Treasury Management – Interim Year Review Report 2020/21.** 117 - 138
12. **Membership of Committees.** 139 - 140
13. **Councillors' Questions.** 141 - 156
14. **Notice of Motion - Fireworks.** 157 - 158

**Webcasting:** This meeting may be filmed for live or subsequent broadcast via the Council's Internet Site. By participating you are consenting to be filmed and the possible use of those images and sound recordings for webcasting and / or training purposes.

**You are welcome to speak Welsh in the meeting.**

Please inform us by noon, two working days before the meeting.

**Next Meeting:** Monday, 1 February 2021 at 5.00 pm



**Huw Evans**  
**Head of Democratic Services**  
**Guildhall,**  
**Swansea.**

**Tuesday, 19 January 2021**

**To: All Members of the Council**

# Agenda Item 3.



City and County of Swansea

## Minutes of the Council

Remotely via Microsoft Teams

Thursday, 3 December 2020 at 5.00 pm

**Present:** Councillor D W W Thomas (Chair) Presided

### Councillor(s)

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

### Councillor(s)

C A Holley  
P R Hood-Williams  
B Hopkins  
D H Hopkins  
L James  
O G James  
Y V Jardine  
J W Jones  
L R Jones  
M H Jones  
P K Jones  
S M Jones  
E J King  
E T Kirchner  
M A Langstone  
A S Lewis  
M B Lewis  
W G Lewis  
C E Lloyd  
P Lloyd  
I E Mann  
P M Matthews

### Councillor(s)

P N May  
H M Morris  
D Phillips  
C L Philpott  
S Pritchard  
A Pugh  
J A Raynor  
C Richards  
K M Roberts  
B J Rowlands  
M Sherwood  
R V Smith  
A H Stevens  
R C Stewart  
D G Sullivan  
M Sykes  
M Thomas  
L G Thomas  
W G Thomas  
L J Tyler-Lloyd  
G D Walker  
L V Walton

### Officer(s)

Huw Evans	Head of Democratic Services
Tracey Meredith	Chief Legal Officer / Monitoring Officer
Phil Roberts	Chief Executive
Ben Smith	Chief Finance Officer / Section 151 Officer

### Apologies for Absence

Councillor(s): R D Lewis, P B Smith, G J Tanner and T M White

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## 26. 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 no interests were declared.

**27. Minutes.**

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

- 1) Ordinary Meeting of Council held on 4 November 2020.

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

The Chief Legal Officer submitted an information report setting out the written responses to questions asked at the last Ordinary Meeting of Council.

**29. Announcements of the Presiding Member.**

**1) Condolences**

**a) Former Councillor Keith Marsh**

The Presiding Member referred with sadness to the recent death of Former Councillor Keith E Marsh. Former Councillor Marsh represented the Bishopston Ward on the City and County of Swansea for approximately 19 years from 4 June 1998 to 4 May 2017.

All present sat silently as a mark as sympathy and respect.

**2) Nick Williams – Director of Education**

The Presiding Member stated that Nick Williams had retired as Director of Education with immediate effect due to ill-health. Nick helped to improve the Authority's Education service over many years and in different roles. The presiding Member stated that he hoped that Nick's health improves over the coming months and years and wished him best wishes for the future.

**3) APSE (Association for Public Service Excellence) Nominations**

The Presiding Member announced that Swansea was well represented in the APSE Service Awards with five Service Areas shortlisted. These awards have been extremely competitive, with over 100 organisations taking part from across the UK. Only the very best submissions had been shortlisted in each category. The Authority had been shortlisted in the following categories:

- Building Services for Workforce Initiative for the Development of the In-house Sprinkler Initiative.
- Building Services for Best Team of the year.
- Craig Cefn Parc for Best Housing and Regeneration Initiative.
- Trading Standards Team of the year.
- Culture Sport and Leisure Team of the year.

The winners shall be announced on 16 December 2020. Good luck to all involved.

#### **4) Corrections / Amendments to the Council Summons**

##### **a) Item 13 “Consultation Response - Corporate Joint Committees**

An amended version of the CJC Consultation response has been circulated. The paragraph in *italics* below has been added to response 1b.

##### **1b) *Do you agree that CJsCs should have broadly the same governance and administrative framework as a principal council provided that this is proportionate? Please give your reasons.***

In principle, yes - this would appear to be appropriate provided it is indeed proportionate and does not develop into a separate administrative ‘monster’ over time. CJsCs will need to be properly resourced and each CJC will need individual Monitoring Officer / S 151 Officer and Admin staff for each CJC., which needs to be recognised and supported financially by Welsh Government.

*“It is important that CJC’s are subject to the same scrutiny and audit oversight as constituent authorities. Whilst such scrutiny arrangements should be at the discretion of the CJC’s it is essential that the cost of this additional scrutiny provision (including the costs of scrutiny officers working with the CJC) should be borne by Welsh Government so as not to impact on the ability and capacity of officers to carry out day to day scrutiny within each constituent authority.”*

CJC’s will also allow for pooling of resources or sharing of specific skills and expertise and could help address some capacity issues.

#### **30. Announcements of the Leader of the Council.**

##### **1) APSE (Association for Public Service Excellence) - Nomination for Council of the Year**

The Leader of the Council announced that Swansea had been nominated as Council of the Year in the APSE Awards.

**2) Tidal Technology - Dragon Energy Island**

The Leader of the Council provided an update in relation to the potential of Tidal Technology in Swansea Bay as part of the Dragon Energy Island scheme.

**3) Protecting Jobs within Swansea**

The Leader of the Council expressed his concern at the demise of some of the major UK shopping chains. He stated that the Council was doing all possible to safeguard jobs within Swansea.

**4) Covid-19 Vaccine**

The Leader of the Council stated that the Pfizer / BioNTech vaccine would be rolled out in the coming days.

**5) Swansea - A Defibrillator Friendly City**

The Leader of the Council stated that the Council was teaming up with local charity, Heartbeat Trust UK in order to install up to 200 life-saving defibrillators. The aim being to save lives and to make Swansea the first "defib-friendly" city in the UK.

**31. Public Questions.**

Two Public Questions were received. One was from John Childs in relation to Minute 33 "Pension Fund Update on Climate Change" and the other from Rebecca Evans (Member of the Senedd) in relation to Minute 41 "Councillors Questions - Question "Financial Ways to safeguard safe outside trading".

The questions were responded to by the relevant Cabinet Members.

**32. Council Tax Base Calculation 2021/2022.**

The Economy, Finance & Strategy Cabinet Member submitted a report detailing the calculation of the Council Tax Base for the City and County of Swansea, its Community / Town Councils and the Swansea Bay Port Health Authority for 2021-2022. The Council is required to determine the Council Tax Bases by 31 December 2020.

**Resolved that:**

- 1) The calculation of the Council Tax Bases for 2021-2022 be approved;
- 2) In accordance with the Local Authorities (Calculation of Tax Base) (Wales) Regulations 1995, as amended, the calculation by the City and County of Swansea Council for the Year 2021-2022 shall be:

<b>For the whole area</b>	94,051
<b>For the area of Community / Town Councils:</b>	
Bishopston	2,064
Clydach	2,676
Gorseinon	3,319
Gowerton	1,992
Grovesend & Waungron	420
Ilston	364
Killay	2,151
Llangennith, Llanmadoc and Cheriton	536
Llangyfelach	971
Llanrhidian Higher	1,640
Llanrhidian Lower	338
Llwchwr	3,508
Mawr	768
Mumbles	10,349
Penllergaer	1,451
Pennard	1,518
Penrice	479
Pontarddulais	2,348
Pontlliw and Tircoed	1,039
Port Eynon	484
Reynoldston	335
Rhossili	208
Three Crosses	713
Upper Killay	583
<b>For the area of the Swansea Bay Port Health Authority</b>	65,722

**33. Pension Fund Update on Climate Change.**

The Chair of the Pension Fund Committee submitted a report on how the pension fund is progressing on its commitment to reduce the carbon footprint of its listed equity portfolio by 50% by 2022 and other initiatives to address climate change risk.

**Resolved** that:

- 1) The action and progress identified in Paragraph 12 of the report that the Pension Fund has made in meeting its commitment to reducing its carbon exposure in its listed equity investments by 50% by 2022 be noted and approved.

**34. Climate Emergency Declaration Policy Review and Proposed Action Plan.**

The Cabinet Member for Homes, Energy & Service Transformation submitted an information report which presented a Policy review and proposed action following the Notice of Motion on Climate Change Emergency presented to Council on 27 June 2019.

**Note:** Councillor E W Fitzgerald asked a question in relation to Paragraph 2.1.21 (Active Travel Plan) of the report. She asked if there were figures relating to cycling, broken down between leisure users and commuters?"

The Environment Enhancement & Infrastructure Management Cabinet Member stated that a written response would be provided.

**35. Appointment of an Additional Lay Member to the Audit Committee.**

The Section 151 Officer submitted a report which sought consideration of the recommendation of the Appointments Committee of 17 November 2020 to appoint an additional Lay Member to the Audit Committee.

**Resolved** that:

- 1) Julie Davies be appointed as a Lay Member of the Audit Committee commencing 4 December 2020.
- 2) Her term of office shall end on 3 December 2025.

**36. Permanent Appointment to the Role of the Statutory Education Director.**

The Chief Executive submitted a report which provided an update on the arrangements around the Director of Education.

**Resolved** that:

- 1) The approval of the Ill Health Retirement of Nick Williams be noted.
- 2) The commencement of the process to recruit a Statutory Director of Education be noted.
- 3) The appointment of Helen Morgan-Rees as Interim Statutory Director of Education be extended until such time as the post has been filled on a permanent basis.

**37. Consultation Response – Corporate Joint Committees.**

The Leader of the Council submitted a report which sought approval for the Council's response to the Welsh Government consultation on Corporate Joint Committees (CJCs) as provided by the Local Government and Elections (Wales) Bill.

**Resolved** that:

- 1) The consultation response as outlined in Appendix A of the report be submitted to Welsh Government.



**38. Amendments to the Constitution.**

The Presiding Member, Monitoring Officer and Head of Democratic Services jointly submitted a report, which sought to make amendments in order to simplify, improve and / or add to the Council Constitution.

The proposed changes related to the following area of the Council Constitution:

- a) Part 3 – Responsivity for Functions – Terms of Reference – Policy Development Committees (PDCs).

**Resolved** that:

- 1) The Economy & Infrastructure PDC be renamed as the Economy, Environment & Infrastructure PDC.
- 2) The Equalities & Future Generations PDC be renamed as the Recovery & Future Generations PDC.
- 3) The Terms of Reference of the Recovery & Future Generations PDC be as outlined in **Appendix A** “Policy Development Committees (PDCs) Terms of Reference – Tracked Changes” of the report.
- 4) Any consequential Constitutional amendments be made.

**39. Amendments to the Constitution.**

The Presiding Member, Monitoring Officer and Head of Democratic Services jointly submitted an information report setting out the amendments made by the Monitoring Officer to the Council Constitution following management and staffing changes in relation to the Social Services Directorate.

**40. Councillors' Questions.**

**1) Part A ‘Supplementary Questions’**

Eight (8) 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 listed below:

**Question 5**

Councillor A M Day asked a question:

*“Paragraph 2 of the written response refers to a forthcoming review. When will the review be undertaken and can the outcome of the review be shared with Councillors?”*

The Homes, Energy & Service Transformation stated that written responses would be provided.

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

Three (3) Part B 'Questions not requiring Supplementary Questions' were submitted.

**41. Notice of Motion - Basic Income.**

Notice of Motion from Councillors M Sherwood, R C Stewart, A S Lewis, D H Hopkins, J P Curtice, M B Lewis, M C Child, D W W Thomas, S Pritchard, W G Lewis, L V Walton, R Francis-Davies, L S Gibbard, A Pugh & C R Evans

Proposed by Councillor M Sherwood and Seconded by Councillor L Gibbard.

*"That this Council:*

- a) *Believes that the current benefits system is failing citizens and is causing hardship to many communities in Swansea;*
- b) *Notes the concept of a Universal Basic Income (UBI) where citizens are paid a non means tested sum from the state to cover the basic cost of living, which is paid to all citizens individually, regardless of employment status, wealth, or marital status;*
- c) *Believes that testing a UBI is needed, as a UBI has the potential to address key challenges such as inequality, poverty, precarious employment, and loss of community through:*
  - i) *Giving employers a more flexible workforce whilst giving employees greater freedom to change their job;*
  - ii) *Valuing unpaid work, such as caring for family members and voluntary work;*
  - iii) *Removing the negative impacts of benefit sanctions and conditionality;*
  - iv) *Giving people more equal resources within the family, workplace and society.*
- d) *Notes the work of the UBI Lab network in developing proposals for pilots to test a UBI;*
- e) *Believes that the success of a UBI pilot should not be measured only by impact upon take-up of paid work, but also the impact upon communities and what the people within them do, how they feel, and how they relate to others and the environment around them;*

- f) *Believes that, given its history of social innovation, wealth of expertise, and active networks across community, business and public services, Swansea is ideally placed to pilot a UBI;*
- g) *Resolves to work with UBI Lab Swansea & Wales to prompt discussions within and beyond the city around a basic income;*
- h) *Resolves to send a copy of this Motion to the Secretary of State for Work and Pensions, the Chancellor, the leader of the party in Government, their counterparts in all opposition political parties in Parliament, the First Minister of Wales and to all Swansea MPs”.*

**Resolved** that the Notice of Motion outlined above be adopted.

The meeting ended at 8.15 pm

**Chair**

# Agenda Item 4.



## Report of the Chief Legal Officer

Council – 28 January 2021

### 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 Meeting of Council held on 3 December 2020.

#### 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  
3 December 2020**

<p><b>1</b></p>	<p><b>Councillor E W Fitzgerald</b></p> <p><b>In relation to Minute 34 - Climate Emergency Declaration Policy Review and Proposed Action Plan</b></p> <p>In relation to Paragraph 2.1.21 (Active Travel Plan) of the report. She asked if there were figures relating to cycling, broken down between leisure users and commuters.</p> <p><b>Response of the Cabinet Member for Environment Enhancement &amp; Infrastructure Management</b></p> <p>The local authority monitors cycle use at 14 fixed strategic locations across the City and County of Swansea, through the use of permanent cycle counters that continually record the volume and speed of passing cycles. The use of temporary cycle count devices and temporary camera surveys provide additional data for areas not covered by fixed counters, on an ad-hoc basis.</p> <p>The data collected from both the fixed and temporary cycle counters is quantitative, and so the purpose of journeys cannot be derived from this collection method.</p>
<p><b>2</b></p>	<p><b>Councillor A M Day</b></p> <p><b>In relation to Minute 41 - Councillors Questions - Question 5</b></p> <p>Paragraph 2 of the written response refers to a forthcoming review. When will the review be undertaken and can the outcome of the review be shared with Councillors.</p> <p><b>Response of the Cabinet Member for Homes, Energy &amp; Service Transformation</b></p> <p>I can confirm the Occupational Therapist (OT) waiting times are under continual review and any necessary changes to the level of resources to meet this demand will be made accordingly.</p> <p>The additional external part-time OT and provision of overtime to our OTs employed directly by the service has helped reduce the waiting times for OT assessments from 3-4 months down to 6 weeks currently.</p> <p>The service are also looking to procure an external OT provider to carry out OT assessments over the next 2 years to supplement the OTs directly employed, during times of high demand and to cover staff resource issues, to ensure any future backlog and waiting times for an OT assessment can be minimised . This contract is currently being advertised on Sell2Wales with the service looking to appoint a provider in February 2021.</p>

# Agenda Item 8.



## Report of the Chair of the Standards Committee

Council – 28 January 2021

### Standards Committee Annual Report 2019-2020

<b>Purpose:</b>	This report sets out the work of the Standards Committee 2019-2020.
<b>Report Author:</b>	Huw Evans
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Rhian Millar
<b>For Information</b>	

#### 1. Introduction

- 1.1 The Local Government Act 2000 requires the Council to establish a Standards Committee to promote and maintain high standards of conduct and probity in the conduct of Councillors of the City and County of Swansea. The Standards Committee has been in operation since October 2000.
- 1.2 This Standards Committee Annual Report covers the period from 09 May 2019 to 30 September 2020.
- 1.3 Due to the Covid-19 pandemic, the 2019-2020 Municipal Year was extended for several months. This enabled remote meetings to be established and tested, however it did result in one meeting (March 2020) being cancelled.

#### 2. Membership of Standards Committee

- 2.1 The Standards Committee consists of 9 members:
  - 5 x Independent (Co-opted) Members;
  - 3 x Councillors of the City and County of Swansea;
  - 1 x Community / Town Councillor.

2.2 Membership of the Standards Committee during the period:

<b>Independent Members</b>
Jill Burgess
Gareth Evans
Michaela Jones
Mike Lewis
Margaret Williams

<b>Community / Town Councillor</b>
Philip Crayford

<b>Councillors</b>
Joe A Hale
Mike B Lewis
L Graham Thomas

3. **Terms of Office - Independent Members of the Standards Committee**

3.1 The term of office for Independent Members can be for not less than 4 years and for no more than 6 years. They can be reappointed for one further consecutive term but that term cannot be for more than an additional four years.

3.2 The table below shows the dates of commencement and subsequent expiry dates of membership for all Independent (Co-opted) Members of the Standards Committee. **Note:** Independent Members marked in *italics* and with “\*” denotes that they are in their second term and cannot have their term extended further.

<b>Independent Members</b>	<b>Appointment Terms</b>	
	<b>Start</b>	<b>End</b>
Jill Burgess*	19.10.2012	18.10.2018
	Re-appointed to	18.10.2022
Gareth Evans	01.04.2015	31.03.2021
Michaela Jones	01.10.2017	30.09.2023
Mike Lewis	01.10.2017	30.09.2023
Margaret Williams	01.04.2015	31.03.2021

4. **Term of Office - Community / Town Council Member of the Standards Committee**

4.1 The term of office shall be no more than 4 years or until the Ordinary Election for the Community Council of which the Community Councillor is a member, whichever is the shorter. They may be re-appointed once.

4.2 A Community / Town Council member shall not take part in the proceedings of the Standards Committee when matters relating to their Community / Town Council are being considered.

<b>Community / Town Council Member</b>	<b>Appointment Terms</b>	
	<b>Start</b>	<b>End</b>
Philip Crayford*	05.10.2012	04.05.2017
	Re-appointed	LGE 2022

## **5. Meetings of the Standards Committee**

5.1 The Standards Committee met twice in 2019-2020. This was partly due to the Covid-19 pandemic that occurred during the second half of the Municipal Year.

## **6. Detail of the Work undertaken by the Standards Committee**

6.1 The following paragraphs set out the work carried out by the Standards Committee during the reporting period.

### **6.2 Requests for Dispensation**

6.2.1 The Committee considered requests for dispensation from 1 Councillor.

### **6.3 Public Services Ombudsman for Wales (PSOW) Annual Report and Accounts 2018-2019**

6.3.1 The Committee discussed the report, which set out performance over the year including both complaints about public service providers as well as code of conduct complaints.

6.3.2 The Committee had regular briefings from the Monitoring Officer on cases which the PSOW had dealt with and which were reported in either the PSOW Casebook or the Adjudication Panel for Wales publications.

6.3.3 The Monitoring Officer was asked to liaise with the PSOW as some of the figures for Swansea did not correspond.

### **6.4 Annual Meeting with Political Group Leaders, Chairs of Committees and Chief Executive**

6.4.1 The Standards Committee invite each Political Group Leader, the Chief Executive and a selection of Committee Chairs to attend the Standards Committee to seek their understanding and opinions on the work of the Committee.

6.4.2 During 2018-2019 the Chief Executive, Leaders of the Largest Opposition Group and Conservative Group, and various Chairs of Committees were interviewed, however due to prior engagements the Leader of the Council, Councillor Rob Stewart was not interviewed until 12 November 2019.

6.4.3 The themes for discussion, which had been circulated in advance were as follows:



- 1) Do you consider that it is still appropriate to have a Code of Conduct in Wales, which applies to all councillors and co-opted members?
- 2) What do you understand the role of the Standards Committee to be?
- 3) Is there any work you feel the Standards Committee should be undertaking over the next year?
- 4) How can Political Group Leaders / Committee Chairs promote standards and good governance through Leadership?
- 5) How can the Standards Committee become more active in promoting ethical conduct among Councillors / Co-opted Members?
- 6) The Ombudsman, Adjudication Panel for Wales and the High Court has taken a view on politicians (and in some cases senior officers) having a “thick skin” and on political banter being part of the political landscape. What are your own views and how would you as a Political Group Leader ensure that the line is not crossed?
- 7) What are your views on the Authority’s Code of Conduct training? How could it be improved so as to raise the ethical standards of Councillors / Co-opted Members?
- 8) Training for Councillors / Co-opted Members is vitally important. How can the Standards Committee tackle those that do not see training as important?
- 9) The Authority’s Internal Dispute Resolution Process (IDRP)(Cllr v Cllr) has not yet been utilised. In the event of a dispute will you be encouraging your party to use the process? Do you consider the lack of referrals to the IDRPs demonstrates that councillors are behaving within the Code?
- 10) What is the future role of the Standards Committee?

6.4.4 The Committee welcomed these discussions and was interested to hear the views and suggestions of all those invited to the sessions. The Committee felt that these sessions reinforced the role of Group Leaders and Committee chairs in ensuring good behaviour and compliance with the Code by all councillors. The Committee were not aware of any other standards committee who undertook a similar exercise and looked forward to these informative sessions continuing.

## **6.5 Complaints of Breach of the Code of Conduct**

6.5.1 During the period of this Annual Report the following matters were reported to the Standards Committee for information:

- a) **Complaints made but not investigated by the Ombudsman under the provisions of Section 69(2) of the Local Government Act 2000**

There were twelve cases where the Ombudsman decided not to investigate an alleged breach of the Code of Conduct following a complaint.

**b) Investigations completed by the Ombudsman where the decision was no evidence of breach or no action taken**

There were two case where the Ombudsman investigated but found that it was not in the public interest to take any further action.

**c) Investigations undertaken by the Ombudsman where the decision was to discontinue the investigation**

There were no cases where the Ombudsman had commenced an investigation and subsequently decided to discontinue that investigation.

**d) Investigations under the provisions of Section 70 (4) of the Local Government Act 2000 – referred to the Standards Committee for consideration**

Breaches of the Code of Conduct may be referred to the Monitoring Officer by the Ombudsman under the provisions of Section 69 (c) and 71(2) of the Local Government Act 2000 for consideration by the Standards Committee. Where there is a finding of a breach, public reports on such cases are published on the Council's website.

No such referrals have been received during the period of this report.

The Standards Committee were pleased to note that there were no referrals to the Standards Committee for consideration of breach of the Code of Conduct by Swansea Councillors. They also noted that the Member Dispute Resolution Protocol was not utilised to address any member/member disputes during the year.

## **6.6 Appeal Hearing**

- 6.6.1 The Committee considered an appeal against the "Unreasonable Customer Behaviour Policy" In July 2020. The hearing was held during the Covid-19 pandemic and was the first time the Standards Committee had met remotely.

## **6.7 Reports "For Information"**

- 6.7.1 A number of reports were noted by the Committee, including the Ombudsman's Code of Conduct Casebook, Adjudication Panel for Wales decisions and the Standards Committee Annual Report 2018-2019.

## **7. Equality and Engagement Implications**

- 7.1 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.

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

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

## **8. Financial Implications**

8.1 There are no financial implications associated with this report.

## **9. Legal Implications**

9.1 There are no legal implications associated with this report.

**Background Papers:** None.

**Appendices:** None.

# Agenda Item 9.



## Report of the Director of Social Services

Council – 28 January 2021

### Annual Report 2019/20 - Director of Social Services

<b>Purpose:</b>	<p>This report is the Director of Social Services' account of the Council's improvement journey to 2019/20, 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 2020/21. It tells the story of changes that have taken place within social services to achieve progress towards national well-being outcomes.</p>
<b>Policy Framework:</b>	<p>The Annual Report of the Director of Social Services 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>
<b>Consultation:</b>	<p>Access to Services, Finance, Legal, Social Services</p>
<b>Recommendation(s):</b>	<p>It is recommended that:</p> <ol style="list-style-type: none"><li>1) Council receive and note the Annual Report of the Director of Social Services, 2019/20.</li></ol>
<b>Report Authors:</b>	<p>David Howes &amp; Simon Jones</p>
<b>Finance Officer:</b>	<p>Chris Davies</p>
<b>Legal Officer:</b>	<p>Tracey Meredith</p>
<b>Access to Services Officer:</b>	<p>Rhian Millar</p>

## 1. Introduction

- 1.1 The purpose of the Annual Report of the Director of Social Services is to evaluate the local authority's improvement journey to 2019/20, 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 Care Inspectorate Wales (CIW), and finally published on the Council's public website.

## 2. Annual Report

- 2.1 The main report appended is been written with a close eye on Reg. 3 of the *Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017*, which came into force on the 4th September 2017.
- 2.2 This statutory regulation sets out in detail the information which is required to be included in the Director of Social Services' annual report, although this is likely to change in the next year or two alongside the introduction of a new national performance framework. As things stand, the Director of Social Services' Annual report is still 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 2019/20 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 consulted upon, and the outcome published by the Welsh Government (Feb. 2020): <https://gov.wales/measuring-social-services-performance-code-practice> Changes to the annual report guidance and template can be expected, when the new national framework come fully into force next year.

2.6 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 is always the timescales for availability of, and fully validated, performance data. Adjustments to the timetable for this year's report have been necessary due to the Covid-19 challenges and the impact this has had on staff working in social services and within business support.

### **3. Other Issues**

3.1 Care Inspectorate Wales expect to hold an annual performance review meetings with each 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. This year, due to the unprecedented circumstances relating to COVID-19, it was not possible to complete the annual performance review meeting. However a desktop review, covering April 2019 - March 2020 on how Swansea Council's performance in carrying out its statutory social services

functions, was still carried out, and a letter summarising their findings has been published in August 2020:

[CiW Annual Performance Review Letter Swansea Council](#)

3.2 Background paper to this report is the Director of Social Service's Annual report 2019/20.

#### **4. Equality and Engagement Implications**

4.1 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.

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 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.

4.3 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.

4.4 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. Also 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.

4.5 The Director’s Annual Report has to be comply with Welsh Language Standards. The full report will be translated in a Welsh Language version, then published on the Council’s public website, following its presentation at the Full Council meeting in December 2020.

4.6 This annual report also sets out progress towards the Council’s objective on Well-being and corporate priority of Safeguarding people from harm, as described in the Corporate Plan 2019-22, and as required by the Well-being of Future Generations (Wales) Act 2015 and associated statutory guidance.

## 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 2019/20, including appendices.
- Equality Impact Assessment Screening Form: Directors Annual Reportv2.

### **Appendices:**

Appendix A - Director of Social Services Annual Report 2019/20

Appendix B - EIA screening form (relating to Annual Report)





# **Annual Report of the Statutory Director of Social Services 2019/2020**

## **Final Version**

## Annual Report of the Statutory Director of Social Services 2019/2020

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## Section 1: Introduction

Welcome to my fourth annual report as Swansea Council's Director of Social Services. This report covers the year 2019-20, and it is a statutory reporting requirement under Part 8 of the Social Services and Well-being (Wales) Act 2014, and implemented in 2016.

However reporting on the previous year's performance halfway through the new year always leaves me with something of a sense of reporting old news.

This year particularly so given that publication of my report has been delayed by Covid-19 and I will necessarily be commenting on the impact of Covid-19 on the planning and delivery of social care services.

Therefore this report is perhaps more properly viewed as a review of the past 18 months.

First and foremost, I want to again place on record my sincere thanks to our remarkable social work and social care workforce. Whether employed by the Council, in the independent and third sectors, all the unpaid carers, volunteers and other members of the community who have shown astonishing resilience, commitment and humanity to support our most vulnerable residents in Swansea during these extraordinarily difficult of times.

Nevertheless and despite Covid-19, I am required to report specifically on some areas.

This report contains details on:

- My summary of current performance (Section 2)
- How people are shaping services (Section 3)
- How well we are doing against the six National Quality Standards (Section 4)
- How we do what we do (Section 5)
- Accessing further information and key documents Section 6)

The latest corporate plan sets out the Council's commitment to ensuring that citizens live their lives free from harm and exploitation.

As we approached year end, Covid-19 significantly impacted on all aspects of Council business.

The Council needed to reorganise service delivery to ensure it continued to play its part in safeguarding residents in the context of the additional risks posed by Covid-19 whilst also ensuring the safety, health and wellbeing of our staff.

Safeguarding has remained at the heart of how that reorganisation of Council services has been prioritised, but we recognised early on that in relation to the safe delivery of health and care arrangements, the Council needed to work even more closely and effectively with statutory and third sector partners through the West Glamorgan Regional Partnership.

The Regional Partnership Board has established emergency Covid-19 planning arrangements to ensure that a collaborative approach has been adopted throughout.

**Example: Covid-19 Community Silver Command - West Glamorgan Regional partnership.**

The West Glamorgan Regional Community Silver Command Group is overseeing regional response to the Covid-19 crisis and its impact on social care and primary and community health provision working. The Council's leadership is provided by the Director of Social Services.

Staff from the West Glamorgan Transformation Team have been assigned to support the various Silver Command work streams and carry out key tasks in partnership with colleagues from the Local Authorities, Swansea Bay University Health Board and the third sector.

The group has overseen arrangements to ensure the adequate provision of the PPE required for health and social care staff in providing direct care to people living in their own homes, or in care homes. The group also took charge of everything from regional procurement of PPE working with the NHS Wales Shared Services Partnership, to externally commissioned care, admissions to care homes and hospital discharge arrangements.

## Section 2: Director's Summary of Performance

In this section, I give my view on how effective we have been in meeting the wide range of statutory requirements, how we are progressing on our improvement priorities and on our performance against targets we set ourselves.

This section also looks in more detail at how our main service areas are performing in maintaining service levels and within key performance measures: Finally, I will set out our improvement priorities for the year ahead:

- (2a) Current position
- (2b) How we are performing - Child and Family Services
- (2c) How we are performing - Adult Services
- (2d) Progress on Improvement priorities

### 2a. Current Position

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. There is clear evidence within this report of how Social Services continues to rise to challenges of being more sustainable, and meeting the needs of our most vulnerable citizens at times of crisis.

I am particularly pleased with how the efforts of our excellent workforce is reflected in each service area's activity and performance. The strength of our performance and in particular the resilience of our workforce left us well placed to manage the extraordinary challenges which Covid-19 has thrown up for us and our most vulnerable residents

Performance and activity levels have been maintained in 2019/20 and resources have been managed effectively and efficiently. There are still areas for improvement, and some changes have taken longer than we would have liked.

The Care Inspectorate Wales (CIW) carried out a Local Authority Performance Review (April 2019 – March 2020) into Swansea Council's performance in carrying out its statutory functions. A letter summarising their findings from this review of Swansea Council's performance has been published, though at the same time, acknowledging the unprecedented circumstances relating to Covid-19, in relation to getting a true picture of performance:

[CiW Annual Performance Review Letter Swansea Council](#)

We have recently made important changes within the senior management team of the Social Services Directorate and I wish to thank both Julie Thomas, Head of Child and Family Services, Alex Williams, Head of Adult Services and Deb Reed, Interim Head of Adult Services in 2019 for their vision, incredible energy and drive in taking their respective services forward.

## 2b. How we are performing – Child and Family Services

### 2b.i) What are we trying to achieve?

Our work aims to create the optimum conditions in which Swansea children are most likely to remain living safely with their families or in family settings. The recent public health emergency has emphasised the importance of safety within families, and this is impacting on how we provide services. It has made the task of supporting children to remain safe and well at home more complicated, and challenging for social workers and other professionals.

We are continuing to implement a Safe Looked After Children reduction strategy, and although this population remains high, the number of children becoming looked has fell during 2019/20. Far fewer children are living in more institutionalised settings, with the vast majority of children in local authority care are placed within supportive families. This is a significant success.

#### **Example: Child and Family Services Improvement Programme 2019/20**

The Child and Family Improvement Programme team have been upskilled in the use of systems thinking methodology that builds on the change management approach we have undertaken previously with the Domestic Abuse Hub and the Information, Advice and Assistance service. Following the planned systems thinking review of the Bays+ service, the framework to support the Improvement Programme will be modified to replicate this.

It is anticipated that the next phase of the improvement programme will focus on the following areas;

- **Workforce Strategy** – to fully complete the workforce strategy and roll out the remaining strands relating to wellbeing, development and training, and recruitment and retention by April 2021. This will be monitored through the workforce performance framework, which is also being developed.
- **Adolescent Strategy** – including the implementation of the outcomes of the Bays+ review, a more detailed review of the Youth Justice Service and the completion of the Contextual Safeguarding pilot.
- **Participation and Co-Production** – Developing our participation strategy for children and young people and also our staff engagement strategies and scaling this up to include how we work with partners. The ultimate aim of this work is to develop a co-production strategy, which includes consultation, engagement and participation with our children, young people and families as well as our staff and wider partners.
- **Supported Care Planning** – conducting a thorough check review, utilising the new improvement framework, of our supported care planning statutory teams. The hope is that this review will enable us to develop and modify our practice and identify new areas for improvement to enable us to move forward with our improvement journey. It is anticipated that future work after this review will include reviews of Service Quality Unit (SQU), Edge of Care, Jig-so, Child Disability Team (CDT) and our Child and Family Services Performance Framework.

## 2b.ii) Child and Family Service Activity and Performance in 2019/20

These are challenging times and the whole service has responded magnificently to the new and existing challenges, and we continue to deliver core business effectively and with innovation.

This demonstrates the resilience of staff, their continued hard work and professionalism. Of course, a major issue remains the high numbers of looked after children and whilst the focus of the work has been around children and young people in residential care, with a high level of success, we are working to achieve permanence through placements in supportive families when possible.

### Example: Re-development of the Safe LAC Reduction strategy

The re-development of the Safe LAC Reduction Strategy began in January 2020, and since then we have designed a standardised strategic approach to reducing the number of Looked After Children where it is safe and appropriate to do so. For the first phase, it was decided to focus upon children who were subject to Placement with Parents Regulations, Section 76 or a Friends and Family arrangement.

The strategy takes a two-pronged approach:

Part 1 - **Early intervention** providing practical support, resources and advice to families and professionals with a view to reducing the number of children who become Looked After (LAC) in the first instance.

**The Diversions and Admissions Panel**, is a multidisciplinary group who meet weekly to consider requests from social workers for support, ranging from provision of respite breaks to initiation of Public Law Outline (PLO) procedures, or approval for short or long-term accommodation. In addition to considering requests, the panel are able to allocate resources and make recommendations drawn from the expertise of members. The group have the facility to request that a case remains open to them in order to review progress and provide timely intervention or additional support if required.

Part 2 - Where it is **safe and appropriate**, applying a strategic approach to safely reducing the number of children who are currently Looked After.

A multidisciplinary team with representation from Edge of Care, Independent Reviewing Officers (IRO's), Supported Care Planning, LAC and Bays+ now come together to develop the criteria that we now use as a basis for identifying children for whom progression towards ceasing their LAC status where this is safe, appropriate and by approximating timescales - 'trajectories'.

To support this work a Safe LAC Operational Group (SLOG) was formed in July 2020 and meets monthly. One of the positive results of the first meetings of SLOG is better communication between discussion panels.

### CHILD AND FAMILY SERVICES ACTIVITY IN 2019/20 (Last year in brackets)

Of the approximately **47,189** (47,272) children and young people aged 0-17 who are living in Swansea,

- No. of children supported by Child & Family Services during 2019/20 = **2822** (3035)
- No. of families supported by Child & Family Services during 2019/20 = **1836** (1841)

Child and Family Services received contacts = **9562** (9754) and referrals = **1157** (1373) during 2019/20, of the no. of referrals, **112** (188) were re-referrals

Children and Families received advice and assistance from Swansea's Information, Advice and Assistance (IAA) service = **6384** (5801).

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

- Information – **4435** (3524)
- Advice – **4157** (3329)
- Assistance – **1070** (1189)

No. of proportionate assessments of children with care and support needs, as triggered by a referral = **1157** (1237)

Number of standard assessments of children completed during the year = **1144** (934)

Number of Children with a care and support plan at year end = **1550** (1537) ☐

Number of Children in Need (CiN) with a care and support plan at end of the period = **748** (778)

Number of young carers identified = **3** (6) / and then assessed **2** (6)

#### For Social Care Planning, as at year end:

- No. /rate of Children in Need of Care and Support, with a care and support plan = **750 / 159** (778 / 165)
- No. /rate of children being looked after by the Authority = **566 / 120** (554 / 117)
- No. /rate of children included on the Child Protection Register = **258 / 55** (240 / 51)
- No. of children who are both LAC & CP = **22** (35)

Table 1. Child and Family activities (1)

There remains a high level of activity at the front door, but the percentage of repeat referrals coming through for formal assessment is moving in the right direction. Prior to the establishment of the Early Help Hubs, it was difficult to provide appropriate performance information, as the different services reported on different indicators in different ways, via difference performance management systems

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.



## CHILD AND FAMILY SERVICES ACTIVITY IN 2019/20 (2)

No. of open child cases within Child and Family Services at year end = **1552** (1537)

Of these **1552** cases:

- **748** Children in need of Care & Support
- **258** CP
- **566** LAC
- **106** PLO / Court

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

- Child with PLO Initiated = **62** (58)
- Child in Court Proceedings = **44** (76)

The number of child cases that were successfully closed during the year = **1222** (1436)

The number of children becoming looked after in this year = **151** (185)

The number of children ceasing to be looked after in this year = **146** (153)

### At end of March 2020

Children looked after who are placed in residential care = **28** (33, last year).

**186** (184) Swansea children who are looked after are placed with in house foster carers (Foster Swansea), which is **63%** of all foster placements (last year = 62%).

**107, 37%** of children looked after are placed with independent foster carers (Last year (111, 38%).

We have **145** (134) approved Foster Swansea carers, offering up to **313** (303) registered places.

Through our latest Fostering Recruitment strategy, Swansea recruited an additional **24** (18) foster carers this year.

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

Children returning home following a period as looked after = **46%, 70/152** (45%, 69/154)

Table 2 Child and Family Activities 2

Swansea is working hard to reduce the number of children becoming looked after in Swansea, and to use the profile of this population group 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

**Table 3. KEY PERFORMANCE MEASURES IN CHILD AND FAMILY 2019/20**

(Last Year 2018/19 in Brackets)

- 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 = **99.91%** (99.78%) Target 19/20 = 100% (CFS14)
- The percentage of **initial core group meetings held within 10 working days** of the initial child protection conference = **95%** (96.98%) Target = 90% (CFS16)
- The **number/rate of children looked after** per 10,000 of the 0-17 Swansea population = **566 /119.94** (554/ 117) Measure target = 110 (CFS2/ CFS18)
- The **number/ rate of children on the Local Authority's Child Protection Register** per 10,000 of the 0-17 Swansea population = **258 / 55** (240/ 51) Target = 260/55 (CFS11/ CFS19)
- The **percentage of visits to children on the Child Protection Register (CPR)** which were not overdue = 93.85% (93.18%) Target = 90% (CFS19a)
- The **rate of children in need of care and support** per 10,000 of the 0-17 Swansea population = **158.51** (165) Target = 170 ( CFS20)
- The **number of Children in Need (CiN) with a care and support plan** at end of the period = **748** (778) Target = 800 (CFS20a)
- The **percentage of contacts to the Child & Family IAA** (Information, Advice and Assistance) Hub that are subsequently passed on for formal assessment = **10.79%** (12.36%) Target = 10% (CFS23a)
- The **number of contacts to the Child & Family IAA** (Information, Advice and Assistance) Hub that are subsequently passed on for formal assessment = **1157** (1375) Target = 1120 (CFS23b)
- The **percentage of referrals to Child & Family Services that were received with 12 months of the previous referral** = **9.68%** (13.67%) Target = 15% (CFS23c)
- The total **number of children with a care and support plan** at the end of the period = **1550** (1537) Target = 1600 (CFS24)
- The **percentage of assessments completed for children within statutory timescales** = **75.61%** (78.05%) Target = 90% (Measure 24 / PAM028)
- The **percentage of re-registrations** of children on local authority Child Protection Registers (CPR) at end of the period. = **17%** (17) Target = < 20% (Measure 27)
- The **average length of time for all children who were on the child protection register** during the year = **264 days** (238 days) Target =300 (Measure 28)
- Percentage of **Looked After Children (LAC) at end of the period who have had three or more placements** during the year = **10.07%** (11.55%) Target = 12% (Measure 33/ PAM029, formerly SCC004)
- The percentage of **children on the Child Protection Register (CPR)** at the end of the period **allocated to a social worker** = **100%** (100%) Target = 100% (SCC013ai)
- The percentage of **Looked After Children (LAC)** at the end of the period **allocated to a social worker** **100%** (99.28%) Target = 100% (SCC013aii)
- Percentage of **children satisfied with their care and support** = **N/A%** (82.5%) Target = XX% (Measure 13 -this PI will no longer be reported. Welsh Government no longer requires local authorities to conduct the annual survey on which this data is based).

## 2c. How we are performing – Adult Services

### 2c.i) What we are trying to achieve?

The Council remains committed to ensuring all vulnerable adults are safeguarded from harm, able to live to their maximum potential and that people age well, are able to live independently and safely within their own home. Our vision for a new for Adult Services in to implement a new service model, which clearly embeds the principles of the Social Services and Well-being (Wales) Act, so 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”.*

Adult Services is still in on an improvement journey. We are continuing to work towards embedding the new service model and to deliver on an ambitious Improvement Programme

The Adult Services Improvement programme for 2019/20 consisted of **33** individual projects, **16** of which were linked directly to a savings target. Within each objective is the aim to achieve the following outcomes for citizens, our community and Adult Services:

- To embed a culture of continuous improvement
- To deliver efficient and effective services
- To support the outcomes that citizens want to achieve
- To develop a strong, skilled and resilient workforce

#### **Example: Adult Services Improvement Programme 2019/20 ‘Doing What Matters’**

At the core of all improvement objectives is the primary vision to deliver on ‘Doing What Matters’ for the citizens of Swansea and our workforce. The key objectives of the Adult Service Improvement programme are:

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

Each of the individual projects/work streams contained within the improvement programme relate to the delivery of one or more of these key objectives.

## **2c.ii) Adult Services Summary of Key Activity and Performance**

Adult Services continues to be very busy with high levels of, and increasing demand for information, advice and assistance through our Common Access Point (CAP), a large number of social care assessments completed by frontline teams, and people receiving ongoing care and support, including support to carers.

We can expect increasing demand linked to demographic changes, such as those associated with an aging population, and more people living with greater complexity of need. We have to be careful with the limited resources. so we have a greater focus on efficient and effective approaches, to working preventatively, and making progress toward the sustainable and safe new service model within Adult Services. It is too early to make a judgement about whether our ambition of a more preventative model is having the intended impact, particularly in the context of Covid-19.

The number of adults the Council is supporting has increased as the Council has remodelled more of its service delivery to focus on reablement, respite and complex care. This is consistent with our strategy of supporting more and more people to remain safe and well at home, within supportive communities.

Again, Covid-19 has reinforced the importance of this strategy not least as it has exposed the increased risks for individuals of being cared for in closed care settings such as care homes. It is a concern that the number of carers receiving an assessment has decreased, and we are working within the region to develop a fit for purpose carer's strategy and to remodel approaches to supporting carers.

The pandemic has also further heightened the need to improve safe hospital discharge processes. Work within the region to enhance and expand our approach to the hospital to home service has continued to be a particular priority as part of our response to Covid-19.

**Table 4. Adult Services activity in 2019/20 (Last Year - 2018/19 in brackets)**

Of the number of Adults aged 18 and over living in Swansea = **199,277** (198,118), the number of adults who received support from Adult Services during this year = **6463** (6434).

Of this number

- Number of adults aged 18-64 receiving care and support = **1347** (1507)
- Number of adults aged 65 and over receiving care and support = **5116** (4285)

% of adults (aged 65 and over) who received community- based support = **78.5%** (79.9%)

Number of calls received by Adult Services = **22,179** (23,935)

No. / % of calls which became referrals = **11,923 / 54%** (12,517/ 52% )

No. of social care assessments carried out in year (Mar19 to Feb20)= **10,912** (12,400)

No. of Adults with **Active Care and Treatment Plan** (Mental Health Measure) at year end = **1240** (1290)

No. of adults managing their own care and support through a **direct payment** = **N/a** (549)

No. of older people supported in residential and nursing care, including temporary) at end of period = **943** (934)

Total number of all **domiciliary care hours provided** during the whole year (2019) = **749,089** (746,658 in 2018)

Number of Adults receiving **reablement services** = **712** (554)

Number of people supported in **residential reablement** at year end – **47** (32)

Number of **delayed transfers of care** for social care reasons (at monthly census date) = **185** (164)

No. of **safeguarding enquiries** (2019) = **1324** (1282 in 2018)

No. of safeguarding enquiries which were accepted as referrals/ possible concerns / **threshold met** in 2019 = **334** (421, in 2018)

No. of **DoLS assessments** = **2049** (2029)

No. of **adult carers assessed** during the year = **588** (689)

**Table 5 KEY PERFORMANCE RESULTS IN ADULT SERVICES IN 2019/20**

(Last Year 2018/19 in Brackets)

- Percentage of Deprivation of Liberty Safeguarding (DoLS) Assessments completed in 21 days or less = **64.2%** (56.13%) Target = 70% (AS9)
- Percentage of **annual reviews of care and support plans** completed in adult services = **70.58%** (71%) Target = 70% (AS10)
- Rate of **adults aged 65+ receiving care and support** to meet their well-being needs per 1,000 population = **106.47** (90.29) Target = 94 (AS11)
- Rate of **adults aged 18-64 receiving care and support** to meet their well-being needs per 1,000 population = **8.91** (10) Target = 10.5 (AS12)
- Number of **carers (aged 18+) who received a carer's assessment** in their own right during the year = **588** (689) Target = 700 (AS13a)
- Percentage of **people who have completed reablement receiving less care** or no care 6 months after the end of reablement = **97.05%** (93.14%) Target = 80% (AS14)
- Percentage of **all statutory indicators for Adult Services that have maintained or improved** performance from previous year = **71%** (71%) Target = 70% (AS15a)
- Percentage of **adult protection enquiries completed within 7 days** = **85.82%** (90.4%) Target = 90% (Measure 18)
- Rate of **delayed transfers of care for social care reasons** per 1,000 population aged 75 or over = **8.29** (7.47) Target = 6 (Measure 19/PAM025)
- Number of new **requests for local area co-ordination** = **604** (471) Target = 500 (SUSC5)
- Percentage of adults who are satisfied with the care and support that they received **N/a% (79.81%) Target = 75%** (Measure 13/ PAM024) This PI will no longer be reported. Welsh Government no longer requires local authorities to conduct the annual survey on which this data is based

Adult Services is now better placed to deliver a sustainable model of health and social care. The service is now on a much more secure financial footing, working within our allocated resources albeit impacted enormously by the additional costs associated with Covid-19.

We have a far better understanding of our day to day performance and activities with a strong culture of using data and management information to improve decisions. We are working towards a towards a whole-system, integrated approach with Health colleagues, yet at the same time, we are becoming more assured in implementing our own approach to excellence in social work and social care practice. Through our strengths based, outcome focussed model 'Collaborative Communication', and by ensuring co-production underpins our planning and commissioning we are working with people rather than for them.

## **2d. Progress on Improvement priorities**

This annual report has allowed me to assess our progress, as we have moved into a year dominated by Covid-19. Progress is being made against all of our improvement priorities, and there was a huge amount of additional work we have had to do at year-end and beyond, to keep people safe and protected. This organisational flexibility and staff commitment demonstrates to me the strength in our service corporate and political leadership, the solidity of our partnerships and most of all the professionalism of our brilliant workforce.

Some progress on the Improvement Programmes has been delayed this year, as a result of the need for the Business Development and Commissioning Team, who support the Improvement Programme, to provide key support to the service during the Covid-19 pandemic. From March onwards, business support were re-focussed to support the service during this time, yet we also had to provide regular updates on activity to Welsh Government.

This year's Care Inspectorate Wales (CiW) Annual Performance Letter provides very positive and valuable feedback on the work we are doing to improve, and we will continue this.

The CiW Performance Framework now follows the four principles of the Social Services and Well-being (Wales) Act 2014 and our increasingly collaborative and strengths-based approach to supporting improvement.

- Wellbeing
- People
- Prevention
- Partnerships

These are the key themes reflected in my Director's report this year, and within the continued priorities for improvement.

### **Our overall priorities remain as follows albeit with a focus on addressing the immediate and longer term impact of Covid-19:**

- To implement the Council's corporate priorities, recovery plan and financial targets
- Continue to improve how we safeguard our most vulnerable people
- Implementation plan for regional carers strategy
- Retain and maintain our workforce and support their wellbeing and professional development
- Taking forward change, as set out in our local and regional Improvement programmes
- Working within citizens and partners to align all services towards our vision of sustainable social care and support, including housing, supporting people and other services that can contribute to our wellbeing
- Improving the quality and timeliness of our response to changes in need by adapting our service model when needed.

## Section 3: How people are shaping our 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, to have control over their day to day lives and to be firmly at the centre of their own wellbeing journey.

In this section, I will give some 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.

### Example: Children's Rights

Since 2014, Swansea Council has made a formal commitment to pay due regard to the United Nation's Convention on the Rights of the Child (UNCRC), making arrangements to ensure children's rights are placed at the heart of our work and decision making processes. This focus is achieved through workforce development, through strategic planning and reporting, and by making sure that children and young people have the opportunity to be involved, and heard, in decisions that affect them.

Lockdown has presented number of challenges in engaging with children and young people, none more so than the need for many to adapt their ways of working, particularly face to face, to an online platform, the focus of our work during lockdown has been three-fold:

1. Information, autonomy and access to services
2. Partnership working and support
3. To accommodate new need and ways of working

There will be more about these areas of work later in this report.

### Example: Co-production:

<http://www.swansea.gov.uk/staffnet/swanseacopro>

Swansea has a strong co-production network, which support our service development and commissioning work.

This involves building a relationship where citizens and professionals share power to plan and deliver support together, recognising that we all have a vital contribution to make in order to improve the quality of life for people and communities.

Our approach to co-production happens

- at an individual level, through assessments and support planning,
- at service level through service monitoring and review and
- at a strategic level when planning and designing services for the future

We have spent the past two years developing the Co-production Network in Swansea, and we are always hoping to extend this network to reach people in the community who are interested in working with us.



### **Example: Impact of Covid-19: New ways of working children and young people in need of care and support**

Covid-19 has meant new policy guidance and the challenges posed by the lockdown period have created opportunities to adapt and improve ways of working. These themes are reflected within the Big Conversation.

Moving to digital platforms presented challenges for county-wide, and cross-county working with large numbers of children and young people. This period has enabled dialogue to review how this is facilitated in the future, e.g. how operations for listening to children and young people, and to ensure the policies refined to ensure they are fit for purpose and encompass new ways of working, e.g. Children's Rights Scheme.

Work is ongoing to formally review the Children's Rights Scheme in Swansea and to co-produce new and improved models of participation, that more effectively co-ordinate the voices of children and young people, ensuring what they have to say reaches the right ears, and that feedback on change is consistently presented.

The review of the Scheme will complement the principles of Co-production Strategy, ensuring the values of involving and listening to children and young people, regarded as fundamental in Swansea, form the building blocks of our work moving forward.

### **Example (Participation and Involvement):**

**What is Pitch In, in the Kitchen?** <http://messupthemess.co.uk/pitch-in/>

Here is an exciting new resource Swansea, Swansea Children's Services Team and Mess Up The Mess Theatre Company, as part of a Well lawn project funded by the National Lottery Community Fund.

We were in the midst of Covid-19 lock-down, when Mess Up The Mess had the pleasure to meet the wonderful group of young people who are in the care system. We did this over Zoom meetings – a very different way of working but we still had a lot of fun. We asked the young people what is affecting their and others wellbeing. They said they were missing connectedness, and how it is vital that in the future, we start connecting with friends and family more. They also said it needed to involve food!!! This is how this new pack was created. We worked with a talented team of artists, and cake designers to make the young people's vision come true. The young people have been vital to designing this pack from start to finish.

The group formed far quicker than during similar projects we have run in real world and were all in safe spaces and expressed they felt safe and happy to be involved far quicker than usual. The result is a beautiful resource that everyone can use to stay connected, safe and to have fun, bake together, play together, laugh and connect. Be that with someone in person or connect through technology. There is a tasty recipe, fun activities and beautiful

decorations for you to make at home; to make your time together feel extra special.

#### **Example: Swansea Parent Carer Forum**

Swansea Parent Carer Forum are a voluntary group of parent carers all with children with additional needs. They work with but are independent of the City and County of Swansea, with the aim being to make sure that:

- Services meet the needs of disabled children, young people, adults and their families.
- The voice of disabled children of all ages and their families at the centre of decisions and deliver services that work for our community.

We believe passionately that working co-productively with Swansea Council and other service providers will improve the range and quality of support available, and wellbeing outcomes of carers.

The Parent Carer Forum has a leadership team meet who meet monthly to discuss the work we've been doing which usually involves lots of meetings with local services such as education, social care and health.

#### **Example: Carers concerns (regional)**

Activities and events have also been held to listen to carers' views to help establish carers' needs. These include a Swansea 'Carers Rights' event and Carers Awareness week. Social Services has regular ongoing discussion with carers who have raised various concerns.

West Glamorgan Regional Carers Partnership Board has created an action plan to address the needs of carers more effectively at local and regional levels.

We aim to work co-productively with the carers on an individual and strategic basis so that their vital contribution is acknowledged and their voice is heard. Through these regional arrangement carers should be able to access support more easily directly from any of the partner organisations. Carers are now able to access sustainable third sector services which are funded on evidence of need and outcomes.

#### **Example: Our Neighbourhood**

A successful development of the regional Our Neighbourhood Approach model and utilisation of associated funding in support of community based initiatives and focus on community based care and review.

Swansea' approach to our neighbourhood is built on the success of our Local Area Coordination Team (LAC). Our LAC service offer is based on a strong, shared vision, and community hubs, such as Clydach.

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

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

In response to the pandemic LAC coverage was temporarily expanded across the whole of Swansea and working with other partners was at the heart of the Council's response to mitigating the impact of lockdown on our residents and communities.

### **Example: Patient Choice Awards**

Dozens of Social Services staff and health care professionals in Swansea have been thanked by service users and their families for making a real difference to their lives at an awards ceremony.

Throughout the year people have been nominating staff members, teams and services that have gone the extra mile for the Patient Choice Awards run by Swansea Bay University Health Board and Swansea Council.

Many of the nominations were read out at a ceremony recognising those who work in primary and community care.

An audience in excess of 100 heard heartfelt stories from grateful people eager for those who had looked after them or a loved one to be recognised.

<http://www.swansea.gov.uk/staffnet/patientchoiceawards20>

Most of the examples presented here are a reflection of Swansea's approach to safeguarding vulnerable people, to how we commission and provide social care, and in how we view co-production as central to a sustainable model that meet increasing demand and levels of need.

**Our priority remains** to ensure co-production remains central to how we plan, design, commission and deliver our services. Covid-19 has reinforced the importance of taking such an approach albeit that we have had to respond at pace to emergency situations, as they arise.

## **Section 4: Promoting and improving the wellbeing of those we help**

This next section of my annual report provides an overview of social services quality and performance, using the National Standards Framework: Code of Practice: measuring performance addressing the **six national quality standards** (under review).

It also reflects the Well-being of Future Generations Act, which aims to improve the social, economic, environmental and cultural wellbeing 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:

1. Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve **NQS 1**
2. Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing **NQS 2**
3. Taking steps to protect and safeguard people from abuse, neglect or harm **NQS 3:**
4. Encouraging and supporting people to learn, develop and participate in society **NQS 4**
5. Supporting people to safely develop and maintain healthy domestic, family and personal relationships **NQS 5**
6. Working with and supporting people to achieve greater economic wellbeing, have a social life **NQS 6**

### **(4a) Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve (Prevention and Early Help)**

*Our expectation is that Swansea citizens are able to know and understand what care, support and opportunities are available and use these to help achieve their wellbeing 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 wellbeing. Each citizens' voice is heard by our service and listened to; people can speak for themselves and contribute to the decisions that are made.*

The Council's wellbeing objectives are an integrated set that collectively seeks to address all aspects of wellbeing, including environmental wellbeing as set out in the revised Corporate Plan 2020-22:

Our policy commitments and a new 'Sustainable Swansea' transformation programme is helping social services to meet the many challenges we are facing. In order to meet these challenges, the Council has prioritised six wellbeing 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 wellbeing objectives is making a difference in how we work and support our most vulnerable people. 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.

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 aim to 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 in partnership together.

### **What did we plan to do last year?**

We wanted to incorporate poverty and preventive resources into Social Services, to enhance our early help offer to adults, children and families.

This planned approach has played dividends in helping ensure that the Council was well-placed to respond quickly and effectively to the unexpected demands of Covid-19.

The third sector, communities, volunteers and residents were remarkable in mobilising community led resources in support of the most vulnerable impacted by Covid-19 and the associated lockdown.

We have a strong third sector, with diversity in the range of organisations available. Our approach is backed by a corporate commitment to safeguarding our most vulnerable citizens, to improving people's wellbeing and building stronger communities. We achieve this by statutory health and social care services, all working together with third sector and social care providers.

We want to increase number of public information resources to improve wellbeing made accessible via the Council's public website. Swansea has ensured that all public information is up to date, and by expanding our use of DEWIS Cymru, we now have over **500** local resources published

We wanted to focus our work, both locally and regionally, towards working more co-productively with citizens, and to take our wellbeing offer to the next level. We wanted co-production to be more central to how we improve this wellbeing offer, and this report highlights many examples of this approach.

## 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 wellbeing outcomes.

We support the national development of the DEWIS Cymru Wellbeing 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 and Family Information System (FIS).

### **Example: Child and Family Services Early Help Hub**

Swansea Council is developing Early Help Hubs for family support across the city. This work is progressing well and the next step in the process of implementing Hub working was to share our vision with our partner organisation in Swansea and engage on the next steps together.

The Early Help Hubs will be working within a joined up approach and using the signs of wellbeing framework to working with individuals and supporting wellbeing using a locality based hub structure and a single point of contact for professional.

The geographic location of the Early Help Hubs mirror those within the Supported Care Planning (SCP) Hubs in an effort to provide consistency both to families and professionals, such as schools. Staff within the Early Help Hubs are made up of professionals with an expertise in parenting, early years and youth work in addition to multi-agency support from Police Community Support Officers and Education Welfare Officers.

During the pandemic, the Early Help Hubs have been able to review their caseloads and close some cases which has supported an increase in capacity. This capacity has then been used to support some of the Child in Need of Care and Support (CINCS) cases that were being managed by Supported Care Planning. Given the limitations that the pandemic has caused, the Early Help Hubs have been able to provide virtual check-ins with these cases which has supported the SCP teams in prioritising the more vulnerable and worrying child protection cases.

Over the past 6 months the Early Help Hubs have closed 372 cases. 69 cases were closed from non-engagement or withdrawal of support, 7 cases were closed with a step up, and 201 cases were closed with goals achieved/service complete. (There are limitations to our current performance systems, however - of the remaining cases not counted above 174 were closed cases (we are unable to identify rationale without looking at each case) and 16 were inappropriate (information only or movement out).

### **Example: Tackling Poverty**

Tackling Poverty Service is now part of a Social Services Directorate, and has the following objectives:

- Increase the number of Swansea residents in sustainable and secure employment
- Increase the number of adults with skills and qualifications
- Maximise household income
- Embed Tackling Poverty and Prevention as 'Everyone's Business' within Swansea Council and to reduce and prevent the impact of poverty
- Contribute to the reduction of demand on services
- Contribute to the Council's Wellbeing offer to Swansea citizens.

The Tackling Poverty team co-ordinate the Swansea Poverty Partnership Forum and Financial Inclusion Steering Group, as well as supporting the internal Swansea Poverty Forum and the Poverty Reduction Policy Development Committee. They also review Equality Impact Assessments and provide feedback to services from across the council.

### **Example: Using Technology**

Using innovation and technology to access someone's home placement a lot quicker and easier. We have supported individuals to go on virtual tours of their prospective homes, looking at the living areas, bedrooms and garden areas, to enable them to make an informed choice of their future home even during Covid-19.

The use of teams has meant that the process has been a lot quicker. Meetings with social worker, home placements and any stakeholders including psychologists, community nurses been in communication over teams to make the move happen more quickly than usual

This is something we will continue post Covid-19 as it has cut down lots of unnecessary waiting for meetings

### **Example: Bays+ Partnership @ Info-Nation Vanguard review**

One of the initial tasks within the Bays+ partnership was to draw up a Partnership Action plan for improvement to help move these services forward in a way that ensures the right support is offered in the right place at the right time, to achieve the best possible outcomes. With an aim of developing the services into one where young people's voices are heard and acted upon.

Whilst drawing up the schedule of improvement, it became clear that the Bays+ service needed to develop a joint vision and a full service review is required. Due to the complexity of such a review, it was agreed the approach

that would enable that better outcomes would be to have a 6 day Vanguard review. It is intended that the 'Vanguard Method 6 Day Check workshop' will be used to review the system and especially from the perspective of the people and stakeholders who interact with the service and the staff who work within it.

Unfortunately, the review was scheduled for June 2020 but as a result of Covid-19 it was unable to commence until September 2020, the review is now in the development stage and the 6 day workshop will commence on September 23rd.

## Stories of Outcomes

### Story: Working together

Whitethorns Day Care staff, service users and volunteers worked together to help clear the garden of a Swansea citizen, a young man with Autism, ensuring that he could keep his tenancy.

By working with the Swansea Canal Volunteers Society who provided additional manpower, tools and equipment, this now empowered him to get involved in tidying his garden himself.

## Performance in 2019/20 (Last Year result - 2018/19 in brackets)

### Performance Measures

#### Qualitative Measures:

Analysis of survey results (Adults) **N/A**

#### 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 = **N/A%** (86.5%)
- The percentage of assessments completed for children within statutory timescales = **75.61%** (77.5%)

## Our priorities for next year

During 2020/21, our priorities continue to be:

- To continue to incorporate poverty and preventive resources into Social Services, enhancing our early help offer to adults, children and families.
- Strengthening our links with and use of third sector and partners to make better use of resources available to improve wellbeing



- To expand and update our public information resources to improve wellbeing made accessible via the Council's public website and DEWIS Cymru.

Covid-19 has further evidenced the importance of this approach to working with and in communities alongside third sector and other partners and the importance of providing clear and easily and accessible information for the public.

#### **4b) Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing (Front Doors)**

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.

Covid-19 has heightened this imperative, exacerbated the need and complicated our ability to support individuals.

Our approach to providing support to children, parents and families is set out on the Council's public website:

<https://www.swansea.gov.uk/article/35017/More-about-Information-Advice--Assistance-IAA>

We recognised that we have to continue to improve how the statutory front door to Social Services 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 also 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.

#### **What did we plan to do last year?**

We wanted to ensure there are consistent approaches to Information, Advice and Assistance across all services and access points.

We also wanted robust arrangements for staff supervision and appraisal of social work staff within frontline teams

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

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 wellbeing outcomes. Swansea continues to develop our range of public web resources available to help people make informed choices.

We now 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, which help us to focus our assessment on what is important to people, and their own view of wellbeing outcomes they wish to achieve.

Our front door IAA services are using the practice models such as 'Signs of Safety' and 'Collaborative Communication' (refer to section 4d) to strengthen links to our frontline social work teams.

**Information, autonomy and access to services:** Children have the right to reliable information under the United Nation's Convention on the Rights of the Child (UNCRC), and it was important early on to provide as much information and resource as we could, that would enable children and young people to have up to date information about services that they could access, an understanding of how services had changed as a result of lockdown, and details of how to access services if they needed to. Additional information included public health information, resources to support being at home, e.g. learning, play, and a specific section on access to services that specifically supported children and young people to have their voices heard in Swansea.

**Example: Child and Family Services Single Point of Contact (SPOC, formerly known as IIAA)**

The Integrated Information, Advice and Assistance (IIAA) team was formally implemented within Child and Family Services in November 2018 following a successful review of the pilot. The service, which forms part of our Single Point of Contact, now includes staff from Child and Family Services, Early Help, Bays+ and the Child Disability Team as well as external agencies including Health and Education.

The new service is now better structured to understand what matters to families following a referral or contact for help meaning that the right service provides the right support in a timely way. A new professional request for IIAA form has been developed to support agencies to understand need and exhaust their own offer before asking for further help from Social Services. The new multi-agency team are able to visit families before allocating work, again re-enforcing our values around getting it right first time. Since the introduction of the IIAA and aside from slight dips relating to school holidays, the percentage of referrals that are repeat referrals (where a referral is received within 12 months of a previous referral) has remained under 15%. This suggests that less cases are coming back through the front door demonstrating that families are being allocated to the right service to support their needs.

Additional benefits have been identified through the referral trends for schools which shows that from last year compared to this year the numbers of referrals have significantly reduced (by 32%). This is because IIAA are able to make direct referrals to "Evolve" meaning that young people and their families can access the service earlier and directly, rather than going back to the school. The school consultation process has also supported a reduction in

referrals as the managers have been able to support the families through advice and assistance and have also reduced failure demand by ensuring that referrals were appropriate.

In addition to the newly reformed Integrated Information, Advice and Assistance (IIAA) and Domestic Abuse (DA) Hub, on 1st April 2020 Children's Services moved the Integrated Safeguarding Hub (ISH) within the Single Point of Contact.

The purpose of the new Child and Family Services Single Point of Contact is to create a multi-agency team at the front door in order to develop a shared understanding of risk and therefore achieve consistency in the application of threshold and decision making. Despite the limitations put on the service by the Coronavirus pandemic, since 1st April all new cases have been dealt with in the ISH and there have been no Initial Strategy Discussion (ISD) recorded by the Supported Care Planning teams. Although the ISH was launched within the first 3 weeks of the lockdown, against a backdrop of a decrease in contacts and referrals in general, there is evidence that the ability to undertake a proportionate assessment at the front door, prior to initiating the CP process has prevented families from entering the CP process or progressing through it unnecessarily.

The proportionate assessments have enabled families to access the right support at the right time and prevented transfers to the Supported Care Planning teams where there were neither substantiated CP concerns nor eligible needs. Whilst it is still early days for this service, and performance information is only available for the first 6 months of the service, there is initial evidence that the ISH is well placed to support Child Protection needs and again ensure that the right service supports the families at the right time.

### **Example: Swansea Common Access Point**

The Common Access Point Team in Swansea is a team of nine Access and Information Assistants and a full Multi- Disciplinary Team (MDT) consisting of Social Workers, OT, Physio, Community Psychiatric Nurse and a Third Sector Broker.

The role of the Access and Information Assistants is to provide good quality information in a timely manner to avoid the person's needs from deteriorating and helping people to make informed decisions about their wellbeing working with them to discuss the options available and to find the best solution for the person.

Staff work in partnership with the public, third sector partners in order to assist and ensure people accessing partner referrals to be given the best information available to them. Advocacy services are utilised and offered to those people who require the service at the first point of contact. In Swansea we are taking a preventative approach and using the "What Matters

Conversation” and “Collaborative Communication” (section 4d) in order to look at the person’s strengths and their outcomes.

Advice is given by the assistants understanding the person’s situation.

If the Assistants are unable to address the persons needs then the enquirer is offered a full statutory assessment to determine their eligibility for more formal support. If a care and support plan is required then the person is passed to the Multi- Disciplinary Team in order to deal with the crisis and complete a support plan.

The Swansea Common Access Point (CAP) Team has worked from home during the Covid-19 Crisis. The transition for from office working to home working has not disrupted our service to citizens. The CAP team meets ‘virtually’ on a daily basis, and the MDT also meet daily to discuss how best to response to individual requests. The MDT have been out on home visits following the Health and Safety advice and following PPE (personal protective equipment) processes.

### **Example: Adult Carers**

Adult Services provides a range of internal and external services to Carers in Swansea. These services include help provided directly to people who are cared for, in order to indirectly help carers or services accessed via a carer’s assessment. These services can also significantly reduce the burden on people with caring responsibilities:

#### **Examples include:**

- Assistive technology services.
- Domiciliary care services to help provide care to people in their own homes.
- Domiciliary care respite services (sitting at home services). Such services do not provide a regular substitute for personal care, but are designed to enable carers to take a break as and when needed.
- Residential respite services at internal and externally commissioned care homes which offer temporary residential care for the cared for to enable carers to receive a break.
- Day Centres and other day opportunities for the cared for to relieve pressure on carers.
- Repair and adaptation services which can offer changes and improvements to the cared for, or carer’s home to make it more suitable.
- Counselling and other therapeutic services aimed at relieving stress and improving wellbeing.
- Financial advice services, including welfare benefits advice to ensure carers are receiving their full entitlements and able to make best use of potential resources.

### **Example: YMCA Swansea Young Carers Service**

A young carer often takes on practical and/or emotional caring responsibilities that would normally be expected of an adult. Swansea has commissioned a new service that provides support and information for young carers aged 8-18 in Swansea.

Although Swansea YMCA Young Carers Project has had to suspend all face to face delivery until further notice, the services has adapted by providing a new, remote service. The new service includes:

- video 1-2-1 sessions
- video group sessions - groups of up to 5 young carers at the time (general catch ups/open discussions and topic based group discussions)
- video sessions led by young carers
- video group sessions delivered by other organisations (e.g. Plan UK session on Girls Rights, ALPHA Advisory Group) providing remote digital services via YMCA Swansea platforms
- YMCA Services - All youth and support services provided remotely and Young Carers and families accessing online training, music sessions, CV writing, and advice and support services.
- Stay connected and stay active -encourage other young carers and staff to stay active during this time
- Instagram account as young carers (sharing information and positive messages with the community).
- Currently, during lockdown the Young Carers Project Coordinator is delivering online workshops, quizzes, live baking sessions and virtual 1-2-1 sessions

The service is assessing how best to help facilitate young carers assessments continues – e.g. they we may host a remote assessment Also work is taking place on a plan to deliver Young Carers Awareness sessions to professionals and key adults who would be interested via Zoom chats.

### **Stories of Outcomes**

#### **Story: Mrs X**

Swansea now has a Community Psychiatric Nurse (CPN) attached to our busy Common Access Point (CAP) in Adult Services, a post which is financed by the Integrated Care Fund.

Mrs X is a 83 year old lady who lives at home with her son, and she has complex range of needs including insulin dependent diabetes, visual impairment, and a diagnosis of mixed type dementia. Mrs X did not have capacity to decide on her care needs based on her ability to understand and retain information. The diagnosis and the advanced state of her illness would not improve her ability to cooperate or communicate her wishes. Through the CPN's close work with Mrs X, her family and a range of other professional, the need for a hospital admission was avoided.

## Performance in 2019/20 (Last Year)

### Performance Measures

- Rate of delayed transfers of care for social care reasons per 1,000 of population aged 75 or over = **8.29** (7.47)
- The percentage of people who have completed reablement receiving less care or no care 6 months after the end of reablement = **97.05%** (93.14%)
- The percentage of children seen by a registered dentist within three months of becoming looked after = **71.43%** (77%)
- The percentage of looked after children registered with a GP = **98.67%** (95%)

### Local Measures:

- Percentage of our 10-day assessments carried out where there is evidence that the child was seen by a qualified worker = **87.85%** (92.09%)
- Percentage of our 42-day assessments carried out where there is evidence that the child was seen by a qualified worker = **94.83%** (93.3%)

## Our priorities for next year

During 2020/21, our priorities continue to be albeit taking into account the impact of Covid-19:

- Continue to support in new innovative ways children, families and more people in their own homes and within supportive communities
- Implement Wales Community Care Information System (WCCIS) and to improve information about quality, timeliness and cost of our work with citizens

#### **4c) Taking steps to protect and safeguard people from abuse, neglect or harm (Safeguarding)**

The most 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. People are supported by care and support plans, which promote their independence, choice and wellbeing.

Again Covid-19 has further emphasised the importance of ensuring robust safeguarding arrangements and complicated arrangements to intervene with vulnerable individuals, children and families. Our workforce and partners have demonstrated considerable skill and innovation in making sure that we continue to support safety and safeguarding planning.

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

Safeguarding is the council's number one priority, and we have strong leadership in place to drive forward a regional and corporate approach. A Corporate Safeguarding policy ensures the 'Everybody's business' approach is extending the expectation to partners and providers, as well as Council staff. This policy underpins a new work programme for the Corporate Safeguarding groups.

#### **What did we plan to do last year?**

We wanted to better show how we are listening to / working with voice of child and vulnerable adult in all aspects of our safeguarding work. We also wanted to re-establish the Swansea Youth Offending Service (YOS) and implement all improvement actions required following the recent inspection.

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

We undertook a full review of safeguarding arrangements; setting out proposals for a new dedicated safeguarding team, which will be incorporated into the restructure of Adult Services. These changes will help 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. Subsequently and at least in the short term Covid-19 has had an inevitable impact on timescales.



We wanted to better show how we are listening to / working with voice of child and vulnerable adult in all aspects of our safeguarding work.

**Example: Contextual Safeguarding**

The Contextual Safeguarding Scale Up Project commenced in 2019, with a focus of the work for 11 to 17year olds. The project is a three year plan, with an aim to prevent, protect and support Children and Young People at risk of Child Exploitation (as defined in the West Glamorgan Exploitation Policy).

The approach is a three year Scale-Up Approach designed and supported by the University of Bedfordshire. Significant progress and good practice has been identified in Swansea during year 1 of the review. The completed actions and achievements include (but are not limited to):-

- A systems review completed and development of a multi-agency framework/ tools and practice to support Contextual Safeguarding.
- Pilot area identified and parameters developed for second year.
- Benchmarking data to support reviewing impact when approach is implemented.
- Significant progress in relation to neighbourhood and peer group assessments.
- Use of peer group mapping across meetings.
- Recording contexts on systems.
- Progress to produce policy and legal guidance for mapping, sharing information and assessment.
- Consideration of young people's experiences through surveys and youth forums.
- Develop and plan training for rollout, training staff have attended and been trained in Contextual Safeguarding. As have an Education and Police officers.
- The Setting up of a multi-agency Strategic group including governance and terms of reference.
- Work with Bedford University to undertake system review.
- Development of a pathway to provision and tools/processes, including ways to record and assess places as well as people.
- Review role of CSE Practice Lead.
- A multi-agency systems review of pursuit, prevention and disruption of criminal exploitation.

In addition to the above, a full pilot of the Contextual Safeguarding approach is due to be launched in November 2020. The purpose of the pilot will be to evaluate the impact of a contextual safeguarding approach in regards to safeguarding young people who are working with statutory services, and to evaluate its impact within early help and non-statutory services in preventing the escalation or involvement of young people in non-familial harm (such as criminal exploitation).

The pilot will run in parallel to the use of the contextual safeguarding approach across Swansea and will give better opportunity to develop best practice, review and test out this approach. The pilot will be targeted to a specific location in Swansea.

**Example: Deprivation of Liberty Safeguards (DoLS)**

Swansea Council has been challenged in meeting the volume of Deprivation of Liberty Safeguards (DoLS) assessments. The establishment of a dedicated DoLS team has been successful in addressing a previous backlog, and further changes have been made to ensure there is a core of permanent staff who update their skills regularly,

**Example: Corporate Parenting**

An annual participation report was provided to Scrutiny panel in Dec. 2019. The Panel also heard that:

- There have been 6 opportunities for corporate parents to engage with children this year.
- Best Start Book Project, undertaken this year, has been praised by Children's Commissioner. There are hopes to expand on this next year.
- Participation Task and Finish Group has been nominated for an award.
- Joint Corporate Parenting Board workshop held. This will feed into the annual Corporate Parenting Board Plan.
- The Big Conversation has very successful at linking in with schools.

Some consideration has been given to involving children in Board meetings with the structure of the meetings needing to change

**Example: YOS to Youth Justice**

In Jan 2019 Swansea agreed with partners to return to a local Youth Justice Services (YJS), which work closely with their Child and Family Services and Young People's services on jointly assessing and managing risk and putting in place early intervention and prevention strategies for young people. This is important as more and more young people open to the YJS are also open cases in Child and Family Services and Young People Services and so joint working between the two is critical.

A Swansea locality team has created opportunities to fully integrate YJS into local arrangements e.g. Child and Family Services and young people's services. The Swansea YJS moved to the Directorate of Social Services. The statutory accountability for the YJS now lies with the Chief Executive of the Council.

A new appointment to the post of Principal Officer for Bays+ and the Youth Justice Service (YJS) was also made in January 2019. It has taken time to develop a clearer understanding of the businesses from both an operational and strategic view. The new manager has spent time working alongside staff and managers to develop a deeper understanding of the service areas to help inform the overarching programs of work required to ensure the best possible service delivery, and to drive the services areas forward as part of their continuous improvement.

It's been a real team effort over at Youth Justice Service and Bays+ over the past few months and we have continued work on the service improvement programme where possible.

## Stories of Outcomes

### **Story: Alexandra temporary service driving forward the least restrictive practice**

We are supporting a young lady with complex and expressive behaviour, and often had to be very dynamic in risk assessing her safety and have involved the SBU and Psychology team to help us. This has resulted in far less restrictive support and practices than would otherwise have been possible. We have supported the young lady with information around social media and the dangers, with social distancing when in the community and in their understanding and acceptance of laws.

### **Example: Reflect**

Our reflect team is a small team of support workers, who currently support around 10 to 12 families each at any one time over a period of up to two years. They give mums and dads support together or separately to pause, think, reflect and plan what comes next.

What that looks like is bespoke to that person. It may include helping them improve their lives through self-esteem and relationship work, confidence building, advice on training and employment, support with housing issues, or access to health, family planning, drug and alcohol services if needed.

An example of how the service is making a dramatic change for the better is the way Reflect has improved the way we support with the parents' Farewell Visit with their children to make the experience as sensitive as possible.

It is also having a positive impact in terms of safe LAC reduction by preventing the repeat pregnancy cycle.

"I was hugely impressed that the team had a really strong understanding of how the approach has developed elsewhere and then could set out their rationale as to why the Swansea approach could and should build on what works" (David Howes, Director of Social Services)

"I loved that they talked about us being the best that we could be and could give specific examples of what that meant:

"I wanted to applaud when they talked about humanity and compassion needing to be at the heart of what we do. Their work around 'contact' sessions when the plan is for a permanent separation is rightly being acknowledged as a national exemplar."

## Performance in 2019/20 (Last Year)

### Performance Measures

**Qualitative Measures** – survey results no longer required by Welsh Government

#### **Quantitative Measures:**

Percentage of adult protection enquiries completed within statutory timescale: enquiries completed within 7 days = **85.82%** (85.6%)

Percentage of re-registrations of children on local authority Child Protection Registers (CPR) at end of the period = **6.89%** (8.51%)

Average length of time for all children who were on the child protection register during the year= **264 days** (238 days)

#### **Local Measures:**

AS9: % of DOLS assessments completed within accepted national standard for completion (21 days or less) = **64.2%** (56.1%)

## Our priorities for next year

During 2020/21, our priorities will continue to be:

- To continue to improve the adult safeguarding process, supported by work on a quality assurance framework whilst recognising adjustments required by Covid-19.
- To support participation and effectiveness in end of placement reviews for looked after children in planning futures
- Continue improvement journey within Youth Justice Service and embedding within wider range of Child and Family Services.

#### **4d). Encouraging and supporting people to learn, develop and participate in society (Care and Support)**

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 wellbeing 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)

Covid-19 has further emphasised the need to have a particular focus on supporting the resilience and wellbeing of staff.

#### **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.

We wanted to continue to implement practice framework in Adult Services and Child and Family Services. We also wanted to implement the Wales Community Care Information System (WCCIS).

#### **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:

I am confident Social Services is achieving better, more sustainable, outcomes by focussing on raising practice standards.

For example the creation of new roles such as the Principal Social Worker in Child and Family Services, 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 is supported by a performance hub. These new roles, backed by good business support, are helping promote our practice framework; to ensure that practice standards and personal and case supervision are seen as priorities.

As Director, I realise the pressures staff are working under. Never more so than during this year impacted by Covid-19. 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 even during these most difficult of times..

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.

**Example: Reclaiming Social Work (Child and Family Services)**

Last year we outline how we have redesigned our supported care planning teams, and in phase 2 we are providing additional support to staff in supported care planning to make sure relational social work practice becomes embedded in the coming year. This include a robust workforce strategy so that staff are fully confident and skilled in their roles.

**Example: Our Signs of Safety journey - a story from a Principal Social Worker.**

The last year has seen so many changes for everyone and we are incredibly proud of the work of all the staff in child in family for stepping up and working with such creativity and sensitivity in what is a really difficult time for us all.

We are really proud that despite the challenges, we are continuing to get alongside and 'do with' families, rather than 'doing to', from our early help offer to our statutory services. A lovely example of this is the fabulous joint work of the teams utilising our resource in Rhossili to have a whole family approach, giving children and their families opportunities to not only work through their difficulties together, but to really have some fun too. One young boy who had told his worker that he had rarely left the house previously, brought tears to everyone's eyes when he was pictured with his family on Rhossili beach, beaming broadly as they were about to hit their waves on surfboards together!

We are delighted too that we have not only managed to maintain our participation work with young people, but also to do some really innovative and exciting work together. We are including young people in interviewing (virtually) for our new Head of Service, to our care experienced young people developing wonderful new resources for connecting with their networks during lockdown, both face to face and online (Pitch in Kitchen).

We remain firm with our values and vision to keep children at home with their families, and our 'Family Finding' team has now started to develop the model in Swansea. A sister approach to Signs of Safety, the 'Signs of Wellbeing' models work beautifully together to support the child to develop and strengthen their network, and to help the network to support and keep the child connected as they grow up. While we recognise that sometimes, it is simply not safe enough for a child to live with their parent or family, we are

proud to share that even in such testing times, we are still making sure that children and young people who become accommodated are receiving words and pictures explanations from their family and social workers, to help them make sense of their experiences, and to understand who is there to support them.

This is true too of the 29 children we support who are Unaccompanied Asylum Seeking Children – this is the highest number in Wales in one authority and we are proud to be supporting these young people and welcoming them into our wonderful communities.

We have had an abundance of compliments and good news stories this year, and it is a pleasure to reflect on some of those. The joy in seeing a social worker and social work team supporting a young boy with complex needs who had been in residential care for a long time, finally move into his longed for foster placement, was fabulous. Seeing the relationship the social worker had with him was second to none. This was hard earned and relational social work at its finest. We really do have wonderful staff in Swansea.

Making and maintaining relationships virtually has of course been a challenge, and while we make sure that we maintain the face to face contact we need in all areas of the service, we are embracing the virtual world too. Many children have told us that they have enjoyed video calls with their support workers and social workers and some have even said that they are more able to open up that way. Of course, everyone is different and we continue to tailor our approach to each individual child and family, but what we do know is that we can continue to provide the support that families continue to need, even if sometimes it looks a little different to how it did 12 months ago!

### **Example: Restructure Proposals (Adult Services)**

Adult Services recognises a need to create easy access to critical services. This involves the redistribution of some of our workforce. to fill gaps, and to assist the delivery of those services and specific areas of pressure needing additional support such as our ‘front doors’ - the Common Access Point and Hospital Social work teams, internal and external service provision and domiciliary care in response to the anticipated higher levels and surges in demand.

There has recently been a widespread consultation on temporary Adult Services senior management and team structure changes, pending further work. The proposals aim to embed a structure robust and resilient enough to continue to maintain our critical functions throughout all fluctuations in demand over the next 12-18 months, which includes the ability to extend our usual operating hours to offer necessary support 7 days a week if demand dictates.

Implementation of temporary restructure commenced in October 2020.

### **Example: Collaborative Communication**

Collaborative Communication is the practice model in Adult Services and aims to change the conversation that we have with people about what matters to them in having a good life.

It's a major shift in our thinking which allows us to move from a service-led approach towards being focussed on people's outcomes, while putting people at the centre of their care and support planning

Since September 2018, over 300 places have been made available across the workforce for the purpose of undertaking training in Collaborative Communication.

Alongside this training has been the development of Collaborative Communication Mentors. Mentors are being supported to be champions in their service areas, and to help share good practice not only in their respective teams but also across Adult Services

### **Community Learning Disability Service**

Swansea's Community Learning Disabilities Service provides care management and assessment of individual need to adults over the age of 18 with a learning disability. We joint work with the Health Team and have a multidisciplinary team on site. Referrals are received from Central Access Point, the Child Disability Team, or via the Health Team.

The Community Learning Disability Service has had to adapt its offer of support during the Covid-19 restrictions. In order to continue to provide targeted support to people who use the service and their carers a risk analysis approach has been adopted based on an agreed regional format. Those at greatest risk continue to have regular contact from social workers and support staff to ensure their needs and welfare are supported. The offer of extra support in the form of domiciliary care, direct payments, supported living and residential care and in some cases day support and respite has continued for those in greatest need. Regular meetings with Child and Family Services for those people transitioning to Adult Services continue so the transition of care and support is as good as it can be. We continue to look at the improved offer of increased day support and respite with internal and external services based on changes in advice from Public Health Wales and the NHS and regular updates are provided to people who use the service and their carers' as we adapt to changes in social distancing restrictions.



### **Example: WCCIS Update**

The introduction of the Wales Community Care Information System (WCCIS) to Swansea Council is not solely a system implementation, but also offers service improvement and efficiency opportunities.

Throughout the lifespan of this complex project spanning both Adults and Children's services, and through engagement with a range of service representatives and senior management, a range of opportunities to streamline processes and improved data capture have been recognised.

One of the major overhauls of business process that the system offers will be around service provisions, the detail of which is currently held across a number of different systems, with no easy means of collating the information regarding an individual's commissioned services. During the data migrations and testing, the project team have liaised closely with Social Care Information and Finance in order to ensure accurate service provision data is available to WCCIS and ensure that this intended benefit is realised.

As well as client social work assessment and case management records, WCCIS will now include information related how people are receiving the following services:

- Internal Home Care
- Domiciliary Care
- Day Care
- Direct Payments
- Residential and Nursing Care

With a view to a more sustainable approach to service provisions, business support will be deployed, to ensure that to ensure the data we collect within WCCIS is as clean and accurate as possible information, and business processes relating to new starters, leavers and changes to packages of care within these service area, are followed on an ongoing basis. To achieve this additional resources have been requested via a Delegated Powers Report which was recently been approved by Corporate Management Team.

### **Example: Community Mental Health services**

There are 3 **Community Mental Health Teams** (CMHT) in Swansea. CMHT1 and CMHT2 are based in Central Clinic in the City Centre and they cover the South of Swansea. CMHT3 is based in Ty Einon Centre in Gorseinon and covers the North of Swansea. The function of the team is to assess, provide treatments and interventions to those suffering from complex mental illness.

The teams are a Secondary Mental Health Care Service. There is also a Primary Mental Health Care Service in operation. The CMHTs are integrated

and therefore have joint management arrangements - A Team Leader employed by Social Services and a Nurse Manager employed by Swansea Bay University Health Board. The team consists of Social Workers, Approved Mental Health Professionals (AMHP), Community Psychiatric Nurses (CPN), Health Care Support Workers, Social Welfare Officers, Therapists, Occupational Therapists (OT), Psychologist, and Psychiatrist.

There are 4 **Older Person Mental Health** Team Areas (OPMHT) in Swansea. Area 1 and 2 are based in Cwmbwrla Clinic and they cover the South and West of Swansea. Area 3 and Area 4 are based in Ty Garngoch in Gorseinon and covers the North and East of Swansea. The function of the team is to assess, provide treatments and interventions to those suffering from complex mental illness.

### **Example: Staff Wellbeing**

Our Engagement and Wellbeing Strategies continue to be developed and have been extremely pertinent during this time of crisis. The posts responsible for the delivery of this Engagement Strategy have been able to build on success in Child and Family Service to support the wider Social Services Directorate in ensuring that staff are kept informed and up to date on emerging Welsh Government guidance and also local practice. The learning through the pandemic has also supported us in our ongoing development of this strategy and the tools we use to support Wellbeing. Our Wellbeing Strategy saw the start of a pilot to test the removal of core hours and, whilst performance information won't be available until the end of the pilot in October, anecdotal feedback suggests it has been helpful for staff especially during this time.

To support the development of our **Workforce Strategy** (see example, section 4f), staff have been consulted on a number of different projects throughout the year. The following are examples of the types of things our staff have said;

- Staff have shared feeling better supported by the service as a result of recent 'innovative thinking', enabling 'flexible working', 'quick changes' of protocols and guidance, prioritising 'staff safety first' and keeping strong helpful communication.
- 83% of staff have stated the communication across the service regarding updates on changes have been good to excellent. Many staff have stated the daily brief has kept them feeling 'valued', 'connected to the service', 'Not feeling like a number' and has provided them with much needed 'extra support' over the previous weeks.
- No Core Hours feedback includes:
  - o "Being able to attend health appointments for my children, or do tasks within core hours has been helpful and reduced stress.
  - o It has reduce anxieties around core hours, and not being available for your children. Also being able to take time when you need a break, rather than within set hours has helped, balance busy work loads.

- o By not having to take a leave day to attend a doctor's appointment at 11am, also allows for leave to be used to take time off in blocks so i can feel most rested and ready to come back to such a challenging job”
- “I think this is a people centred organisation and there is good leadership. I think we have a good ethos in Foster Swansea and work hard to promote high quality social work practice alongside a focus on personal development and wellbeing.”
- “I have found the one to one mentoring support in the first year in practice to be really helpful, and I would recommend that all social workers have a wellbeing mentor who is not part of their team, and therefore impartial, so that issues which affect mental health can be addressed quickly and effectively.”
- “Really enjoyed Amy's blogs.” “Communication around Covid has been excellent.”
- “Feeling that my manager has my wellbeing as a priority”

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.

### **Stories of Outcomes**

#### **Story: Stories from the frontline: Our emergency response service at Parkway**

Parkway supported a gentleman living with dementia who was assessed for long term care, with the support of Health and Wellbeing Co-ordinator, the OT and the team at Parkway the gentleman using a positive risk taking approach was able to support the gentleman to return home following his wishes and become part of his community once more.

This innovative approach supported the gentleman not only to live at home but this gentleman will be working with the Health and Wellbeing Co-ordinator in the future to provide talks to the libraries which will be available for the public to view

A lady was identified by a social worker that she was unable to go home due to hearing loss and the safety concerns. With the knowledge of the sensory services we were able to overcome this by getting the appropriate equipment fitted at home and a follow on referral to the fire brigade thus allowing the individual to return home quickly in a safe environment, addressing the hurdles that had prevented her to return home previously. Our service model demonstrates the benefits of a multi-disciplinary approach, which changed the outcome for this lady, enabled her to stay at home and in her community.

### **Story from Central Team (presentation to SMT)**

We have been on this journey for over a year now.

Although we are so proud of our current achievements there is still some way to go, however this is what we have seen:

- An improvement in colleagues' confidence in collating information and delegating responsibilities via the Multi-disciplinary Team (MDT).
- Assessments have become more person centred, capturing the heart of the matter.
- Qualitative conversations that are more meaningful which allow social workers to be part of the person's journey.
- Positive risk taking supported by contingency plans which has meant empowering people and those around them to take control of their own lives.
- And much more...

It is our hope for the Council to implement this change to make Swansea a better place to work and a better place for our people to live.

### **Story: Festival of the Fforest**

Following on from the success of last year's 'Festival of the Fforest', we brought you a second 'Festival of the Fforest' which took place at Fforestfach Day Service on Saturday, 20th July 2019. The event was in aid of people who have learning disabilities to experience a festival atmosphere in a safe and comfortable environment.

<http://www.swansea.gov.uk/staffnet/article/51943/Festival-of-the-Fforest>

### **Story: Josh and Gareth – Good For Your Smile Muscles**

Josh was previously a service user but became a volunteer at Swansea Vale Resource Centre (SVRC). With the help of his support worker Gareth, he captured his inspirational story, talking about how a state-of-the-art wheelchair can change your life, as part of the BBC listening project. This recording went live on BBC Radio 4 Wednesday 17th of April, and also shown in a staff event. In May Josh, his Dad and Gareth took the next steps to get his voice heard and met with the Welsh minister in Cardiff.

<https://www.bbc.co.uk/programmes/m000458z>

### **Performance in 2019/20 (Last Year)**

## **Performance Measures**

***Qualitative Measures – see Appendix 1 for summary results***

### ***Quantitative Measures:***

- Percentage of children looked after achieving the core subject indicator:

- at key stages 2 = **N/a%** (59%)- not required by WG this year

- at Key Stage 4 = **N/a%** (7.5%) ceased as national PI

- 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 = **8%** (14%)

### ***Local Measures:***

- CFS41a - Percentage of eligible, relevant and former relevant children that have a pathway plan as required = **100%** (97%)

## **Our priorities for next year**

During 2020/21, our priorities will continue to be:

- To continue to improve the quality and timeliness of our response to changes in need for care and support within our communities particularly recognising the impact of Covid-19 on vulnerable individuals, children and families.

#### **4e) Supporting people to safely develop and maintain healthy domestic, family and personal relationships (Range of Services)**

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

Covid-19 and the impact of lockdown has definitely increased pressures on all of us and for some will have increased the risk of violence within households and families.

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.

Families and carers views are heard, and other personal relationships are taken into account when assessing and planning care and support. An important part of our approach to commissioning is achieved by co-producing and collaborating locally and 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.

#### **What did we plan to do last year?**

We are looking to embed co-production with citizens into our commissioning approaches, taking forward proposals emerging from our regional and local approaches to achieve better outcomes.

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

Health and Social Care Services are currently challenged with a growing demand. The main aim of the Adult Services Improvement programme and commissioning reviews 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.

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.

### **Example: Domiciliary Care**

We have carried out a successful recommissioning process establishing a Framework Agreement for the Provision of Domiciliary Care and Respite at Home Services for Older People and Younger Adults with Physical Disabilities and/or Sensory Impairment.

This change directly affected **1240 clients** who are receiving approximately **62,000 hours of care**.

As such this was the second highest value recommissioning process for the Authority. The process engaged not only a wide project team from across Commissioning, Adult Services, Procurement and Legal but also continued the co-productive practice already adopted in Adult Services ensuring service users shaped key elements of the tender assessment process.

### **Example: Supported Living**

Supported living services is community based accommodation, in which care and support services are usually provided. These services enable individuals to have a tenancy with occupation rights and responsibilities, yet at the same time get the help they need, when they most need it. Supported Living has a key role to play in achieving a strengths-based approach. It can be a more flexible response to fluctuating need.

Last year there were around **272** people with a learning disability supported in permanent supported living settings across 12 independent sector. In addition there are **197** supported living placements available across all providers in Swansea for people receiving mental health services.

Our successful retender Supported Living provision, and the co-productive approach adopted to achieve, this is informing council wide procurement and commissioning practice, our aspirations for service improvements. and how we can support citizens through a thriving local and regional economy.

### **Example: Residential and Day Services**

The successful completion of the Adult Services internal Residential and Day Services commissioning reviews was achieved following extensive consultation. The reviews have resulted in a reframing of our internal service provision to ensure services for reablement and the most complex needs are readily available for our citizens.

The offer through our residential and days services were adapted at remarkable pace in response to Covid-19. While there was a definite and necessary focus on ensuring that individuals were not brought into closed settings unless there was absolutely no alternative, we have ensured that

those individuals with most complex needs could continue to access specialist support including in an emergency.

### **Example: Hospital 2 Home Service (Regional)**

November 2019 saw the rollout of the integrated regional Hospital 2 Home model of delivery. A new service designed to reduce the length of time older people spend in hospital has been launched across Neath Port Talbot and Swansea. Hospital 2 Home supports people aged over 65 to return home as soon as they are well enough, allowing them to recover in more familiar surroundings.

The service aims to eliminate the delays some older patients experience when being discharged. It's not unusual for patients to remain in hospital despite having been deemed 'medically fit'. This is because service providers undertake assessments and make longer-term care arrangements prior to the person being allowed to return home. This takes time and results in hospital stays that are longer than necessary.

Building on existing reablement pathways from hospital to the community already in place in Swansea the programme has successfully expanded this scope and reviewed existing processes to accelerate the pace at which an older person can return home to their community following a hospital stay. The scheme has expanded community support across health and social care professions to expedite return to independence and reduce the risk of escalation of need associated with prolonged stays in a hospital bed. This project continues to demonstrate Adult Services partnership working with Swansea Bay University Health Board and Neath Port Talbot council.

As a response to Covid-19, the Hospital 2 Home approach has been further expanded and incorporated new expectations set out in Welsh Government guidance to implement rapid hospital discharge.

Whilst capacity in community services cannot yet meet the level of demand that we have forecast as a region, the model that we have developed is scalable when and if additional Welsh Government investment could be secured.

### **Example: Support to Carers**

Support to carers may be accessed directly, or via the Swansea Carers Centre. These services, which may be part funded by Swansea Council include:

- The Young Adult Carers (YACs) project for young people aged 16-25 who provide unpaid care for a loved one. The service offers one to one practical



and emotional support, trips and activities as well as two youth clubs per month all to give the YACs a break from their caring roles.

- The Mind, Body and Spirit programme which aims to improve the health and wellbeing of carers through a mix of feel-good and practical training sessions which include mindfulness, singing and yoga and creative sessions such as painting and drawing.
- Parent Carer Support – offering free support, information, advice and advocacy to parent carers of children with a disability or additional need. The service aims to ensure that parent carers are fully aware of their rights and entitlements, are supported to continue in their caring role, maintain their emotional and physical wellbeing and build relationships with others in similar situations.
- Provision of volunteering opportunities and volunteer services which enable people and carers to get work experience, training and job references, meet new people and stay active.
- Provision of holistic therapies which are offered every month to carers and former carers to reduce stress and promote wellbeing.
- Hospital workers to provide information and support directly to carers in hospital settings across Swansea; to promote access to carer's services and promote carer's participation in the hospital discharge process.
- GP outreach services which run community help desks and support GP surgeries to be carer friendly by offering staff training, information for carers via notice boards and referral forms and information for carers' services.
- Dementia workers who are able to offer support and advice to dementia carers (pre and post diagnosis) and access to a dementia support group and activities, and an emergency respite fund.
- Carers Cwtsh offering dedicated space for carers to meet, and attend various planned groups and activities including the dementia carer group, the carers' book club and the mental health carers group.

### **Example: Advance care planning and Hospital admission packs**

Swansea staff have been working in partnership with the Macmillan end of life care coordinator (Primary care - Swansea Bay UHB) to review and enhance our end of life practices within our Local Authority homes.

We introduced 'End of Life' champions across all our care homes.

We began to explore advance care planning and the challenges to having what can be quite difficult conversations for some people/ carers. We used the living will document which begins with the important issue of finding out

who the person is and what matters to them in life and then to experience a good death.

This introduces meaningful life story work, which has been so valuable in getting to know people and their life story, recognising the riches of their life. This has enabled us to build their living well document around the things that matter to the person.

The work has enriched staff knowledge and skill and this has had a real impact on the quality of practice in our services. It has been shared across the regional ambulance service, and adapted into a new hospital admission pack for their work with the most vulnerable people.

### **Example: Assistive Technology and Community Alarms**

The Community Alarms service has been provided by Swansea Council for over 30 years. Swansea currently provides the Community Alarms Service including Assistive Technology via Social Services to 4,665 users on the database.

Service users benefit from an array of sensors connected electronically to a lifeline unit and monitoring other events, such as smoke detection, extreme heat, falls, door access and exit, movement etc. These services are available to individuals following an assessment. (Ref. Report to Adult Services Scrutiny Panel –19/11/2019)

In seeking ways to improve access to Child and Adolescent Mental Health Services (CAMHS), as well as alternative emotional and psychological support for children and young people.

### **Example: BAYS ++**

One of the initial tasks within the Bays+ partnership was to draw up a Partnership Action plan for improvement to help move these services forward in a way that ensures the right support is offered in the right place at the right time, to achieve the best possible outcomes. With an aim of developing the services into one where young people's voices are heard and acted upon.

Whilst drawing up the schedule of improvement, it became clear that the Bays+ service needed to develop a joint vision and a full service review is required. Due to the complexity of such a review, it was agreed the approach that would enable that better outcomes would be to have a 6 day Vanguard review. It is intended that the 'Vanguard Method 6 Day Check workshop' will be used to review the system and especially from the perspective of the people and stakeholders who interact with the service and the staff who work within it.

Unfortunately, the review was scheduled for June 2020 but as a result of Covid-19 it was unable to commence until September 2020. The review is now in the development stage and the 6 day workshop will commence on September 23rd.

We aim to 'make 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 to Swansea as possible. The focus has been on improving our in-house offer for looked after children.

### **Example: Foster Swansea**

Foster Swansea is working hard to source in house foster placements with the focus on good matching for children with increasingly more complex needs. 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. Fostering Recruitment has had to adapt to being virtual, and Swansea has recruited an additional 23 foster carers this year (18).

### **Example: Ty Nant Children's Home**

It has been another busy 12 months in Ty Nant. Many of the young people who have spent time there have made good progress.

In late spring a number of reviews of the service were completed. They identified some areas of strength but also some areas where there is scope for improvement. One of the key messages is that service has been stretched at times because of the level of demand it faces. When the service was repurposed a number of years ago to provide emergency and short-term placements only, it was anticipated that the home would run with higher levels of vacant beds. This calculation was factored into the size and make-up of the staffing structure. While this initially proved accurate, the occupancy rates have gradually been increasing: in 2019/20 the rate was 95%.

In recent years we have had some success at reducing the total number of young people in residential care. This is to be celebrated, and reflects positively on our capacity to support more young people to live in family placements. However, residential care continues to have an important role to play for a small number of young people with particularly complex needs. Those young people entering Ty Nant have therefore consistently been amongst the most complex young people in our communities. This means it is often more difficult to identify and secure suitable move-on placements which can meet their holistic needs. As a result, those placed in Ty Nant have frequently been staying for longer periods of time.

A service improvement plan is taking forward the recommendations from the various reviews. This looks at a range of subjects and will help to create a stronger service for the Council and most importantly, for the young people who live there. One action on the plan is to revise the staffing structure so we can more efficiently and effectively meet demand. The new structure will also facilitate the development of the outreach offer, whereby staff from the home provide intensive support to young people after they leave Ty Nant. This will help to ensure young people are able to move at an earlier juncture and that they are more likely to enjoy positive outcomes in their next placement.

As the home is increasingly supporting more complex young people, we recognise that we need to be vigilant in ensuring that we have robust care and support plans in place at the earliest possible opportunity. We are therefore revising the statement of purpose of the home so the timescales for producing a robust plan for their move-onwards, is brought forward.

### **Example: Child and Family Services Commissioning**

As well as changes within Foster Swansea and Ty Nant already mentioned, we are achieving change 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 by supporting safely returning back to their family home or ongoing stability within an alternative care setting.
- 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.
- The Direct Access Panel is now 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.

**Example: Adult Services Commissioning**

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.

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, to achieve broader wellbeing outcomes, some examples are given in the next section (4f).

**Stories of Outcomes****Story: Developing a Dementia Friendly Generation: Celebrating a moment in time**

Several teams in Adult Services have been working together on this project to raise awareness of dementia across the Swansea area, changing attitudes and encouraging people with dementia to more fully participate as members of their community.

This project aims to change attitudes so that a person living with dementia will be seen as a whole person; the contribution to their community and the richness of their lives will be celebrated and above all dementia to be viewed as just a small part of who they truly are.

The project uses intergenerational music and storytelling sessions, to bring together young and older people, creating a better understanding of dementia and exploring issues around being young and old. The aim is to celebrate those moments through finding and telling stories while dispelling the stigma and myth around dementia

**Story: St John's Day Services: Building Communities and Relationships**

St. John's Day Service has again been nominated for Social Care Wales Accolades awards in 2019/20, by working together co-productively to develop community services, and placing the service at the heart of the local community, building lasting relationships with people, challenging stereotypes and breaking down barriers so that people feel able to ask for help and support. These initiatives have a preventative impact and help to reduce the need for formal support in the local area.

Three initiatives have been particularly highlighted:

- Further developing the Community Garden - St John's has recently set up a men's shed "Action Shack" to support men experiencing issues around loneliness or mental health. Part of the garden is now home to a new memorial space, and St John's is custodian of two memorial plaques listing the names of local brave heroes who lost their lives during the First World War.
- Cae Rowland Community Transport Scheme - St John's has developed a community transport scheme which is supported by volunteers and is very busy. Vulnerable people need to access the community, whether this is attending an appointment, visiting friends or family, shopping or going out for coffee. St John's has a link with Neath and Port Talbot hospital's rapid response unit to enable people who have no other support to get to their appointments on time.
- Volunteering at St. John's - St. John's values volunteers and has many people who come to the service from all walks of life, including adults with a learning disability, retired people, young people looking for work experience, people who have been out of work for many years etc. They have been integral to the work within the day service and the wider community.

Both of the projects were visited before Christmas by the Older People's Commissioner for Wales, Helena Herklots and also the Welsh Assembly Deputy Minister for Health and Social Services, Julie Morgan. Both were pleased to learn more about the projects.

<http://www.swansea.gov.uk/staffnet/accolades0120>

It is impossible to reflect upon the past 18 months without recognising and explicitly acknowledging the devastating and tragic impact of Covid-19 on significant numbers of particularly older, frailer Swansea residents and their families.

Along with all other areas of the UK, deaths of care home residents, particularly nursing homes were between 40 and 50% of all deaths.

The suspension of indoor visits by families to residents has itself caused enormous distress and consequently had a detrimental impact on individuals' wellbeing.

We cannot rewrite history, lockdown sooner or increase control measures that didn't exist first time round whether PPE, testing or otherwise.

However we can ensure that we learn the lessons and implement those controls going forward. The regional partnership board commissioned its own review of what did or didn't work as has Welsh Government.

We know have a comprehensive regional care home protection plan that incorporates all that we have learned. The effectiveness of this plan will

continue to be monitored and reviewed through the weekly community Silver multiagency partnership governance board.

There is no room for complacency and this cohort of our population remain particularly vulnerable and the settings within which they live will remain at risk of future outbreaks.

I am satisfied that everything that we know we to do to manage that risk is indeed being done.

I also want to again acknowledge the extraordinary resilience, skill, commitment and humanity of the social care workforce, both within the Council and the wider independent sector. They have done and continue to do extraordinary work in caring for the most vulnerable.

It continues to say something about what we value as a society that these heroes that we applauded remain some of the lowest paid in our population.

### **Performance in 2019/20 (Last Year)**

#### **Performance Measures**

- **Qualitative Measures:** see appendix 1 for summary of results
- **Quantitative Measures:**
- CFS25 -The percentage of children supported to remain living with their family = **64.17%** (66%)
- CFS26 The percentage of looked after children who returned home from care during the year = **46.05%** (44.8%)
- • The percentage of looked after children on 31st March who have had three or more placements during the year = **10.07** (11.55%)

### **Our priorities for next year**

During 2020/21, our priorities will continue to be:

- Development of commissioning and market position strategy to map future demand for services and help shape the social care market with particular reference to the impact of Covid-19.

**4f) Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs (Wellbeing)**

*Our most vulnerable people are supported to participate as active citizens both economically through work and socially, and within suitable accommodation.*

*Our approach to maximising people's independence is set out in the corporate plan, wellbeing plan, service plans and improvement programmes.*

**What did we plan to do last year?**

We wanted to complete a fourth and final adult services commissioning review and implement improvements to in scope services as when opportunities are identified

We wanted to continue to implement the recommendations of earlier commissioning reviews and in particular the new domiciliary care framework

We wanted to meet the milestones set out in the children and adults improvement plans

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

**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 supported people to access financial advice and help with benefits and grants. Here are some examples:

**Example: Regional Fostering**

Local authorities across Wales are working together to deliver the National Fostering Framework. The fundamental purpose of this activity is to improve the capacity and quality of local authority fostering services. Fostering is a highly competitive area, with a number of independent providers competing with local authorities to attract and retain foster carers. While the independent sector can deliver a good service, we firmly believe that we can do better, both in terms of realising positive outcomes – e.g. keeping young people close to home – and delivering value for money.

Swansea is the lead authority for this work in West Glamorgan. The former regional manager left the post to take up a key role in the national work. This departure, coinciding with Covid-19, left us with a significant gap. I am pleased that this important position was filled earlier in the summer and the new manager is now making excellent progress to ensure we are on track.



Each of the regions is developing a work plan which covers the objectives of the national agenda as well as any local priorities. Progress is gathering pace: in September we have seen the launch of the learning and development framework and the completion of the latest national performance data. Moving forwards we are expecting Foster Swansea to be rebranded as part of a wider national marketing exercise. We are still working through some of the finer details and there are ongoing conversations with Welsh Government. While it will be important to retain what has made Foster Swansea such as asset, this represent an exciting opportunity to make local authority fostering the byword for fostering in Swansea and Wales.

**Example: Regional Adoption** <https://westernbayadoption.org/>

West Glamorgan Regional Partnership is made up of three collaborating local authority adoption agencies, Bridgend, Neath Port Talbot and Swansea. By working collaboratively, it is able to offer an enhanced adoption support service to potential adopters, adopters, adopted children and those adults who were adopted as children.

The aim is to ensure that children are linked and matched with the families who can best meet their needs. There are four main functions in the service:

- Adoption Support
- Recruitment and Assessment
- Twin Tracking and Family Finding
- Business Support

The target was to have 80 children placed by the end of the year (2019/20).

**Example: Edge of Care**

The Working Together Project is a regional approach covering the West Glamorgan footprint, working with children, young people and their families in their home environment. Whilst there are differences between the implementation of the services in both Neath and Swansea, both are working towards a safe reduction in the number of Looked After Children (LAC reduction). The ultimate aim of the Service is to support more children and young people to grow up in conditions that are safe, that do not impact negatively on their wellbeing and allow them to develop to their potential.

Child and Family Services recognise that, for most children and young people, this is most likely to be achieved by supporting children and young people to remain in the care of their families. The service has been redesigned to assist families by providing interventions, which increase resilience and enable safe, sustainable changes. The consequence of which being that more children and young people are able to remain living with their family.

In Swansea this has included a restructure of the Family Support Service to create an Edge of Care Service. The restructure has supported a review in the purpose of the service which now has a focus on;

- Working with families to help them stay together safely and prevents the need for children and young people to become looked after.
- Utilising evidence based, creative and integrated approaches to implementing and delivering a service which support families going through difficult times to help them stay together and which safely avert the need for care.
- Utilising therapeutic support for children on the edge of care and care experienced children including those who have been adopted, reducing the need for more intensive forms of support.
- Developing provision for children with complex needs / challenging behaviour who are at risk of going into secure accommodation.
- Helping families stay together or, where children and young people do need to enter care, they can benefit from a stable and supportive care environment as close to home as possible.

The programme has focussed on the development of two areas of particular need that have been highlighted through the analysis of Swansea's performance data.

A parenting team has been established, which focuses on the issue of families affected by neglect by empowering them to take positive steps to change and improve their lives whilst addressing any safeguarding concerns.

An adolescent team has been established, which focuses on developing and embedding evidence based and best practice in working with adolescents, which considers both familial and extra familial abuse, which can often undermine parent-child relationships.

Both teams take a strengths-based approach, which integrates into Swansea's Signs of Safety approach, working with families to understand the worries and take a goal and outcome focused approach to working together to address the worries and safeguarding concerns.

### **Example: Mental Health Preventative and Early Intervention options**

This year has seen a successful development of prevention services and early intervention options for Mental Health clients through services such as Sanctuary and CREST recovery college bolstered this year by additional funding and expansion of the provision.  
<http://www.swansea.gov.uk/staffnet/crestjuly2019>

The Recovery College at CREST is a new initiative in Swansea to support people in their on-going recovery from mental illness, and aims to help individuals to become experts in their own care and develop the skills they

need to rebuild their lives. Existing employment and day services at CREST continue to run at CREST.

The first Recovery College opened in England more than eight years ago and they have grown quickly in number with the approach also adopted in other countries including Scotland, Ireland, Italy, Australia and Japan. They are formal learning institutions that create an environment in which people with a lived experience of mental distress feel safe, welcome, and accepted and provide education as a route to recovery.

Swansea's version is a collaboration between CREST, mental health services users, Swansea University, Gower College and the University of Wales Trinity St David.

### **Example: 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.

## **Stories of Outcomes**

### **Story: Using dialogue approaches to understand 'Risk and people living with Dementia'.**

Adult Service provision dementia champions have been working with the Wales School of Social Care and Research to explore how dialogue approaches might help to develop confidence and understanding of risk, using dementia risk cards as a tool to engage and explore risk taking and dementia.

Dementia risk cards were produced to provoke discussion and can be used in many different scenarios including interviews, staff development on one to one or in groups.

The dementia champions demonstrated that the risk cards helped to educate staff and families in a non-threatening way to break down some of the fears, answer questions, exploring preconceived ideas and feelings about people living with dementia and risk and equipping them with the knowledge and confidence to embrace new ways of working.

Challenging old-fashioned practices and ideas that focus on the person's deficits and not their strengths. Gently nurturing teams and family members

who may struggle with the concept of the person with dementia living independently and risk taking just like any other person.

**Story: working in partnership to support children and young people:**

Partnership working, particularly as we entered in a lockdown, was vital in ensuring we maintain good quality engagement with children and young people. This involves support to develop new and adapted models of engagement that are fit for purpose in our new ways of working. This has included working with partners with our 3rd sector providers, Health, Early Years, and Education as well as across the Social Services directorate. This includes the redevelopment of Swansea's Children's Rights Network, which brings together services for children, to consider how we work together to ensure children across Swansea can enjoy their rights to the fullest.

Other work includes making use of Swansea specific 'Coronavirus and Me' survey results (in partnership with the Commissioner's Office for Wales) and working with colleagues to ensure data is acted upon, and changes fed back to children and young people. Another example includes supporting the rollout of 'Pitching it in the Kitchen' to foster connectedness between individuals during lockdown.

**Performance in 2019/20 (Last Year)**

**Performance Measures**

**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 = N/a% (61.1%)**

**At 24 months after leaving care = N/a% (41.82%)**

- **The percentage of all care leavers who have experienced homelessness during the year = N/a% (10%)**

**Our priorities for next year**

During 2020/21, our priorities will continue to be:

- To continue to take forward change, as set out in our local Improvement programmes and regional work programme recognising the inevitable impact and complicating factors arising from Covid-19.

## Section 5: How we do what we do

### 5a) Our Workforce

We have continued to support and develop our social care workforce and managers to be the best they can be, and to provide the highest quality services.

#### Example: Workforce strategy

The Workforce Strategy has been in progress since 2017 but has seen significant success over the past year. The overarching strategy, once complete, will be utilised to support all functions related to workforce. This includes;

- Recruitment
- Retention
- Coaching and Mentoring
- Appraisals and Supervision
- Full Service Progression Pathway
- Engagement and Wellbeing
- Development and Training

Over the past twelve months, a coaching and mentoring strategy has been complete which provides opportunities for staff to develop both their professional practice, skills and attributes relating to their work. It was agreed that this strategy will be managed from within the Performance Hub and will be formally rolled in towards the end of 2020.

There has been significant success within the recruitment strand of this strategy following the recent recruitment of the new Head of Child and Family Service. 6 young people were involved in the process which comprised of both group and individual tasks with the candidates.

A progression framework for qualified Social Work staff was developed to support us in moving staff into Senior Social Work positions without the need to wait for vacant posts.

Our Engagement and Wellbeing Strategies continue to be developed and have been extremely pertinent during this time of crisis. To support the development of our Workforce Strategy, staff were consulted on a number of different projects throughout the year.

### 5b) Our Resources

Continuing pressures on local authority funding, alongside increasing demand and service costs remains a challenge for the Council to be more sustainable in the future.

The Social Services Directorate finally achieved all of its existing Medium Term Financial Plan (MTFP) target savings commitments by close of financial year 2019/20.

Thank goodness that the hard work of our senior managers and the workforce did pay off, given the subsequent onset of Covid-19.

Covid-19 has required significant increased expenditure across social care and wider public services, whilst at the same time impacting detrimentally on income.

Alongside ensuring its own services are Covid-secure, the Council has had to spend many millions ensuring that the independent care sector does not fail as a result of their increased Covid-19 costs.

Welsh Government has committed to providing many millions of additional funds via the hardship fund to cover these costs at least this financial year.

I expect the financial impact of Covid-19, probably compounded by any financial impacts of Brexit, to mean that next financial year and beyond will be at least as, but probably more, challenging than anything we have experienced to date.

The Council's overall aim is to protect frontline delivery of services as far as possible. However, whilst many things are important, not everything can be a priority. It is important, therefore - particularly in the current climate of significantly reduced resources - to set out clearly our expectations on all services and relative priorities for funding in the context of the significant reductions that we face.

### **Social Services - Child and Family Services**

Within the Medium Term Financial strategy, there are no significant policy changes proposed in Child and Family Services. We will maintain the current Safe LAC Reduction Strategy to reduce the number of looked after children and achieve the planned savings and service improvements.

There will be an increasing expectation of evidencing the impact of early Intervention, and prevention services, being more closely aligned to support families and children earlier, to lessen the need for greater intervention later.

These will now be incorporated into the Council's Covid-19 recovery plan.

### **Social Services – Adult Social Care**

Cabinet has previously agreed a new Adult Services Model, which supports the service changes needed to deliver improvements in experience and performance, and to deliver the significant savings required in the medium term.

This model outlines how we will focus on the following objectives:

- Better prevention

- Better early help
- A new approach to assessment
- Improved cost effectiveness
- Working together better
- Keeping people safe.

Underpinning these principles is the need to build trusting relationships with those that we work with, improve communication and work co-productively to design and deliver services and interventions.

Further, we will be finalising and then implementing the outcomes of the Commissioning Reviews for: Day Care Services, Residential Care Services and Domiciliary Care Services and devising the Learning Disability, Physical Disability and Mental Health Commissioning Strategies. These are the Council's regular process for consistently reviewing service provision, including comparison with other service model to ensure value for money and quality.

Again, all of the above will now be reshaped and incorporated into the Council's Covid-19 recovery plan.

### **Social Services – Poverty and Prevention**

We have agreed a comprehensive Tackling Poverty Strategy, which was extensively reviewed in 2017, to ensure it is meeting its aims.

The overarching themes are:

- Empowering local people through involvement and participation
- Changing cultures to reflect that tackling poverty is everyone's business
- Targeting resources to maximise access to opportunity and prosperity.
- We will be adopting the following principles to this work:
- A whole Public Services Board and whole Council approach.
- Building resilience, social capital and social networks.
- Involvement and participation of service users.
- Implementing 'what works' in future delivery.

We have also revised our Prevention Strategy, which has been consulted upon in 2017, and outlines our approach in this important area.

Our vision is to '*....secure better outcomes and better manage demand through preventative approaches*'. The principles we will adopt as Swansea's optimum model for preventative activity are:

- A whole Public Services Board and whole Council approach;
- Making every conversation count;
- Holistic universal and early intervention services;
- A culture where all services are acting at every point to de-escalate need
- and build on strengths;
- Adopting strength based approaches using the strengths of individuals,
- families and communities;

- Supporting independence at all stages, with different levels of
- interventions offered;
- Building resilience, social capital and social networks;
- Delivery partners have confidence in the approach;
- Making evidence based investment decisions of what reduces demand;
- Learning about 'what works' is fundamental to future delivery.

Again, whilst all of the above remains fundamentally sound, it must all be viewed through a lens cognisant of the ongoing impact of Covid-19.

## **5c) Our Partnerships and Governance**

Social Services cannot be effective in meeting the wide range of statutory obligations, and facing such complex challenges, unless we have strong support from within our organisation and from each of our partners.

### **Political Leadership**

With impeccable timing Cllr Mark Child handed over the baton for Adult Services to Cllr Clive Lloyd just as the worst global health pandemic for a century struck.

Cllr Child has been a much appreciated, strong champion and advocate for the Directorate, and continues to play an important role as a critical friend.

Cllr Lloyd certainly needed to, and he has hit the ground running.

Up until recently, the Children's portfolio has been split between Cllr Elliot King and Cllr Sam Pritchard.

Again their strong political support in an area over which the Council must never become complacent has been extremely important.

In particular, I want to thank Cllr Pritchard for his focus on the improvements required of the YOS service.

The Directorates focus on tackling poverty, community support and other prevention approaches will now be overseen through a split portfolio, between Cllr Alyson Pugh and Cllr Louise Gibbard. With the impact of Covid-19, this area of the Directorate will take on more and more importance.

The Council has for many years maintained dedicated scrutiny functions over the performance of adults and children services.

From my perspective, this provides further evidence of the Council properly recognising the importance of the social services function to the wellbeing and safety of the most vulnerable cohorts of our population.

I know the Cabinet Members and I continue to appreciate the constructive challenge and scrutiny afforded by these panels.



The Directorate has further benefitted from the policy work undertaken by both the People and the Poverty policy development committees.

### **Corporate Leadership**

The Directorate has always enjoyed strong corporate support from the Chief Executive and the wider Corporate Management Team albeit I am sure that the messy, complex business that is social services hasn't always been the easiest with which to become directly involved.

However, with the onset of Covid-19, the extent of cross Council working and sharing of responsibilities has been extraordinary.

The Place Directorate has stepped into either provide or oversee the direct delivery of community support freeing up the Social Services Directorate to concentrate on critical care delivery.

The Head of Building Services has become the Tzar for all things PPE related.

Corporate colleagues have overseen workforce recruitment, set up first point of contact and advice arrangements and made sure that care workers received the Welsh Government additional payment.

Education colleagues have supported schools to ensure additional safeguarding and wellbeing support was provided to our most vulnerable children across Swansea

There are many other examples of cross Council collaboration that provide the model for the kind of Council we aspire to being.

I am extremely grateful for that support which will continue to be needed for some time to come.

### **Regional Partnership Board**

Swansea Council has backed 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 with resources from:

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

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.

The key aims of the West Glamorgan Regional 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 current 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 including the Welsh Community Care Information System, housing and accommodation support, embedding social value and co-production in health and care transformation).

### **Other key partnerships**

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. Through co-production with citizens, we are taking forward proposals emerging from our regional and local transformation programmes to commissioning to achieve better outcomes.

## Section 6: Additional information

This section briefly summarises what we are doing in some other key areas:

### 6a) Complaints, Compliments and representations

The Annual Reports summarising the Compliments and Complaints received, and relating to the following were reported to Cabinet in Jan. 2020.

- Total number of complaints relating to Adult Services (all stages) received by Complaint Team in **2018/19 = 204** (197) - [Adult Services Complaints report](#)
- Total number of complaints relating to Child and Family Services (all stages) received by Complaint Team in 2018/19 = **188** (232)- [Child and Family Complaints report](#)

The number of complaints to the ombudsman doubled during this period, as more citizens are informed of their rights:

- Adults complaints proceeding to Public Ombudsman in 2018/19 = **14** (7)
- Child and Family complaints to Public Ombudsman in 2018/19 = **10** (3)

#### Compliments received:

**Adult Services-** news, stories and sometimes compliments are regularly published in the latest newsletter "Staff Matters": [Adult Services News and Updates](#)

**Child and Family Services** News and updates, including appreciative comments are published in the newsletter "What's occurring?" [What's occurring? Child and Family News](#)

Also in the Director of Social Services weekly briefings: [Directors Covid-19 Updates](#)

### 6b) Mwy Na Geriau

Mwy Na Geriau (More Than Words) framework for Health and Social Care has been in place for several years and the latest update on the standards was published this year.

Swansea Council promotes best practice approaches in using the Welsh language to improve our service offer to citizens, and amongst staff involved in delivering health and social care. Swansea attends a regional More than just Words forum with colleagues from Swansea Bay and Cwm Taff Health Boards.

Swansea has established a cross-Council forum for consideration and delivery of Welsh language training and support to staff in developing and using their Welsh language skills. The group is promoting the wide range of learning resources available to staff in developing their skills, as well as the formal training offer.

### **Story: Welsh language champions in Adult Services**

Over the past year we have sought to improve practice and enhance the lives of those people whose preferred language is Welsh.

Here are some of the areas of development in Adult Service Provision:

- Welsh Language Champions

- Welsh Dementia Friends Champions

- Capturing magic moments poster and Welsh speaking individuals feedback through the medium of Welsh

- Inclusive communication board in Welsh – Alexandra road

- Reflecting Welsh culture within our services

- Capturing information on how we promote Welsh culture in our services through our quarterly quality observations

- Delivering a bilingual Dementia Friends Awareness session at our staff event

We also worked on a Project called “Hen Blant Bach” in partnership with “Menter Iaith Abertawe” who are a Welsh business that promotes Welsh in Swansea. The intergenerational work was delivered with primary children and people living with dementia through the medium of Welsh. The intergenerational project worker for a Caring in Wales award last year.

We have also developed a Mwy Na geriau supplementary action plan for social services to address any gaps in training opportunities across frontline staff and the wider social care workforce.

### **6c) Further information on Social Services**

This Annual Report provides detail about Swansea’s improvement journey within statutory social services in 2019/20.

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

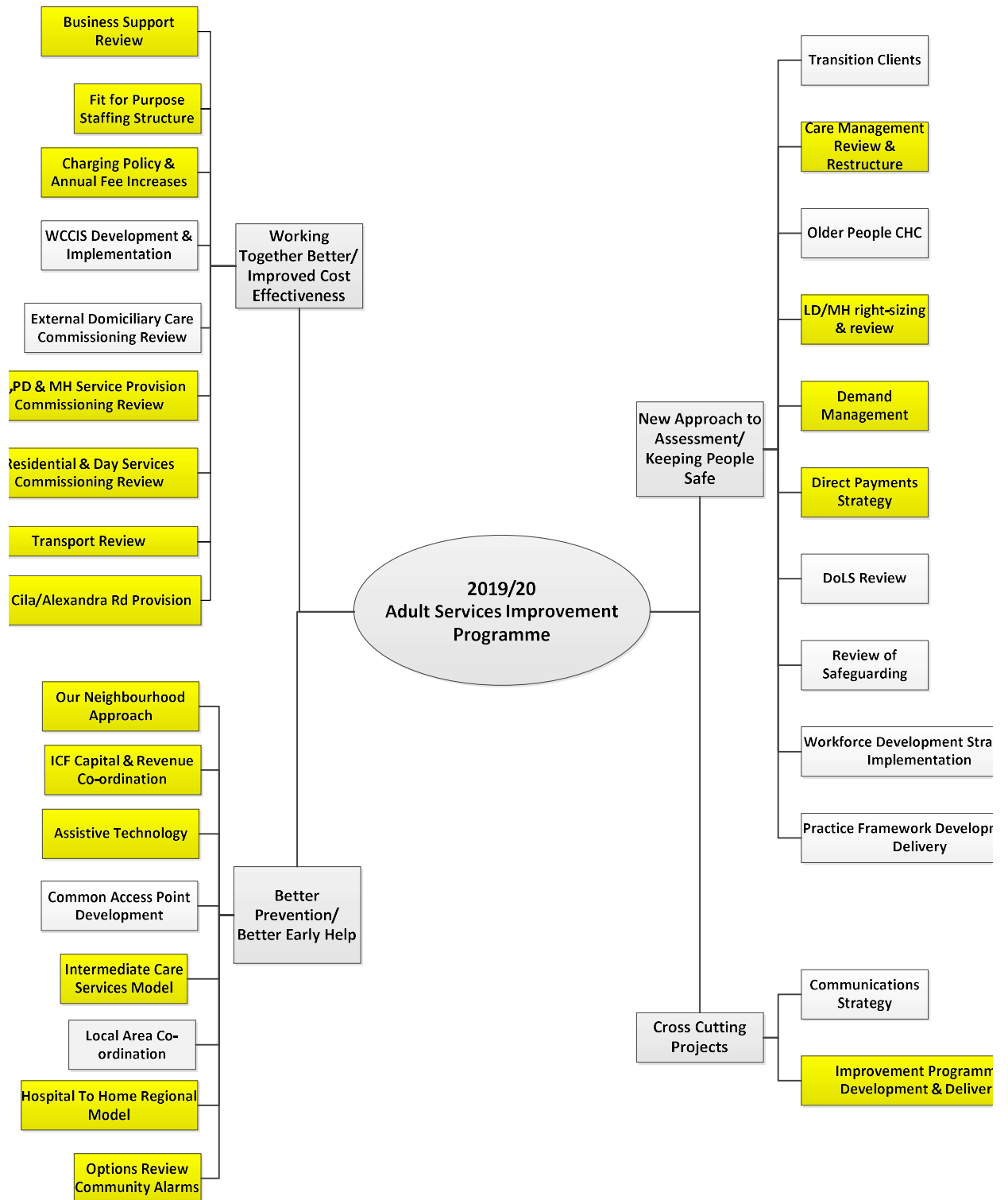
There is a wide range of information available through the Council's website: <https://www.swansea.gov.uk/socialcarepublications>.

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>.

# Section 7: Appendices

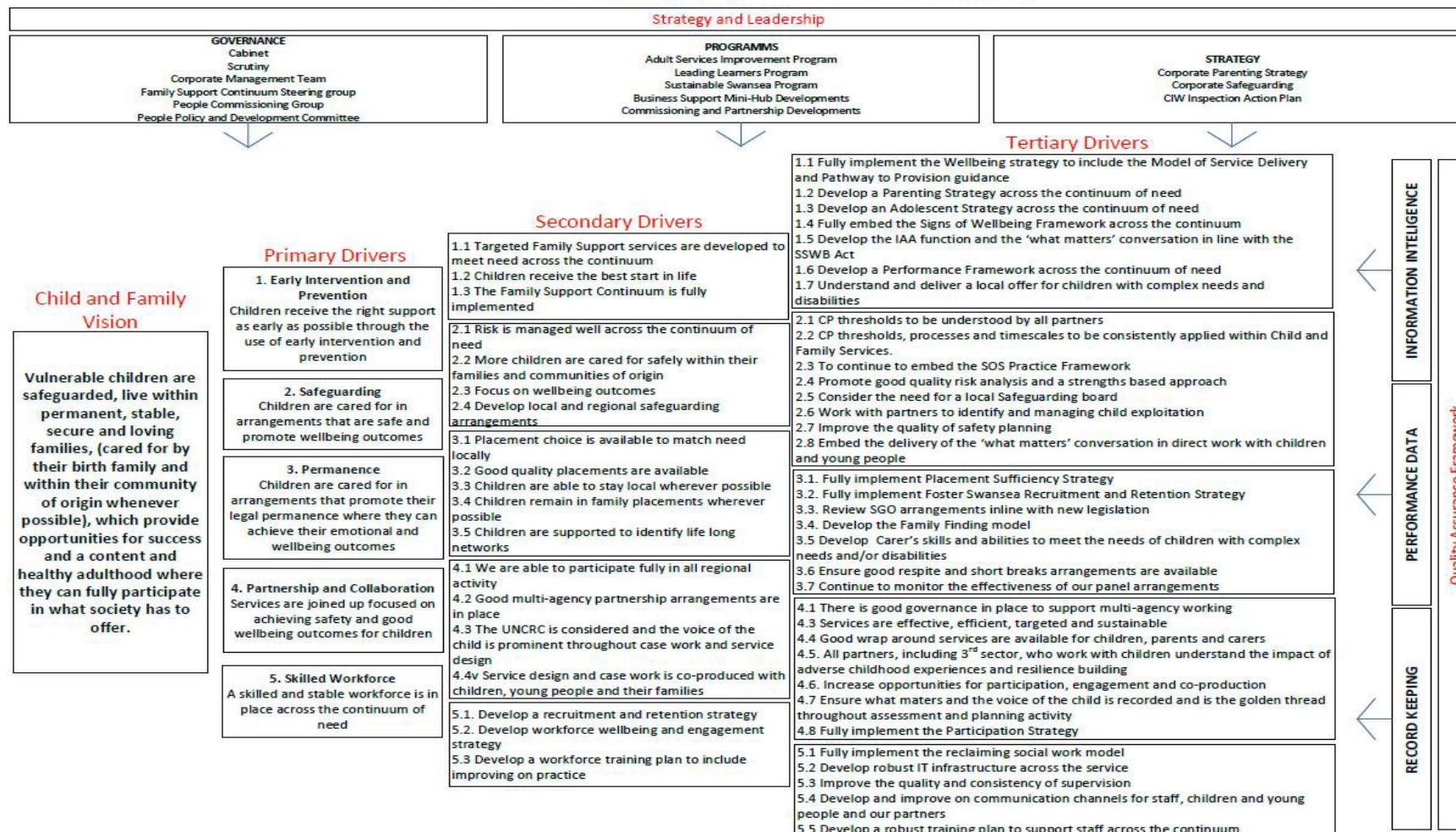
## Appendix 1. Adult Services Improvement Programme 2019/20- Doing What Matters

Programme & each projects aligned to service objectives:



# Appendix 2 Child and Family Improvement Programme

## Child and Family Improvement Program



# 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:**

Annual Report of the Statutory Director of Social Services 2019/2020

### 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



## Equality Impact Assessment Screening Form – Appendix B

The purpose of the Director of Social Services' Annual Report is to evaluate the local authority's improvement journey to 2019/20, 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. The report sets out the evidence –based view of the Director, at this point in time and the priorities for improvement in 2020/21.

**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

## Equality Impact Assessment Screening Form – Appendix B

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.

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 2020/21

- 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 Act 2015
- 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*.  
**Also:** how well the Council's Corporate Priorities are being met, and its own transformation programme “Sustainable Swansea” is supporting the improvement programmes in Adult Services and Child and Family Services.  
**Also:** How Swansea is contributing to the West Glamorgan Regional Partnership Board to build collaboration and effective governance arrangements to support a regional approach to 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.

<b>Screening completed by:</b>	
Name:	Simon Jones
Job title:	Social Service Strategic Performance & Improvement Officer
Date:	23 September 2020
<b>Approval by Head of Service:</b>	
Name:	David Howes
Position:	Corporate Director of Social Services
Date:	September 2020

Please return the completed form to [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)

# Agenda Item 10.



## Report of the Section 151 Officer

Council – 28 January 2021

### Adoption of the Council Tax Reduction Scheme

<b>Purpose:</b>	<p>To explain the requirement to annually consider whether to revise or replace the Council’s existing Council Tax Reduction Scheme and the requirement to either adopt a new scheme or re-adopt the existing scheme by 31 January 2021.</p> <p>To re-adopt the current scheme as set out in Section 3 of the report from 2021/22.</p>
<b>Policy Framework:</b>	None.
<b>Consultation:</b>	Legal, Finance and Access to Services.
<b>Recommendation(s):</b>	<p>It is recommended that:</p> <ol style="list-style-type: none"><li>1) The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 (“the Prescribed Requirements Regulations”) by the National Assembly for Wales (Now the Senedd Cymru) on 26 November 2013, as amended be noted;</li><li>2) The amendments to “the Prescribed Requirements Regulations” contained in The Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme) (Wales) (Amendment) Regulations 2021, considered and approved by the Senedd Cymru on 12 January 2021 be noted;</li><li>3) The outcome of the consultation exercise undertaken by the Council in November 2018 on the discretionary areas of the current scheme be noted;</li><li>4) The current scheme (2020/21) in relation to the discretionary areas (as set out in section 3) remain unchanged from 2021/22;</li><li>5) The Council adopts the scheme as set out in section 3 of this report and that any amendments to the regulations made by the Senedd Cymru are reflected in the scheme.</li></ol>
<b>Report Author:</b>	Julian Morgans
<b>Finance Officer:</b>	Ben Smith

<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Rhian Millar

## 1. Background

- 1.1 Following the abolition of the national Council Tax Benefit scheme on 31 March 2013, responsibility for providing Council Tax support in Wales was devolved to the Welsh Government (WG) and is known as the Council Tax Reduction Scheme (CTRS).
- 1.2 The CTRS is governed by two sets of regulations. These regulations prescribe the main features of the schemes to be adopted in Wales:-
- The Council Tax Reduction Schemes (Default Scheme) (Wales) Regulations 2013 (“the Default Scheme Regulations”) as amended.
  - The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 (“the Prescribed Requirements Regulations”) as amended.
- 1.3 The regulations contain an obligation that an authority must consider each financial year whether to revise its scheme or to replace it with another scheme. Any revision or replacement must be made no later than 31 January preceding the financial year for which the revision or replacement scheme will take effect.
- 1.4 Although there is a national scheme for Wales, within the Prescribed Requirements Regulations, there is limited discretion given to the Council to apply additional discretionary elements that are more generous than the national scheme. These are :-
- The ability to increase the standard extended reduction period of 4 weeks given for example to persons who have ceased to receive qualifying benefits after they return to work, where they have previously been receiving a Council Tax Reduction (CTR) that is to end as a result of their return to work;
  - Discretion to increase the amount of War Disablement Pensions and War Widows and War Widowers Pensions which is to be disregarded when calculating income of the applicant; and
  - The ability to backdate applications for CTR for periods longer than the standard period of three months before the claim is made.
- 1.5 The Council adopted a CTRS from 2020/21 on 23 January 2020. It is a requirement of the Prescribed Requirements Regulations that the Council adopts a CTRS by 31 January 2021, regardless of whether it applies any of the discretionary elements set out in paragraph 1.4 above. If the Council fails to make a scheme, then a default scheme shall apply under the provisions of the Default Scheme Regulations.

The Council can only apply discretion if it makes its own scheme under the Prescribed Requirements Regulations.

- 1.6 An amending set of regulations was laid before the Senedd Cymru on 1 December 2020, to uprate financial figures used to assess CTR entitlement, in line with the cost of living increases. The amending set of regulations also incorporate changes to reflect consequential and technical amendments required to take account of inter-related changes to welfare benefits and other legislation made by the UK Government.
- 1.7 The amendment regulations were approved by the Senedd on 12 January 2021. The Council must take account of these regulations, The Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme) (Wales) (Amendment) Regulations 2021 <sup>1</sup>, when adopting the scheme.

<sup>1</sup> These regulations can be accessed at:

<https://business.senedd.wales/mglIssueHistoryHome.aspx?Ild=34956&Opt=0>

## **2. Consultation**

- 2.1 A consultation exercise on the discretionary elements within the CTR scheme was conducted over the period 5 November 2018 to 2 December 2018 and advertised in a press release. An on-line survey form was placed on the Council web-site and consultation forms were available at the Contact Centre, District Housing Offices and libraries. Information was also sent to members, precepting authorities and various third sector agencies. A summary of the responses to this consultation can be found in Appendix A.
- 2.2 The Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme) (Wales) (Amendment) Regulations 2015, approved by Senedd Cymru on 20 January 2015, included a change which removed the requirement for Local Authorities to publish a draft scheme and consult interested persons where a Billing Authority revises a scheme in consequence of amendments made to the Prescribed Requirement Regulations. The effect of this amendment is to remove the requirement for local authorities to consult in relation to changes made by Welsh Ministers where authorities have no discretion (as opposed to the discretionary areas of the scheme outlined in 1.4).
- 2.3 As this report contains a recommendation that the current scheme is not replaced or changed from 2021/2022, other than to include amendments contained in the “Amendment Regulations” (explained in 1.6 above), there is no requirement for the Council to consult, as authorities have no discretion in relation to these amendments.

### **3. Adoption of the Council Tax Reduction Scheme**

- 3.1 The Council is required to adopt a scheme by 31 January 2021 under the Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 as amended, regardless of whether it chooses to apply any of the discretionary elements. If the Council fails to make a scheme, then a default scheme will apply under the Council Tax Reduction Schemes (Default Scheme) (Wales) Regulations 2013 (as amended).
- 3.2 As explained in 1.6 above, each year WG needs to amend the CTRS 2013 Regulations to ensure that the assessment calculation for CTR recipients is up-rated. The Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme) (Wales) (Amendment) Regulations 2021 were laid on 1 December 2020. As well as the up-rating provisions, these “Amendment Regulations” incorporate various technical and consequential amendments.
- 3.3 It is recommended that the Council adopts a Scheme from 2021/22 under “the Prescribed Requirements Regulations”, and any amendments made to those regulations by the “Amendment Regulations”, to include all the elements that must be included in the scheme and those discretionary elements set out in the table at Paragraph 3.5 below.
- 3.4 Part 5 of The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 (Other matters that must be included in an authority’s scheme) identifies which elements of the prescribed requirements of a scheme are minimum only requirements and in respect of which local authorities have an element of discretion.
- 3.5 Taking account of :
- the consultation responses for the current local scheme, (see Appendix A) relating to the discretionary elements, noting that no changes have been proposed for 2021/22.
  - the current local scheme in relation to the treatment of War Disablement Pensions, War Widows Pensions and War Widowers Pensions for Housing Benefit, which disregards these payments in full,
  - the fixed funding available,

The recommendations in relation to the available discretionary elements are as follows in the table below:-

<p><b><u>Discretionary Elements</u></b></p> <p><b>Part 5 - Other Matters that must be included in an authority's scheme</b></p>	<p><b>Prescribed Requirement Regulations</b></p> <p><b>(Minimum Requirements)</b></p>	<p><b>Recommended Details to be Adopted with regard to Discretionary Elements</b></p>
<p>The ability to increase the standard extended reduction period of 4 weeks given to applicants where they have previously been receiving a CTR that is to end, as they have ceased receiving qualifying benefits as a result of returning to work, increasing their hours of work, or receiving increased earnings.</p> <p><i>Regulation 32 (3) and Regulation 33 (3), para (33) Schedule 1 and para (35) and (40) Schedule 6.</i></p>	<p>4 Weeks</p>	<p><u>Pensioners</u>: The 4 weeks period specified in para (33) Schedule 1 will apply, and</p> <p><u>Non- Pensioners</u>: The 4 weeks period specified in para (35) and (40) Schedule 6 will apply,</p>
<p>The ability to backdate applications of CTR for periods longer than the standard period of 3 months before the claim is made.</p> <p><i>Regulation 34 (4) and Paragraph (3) and (4) of Schedule 13.</i></p>	<p>3 Months</p>	<p><u>Pensioners</u>: The period of 3 months specified in para (3) Schedule 13 will apply,</p> <p><u>Non-Pensioners</u>: The period of 3 months specified in para (4), Schedule 13 will apply,</p>
<p>The ability to disregard more than the statutory weekly £10 of income received in respect of War Disablement Pensions and War Widows Pensions and War Widowers Pensions (disregarded when calculating income of the applicant);</p> <p><i>Regulation 34 (5), Paragraphs 1(a) and 1(b) Schedule 4 and Paragraphs 20(a) and 20(b) of Schedule 9</i></p>	<p>£10</p>	<p><u>Pensioners</u>: The total value of any pension specified in para 1(a) and 1(b) Schedule 4 will be disregarded.</p> <p><u>Non-Pensioners</u>: The total value of any pension specified in para 20(a) and 20(b) Schedule 9 will be disregarded.</p>

#### 4. Equality and Engagement Implications

- 4.1 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.

- 4.2 The Welsh Government undertook a comprehensive regulatory impact assessment in respect of the national Scheme regulations, in November 2013.
- 4.3 The Council has undertaken a consultation exercise in relation to the discretionary elements in November 2018 as a matter of good practice as the previous consultation exercise had been carried out in 2014.
- 4.4 A local equality impact assessment (EIA) was carried out by the Council in January 2014, for the 2014/15 scheme, which was reviewed each year as there were no changes to the discretionary elements in any of the subsequent amendment regulations.
- 4.5 A local equality impact assessment (EIA) was again carried out by the Council in December 2018 to keep the EIA in line with the most recent consultation exercise and to update the format of the report. This has again been reviewed each year as there were no changes to the discretionary elements in any of the subsequent amendment regulations. See Appendix B.
- 4.6 It should be noted that in terms of equality impact there are no significant changes in the scheme recommended from 2021/22 compared to 2020/21. As this is a national scheme, the Council cannot vary the provisions other than those discretionary areas detailed in 1.4 above, which are proposed to remain the same as exist in the current (2020/21) local scheme. The Revenues and Benefits service will continue to provide advice to maximise taxpayers' benefit income, award appropriate discounts and exemptions and signpost customers to relevant agencies, where appropriate, so they can obtain independent advice.

## **5. Financial Implications**

- 5.1 Welsh local authorities receive a fixed sum provision from WG for the CTRS. This is fundamentally different to the funding received from DWP, for the former Council Tax Benefit scheme, which was demand led and almost fully funded on a pound for pound basis. Any changes that affect the amount of CTR to be paid, for example due to Council Tax increases, increases in customers' CTR entitlement or increases in the number of customers actually claiming CTR, exposes the Council to financial risk, as the shortfall between the amount of CTR paid out



and the funding received from WG, result in local authorities having to bear the additional cost. It should be noted that in 2020/21, CTR caseloads across Wales increased as a result of the Covid-19 pandemic and some additional funding has been provided each quarter by Welsh Government to meet the additional costs arising, in part. So far the council has received additional payments for Q1 and Q2 of 2020/21 as explained in the table below. At this time we do not have confirmation if any further additional funding will be provided in 2020/21.

5.2 The table below shows the number of current CTR recipients in Swansea, the latest estimate of CTR paid for 2020/21 and the latest estimated shortfall of £3.88m which has to be met by the Council.

<b>Current CTR Recipients 2020/21</b>	<b>Current CTR recipients who receive 100% CTR 2020/21</b>	<b>Latest estimate of CTR to be paid in 2020/21</b>	<b>Fixed funding received from WG for 2020/21</b>	<b>Estimated shortfall between funding and CTR paid to recipients.</b>
23,029	18,389	£23.207M	£19.012M plus additional Covid19 funding to date of £315k (Q1&Q2)  £19.327m	-£3.880m

5.3 The amount of CTR funding for distribution in 2021/22 in Wales was detailed in the provisional settlement made on 22 December 2020. The funding available for the whole of Wales is £244M with this Council's provisional allocation being £19.264M.

5.4 The table in 5.2 shows the estimated shortfall between the CTR to be paid out and the fixed funding received from WG for 2020/21.

5.5 Based on these figures, for every 1% increase in Council Tax levels in 2020/21, the yield will be reduced by an estimated £232,070 to reflect the cost of the CTRS.

## **6. Legal Implications**

6.1 The Council is obliged to make a CTRS under the Prescribed Requirements Regulations as amended by 31 January 2021. Although the legislation provides for a default scheme to apply in the absence of the Council making a scheme, the Council is nevertheless under a statutory duty to adopt its own scheme, even if it chooses not to apply any of the discretionary elements.

- 6.2 Section 149 of the Equality Act 2010 requires Local Authorities to have “due regard” to their public sector equality duties when exercising their functions.
- 6.3 There are no other legal implications other than those already highlighted in this report.

**Background Papers:** None

**Appendices:**

Appendix A: Summary of the responses to the CTRS consultation undertaken in November 2018.

Appendix B: Equality Impact Assessment (reviewed for 2021/22)

1.1 A consultation exercise was conducted over the period 5<sup>th</sup> November 2018 to 2<sup>nd</sup> December 2018 and advertised in a press release. An on-line survey form was placed on the Council web-site and consultation forms were available at the Contact Centre, District Housing Offices and libraries. Information was also sent to members, precepting authorities and various third sector agencies.

1.2 **Summary of Responses**

- a) A total of 23 responses were received. 8 were completed on line and 15 written responses received.
- b) All 23 responses were completed by individuals with no one indicating they were completing on behalf of an organisation.

1.3 **Responses to the Three Discretionary Areas**

**I. Ability to Increase the standard Extended Payment Period of 4 weeks.**

Question 1 on the consultation form:		
Discretionary element	Proposal	Responses
The ability to increase the standard extended payment period of 4 weeks given to people after they return to work when they have been in receipt of a relevant qualifying benefit for at least 26 weeks.	The Council proposes that the existing 4 week standard extended payment should remain unaltered. Do you think this is reasonable?	<p>23 responses:</p> <ul style="list-style-type: none"> <li>• 14 said it was reasonable.</li> <li>• 8 said it was not.</li> <li>• 1 said "don't know".</li> </ul>
	If you indicated no to the above, please outline what you consider the period should be?	<p>Of the 8 who thought it was not reasonable:</p> <ul style="list-style-type: none"> <li>• 1 opted for no extended payment.</li> <li>• 2 for 2 weeks.</li> <li>• 3 for 6 weeks.</li> <li>• 1 stated other.</li> <li>• 1 made no selection.</li> </ul> <p>There were 2 'please specify' responses:</p> <ul style="list-style-type: none"> <li>• 2 months to allow monthly payments</li> <li>• At least 26 weeks</li> </ul>

**II. Discretion to increase the amount of War Disablement and War and War Widows Pensions which will be disregarded when calculating income.**

<b>Question 2 on the consultation form:</b>		
<b>Discretionary element</b>	<b>Proposal</b>	<b>Responses</b>
Discretion to disregard part or the whole amount of War Disablement Pensions and War Widows Pensions when calculating income.	The Council proposes to continue to disregard all of this income, as it is currently disregarded for Council Tax Reduction. Do you think this is reasonable?	<p>23 responses.</p> <ul style="list-style-type: none"> <li>• 16 said it was reasonable.</li> <li>• 5 said it was not.</li> <li>• 2 answered “don’t know”</li> </ul>

**III. Ability to backdate the application of Council Tax Reduction Awards for more than the standard period of 3 months prior to the claim.**

<b>Question 3 on the consultation form:</b>		
<b>Discretionary element</b>	<b>Proposal</b>	<b>Responses</b>
The ability to back date the application of Council Tax Reduction awards for customers for more than the standard period of 3 months prior to the claim.	The Council proposes to keep the maximum back date available to the 3 month statutory period. Do you think this is reasonable?	<p>23 responses.</p> <ul style="list-style-type: none"> <li>• 16 said it was reasonable.</li> <li>• 5 said it was not.</li> <li>• 2 answered “don’t know”.</li> </ul>
	If not, what period do you think is reasonable?	<p>Of the 5 who thought it was not reasonable,</p> <ul style="list-style-type: none"> <li>• 3 opted for a period of 6 months.</li> <li>• 2 for 12 months.</li> </ul>

# Equality Impact Assessment (EIA) Report

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to equality.

Please refer to the 'EIA Report Form Guidance' while completing this form. If you need further support please contact [acesstoservices@swansea.gov.uk](mailto:acesstoservices@swansea.gov.uk).

Where do you work?
Service Area: Financial Services
Directorate: Corporate Services

**(a) This EIA is being completed for a:**

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

**(b) Please name and describe here:**

Re-adoption of the Council Tax Reduction scheme from 1 April 2021. The authority is required to do this every year by 31<sup>st</sup> of January. In effect we re-adopt the CTRS scheme for Wales every year and set our policy on the discretionary areas within that scheme. Once again there are no significant changes for 2021/22 compared to 2020/21.

**(c) It was initially screened for relevance to Equality and Diversity in 2013, on 14/12/18, 7/1/20 and reviewed again on 13/1/21.**

**(d) It was found to be relevant to...**

Children/young people (0-18).....	x	Sexual orientation.....	x
Older people (50+).....	x	Gender reassignment.....	x
Any other age group .....	x	Welsh language.....	x
Disability .....	x	Poverty/social exclusion .....	x
Race (including refugees).....	x	Carers (including young carers).....	x
Asylum seekers.....	x	Community cohesion .....	<input type="checkbox"/>
Gypsies & Travellers.....	x	Marriage & civil partnership .....	x
Religion or (non-)belief.....	x	Pregnancy and maternity.....	x
Sex.....	x		

**(e) Lead Officer**

**Name:** Julian Morgans

**Job title:** Revenues and Benefits Manager

**Date:** 13/1/21

**(f) Approved by Head of Service**

**Name:** Ben Smith

**Date:** 13/1/21

## Section 1 – Aims (See guidance):

Briefly describe the aims of the initiative:

### What are the aims?

Owing to the expiry of the current Council Tax Reduction Scheme on 31 March 2021, the aim of this proposal is to re-adopt a new Council Tax Reduction Scheme, as required by the Council Tax Reduction Scheme and Prescribed Requirements (Wales) Regulations 2013, which were laid on 26 November 2013. In effect though, we are re-adopting a scheme with exactly the same terms as the previous year's scheme (subject to some minor technical and consequential changes).

### Who has responsibility?

Each Welsh local authority has responsibility for adopting a scheme every year. The decision must be made by full Council.

### Who are the stakeholders?

All current recipients of and future applicants for a Council Tax Reduction.

## Section 2 - Information about Service Users (See guidance):

Please tick which areas you have information on, in terms of service users:

Children/young people (0-18).....	x	Sexual orientation.....	<input type="checkbox"/>
Older people (50+).....	x	Gender reassignment.....	<input type="checkbox"/>
Any other age group .....	x	Welsh language.....	<input type="checkbox"/>
Disability .....	x	Poverty/social exclusion .....	<input type="checkbox"/>
Race (including refugees).....	x	Carers (including young carers).....	<input type="checkbox"/>
Asylum seekers.....	<input type="checkbox"/>	Community cohesion .....	<input type="checkbox"/>
Gypsies & Travellers.....	<input type="checkbox"/>	Marriage & civil partnership .....	x
Religion or (non-)belief.....	<input type="checkbox"/>	Pregnancy and maternity.....	x
Sex.....	x		

For anyone who is party to a Council Tax Reduction claim (applicant, partner, children, household members) we will hold combinations of the following details. What we hold will vary according to the circumstances of the claimant and their household:

- Name
- Address
- Date of birth
- Sex
- Financial circumstances – income, capital, property, certain payments made.
- Personal circumstances – age, partnership status, disabilities, make-up of the household, immigration status

**Please provide a snapshot of the information you hold in relation to the protected groups above:**

**What information do you know about your service users and how is this information collected?**

Information has been collected from data held by the authority's benefits section in respect of current recipients of a Council Tax Reduction, along with current census information.

At the time of writing, Swansea currently has 23,029 recipients of a Council Tax Reduction and is expected to award around £23.207 million in reductions for 2020/21. 15,058 (65.39%) of these awards are in respect of working age households, and 7,971 (34.61%) are in respect of pensioner households.

ONS's mid-year population estimate for 2019 for the City & County of Swansea was 247,000.

0 – 15 years of age	16.9%
16-64 years of age	63.4%
65 years of age and over	19.7%

More details can be found at: <http://www.swansea.gov.uk/population>

**Any actions required, e.g. to fill information gaps?**

No

### Section 3 - Impact on Protected Characteristics (See guidance):

**Please consider the possible impact on the different protected characteristics.**

	Positive	Negative	Neutral	Needs further investigation
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>

**Thinking about your answers above, please explain in detail why this is the case.**

It is important to stress that the authority has no control over the impact of the new scheme other than in the three discretionary areas shown below.

The maximum Council Tax Reduction entitlement available to eligible recipients for the scheme is set at 100% and therefore levels of entitlement to a reduction are largely unchanged from 2020/21 rates and those afforded under Council Tax Benefit which was abolished from 1 April 2013.

The following areas of discretion in the operation of the scheme are available to the authority:

1. disregard of war pensions and war widow(ers) pensions (it is proposed that all such income is disregarded as it is at present and has been for many years)
2. a longer period for back dating applications for a reduction (it is proposed that the maximum limit for back dating remains unchanged from the regulations)
3. a longer extended (or run-on) period for certain applicants / recipients who have started work or increased their hours of work (it is proposed that the run-on period remains unchanged from the regulations).

Neutral impact on all groups above:

The 2021/22 scheme is largely unchanged from the provisions of the 2019/20 scheme although the amending set of regulations also incorporate changes to reflect consequential and technical amendments required to take account of inter-related changes to welfare benefits and other legislation made by the UK Government.

**Section 4 - Engagement:**

**Please consider all of your engagement activities here, e.g. participation, consultation, involvement, co-productive approaches, etc.**



**What engagement has been undertaken to support your view? How did you ensure this was accessible to all?**

The authority carried out a consultation exercise from the 1<sup>st</sup> to the 30<sup>th</sup> of November 2018. Although a previous consultation exercise had been carried out in 2013 and the scheme has remained broadly the same since then, it was felt that it was time to 'refresh' the exercise. The intention is to carry out the exercise again after a similar period. However, this might change as Welsh Government is currently reviewing the CTR scheme as it stands and should there be substantial changes it may be necessary to carry out a consultation exercise earlier than planned if there are significant changes made to the scheme.

**What did your engagement activities tell you? What feedback have you received?**

**What consultation and engagement has been undertaken (e.g. with the public and/or members of protected groups) to support your view? Please provide details below.**

The authority consulted on the discretionary elements of the scheme from 5th November 2018 to 2nd December 2018. The responses are analysed as follows:

Number of responses

- 23 responses received
- 23 by individuals
- 0 on behalf of an organisation

Method of responding:

- 8 completed on line
- 15 written

Of those who answered the "about you" section in whole or part:

- 8 were male, 14 female and 1 preferred not to say.
- 14 described themselves as British (some further describing themselves as Welsh (9), English (2), Irish (1) and 1 as a refugee/asylum seeker.
- 20 stated their ethnicity as white British, 1 as Black British and one stating Arab.
- 9 indicated they had a disability and 13 stated they did not

Age

- 21 respondents indicated their age, with 4 of current pensionable age and 17 of working age

The majority of responses were supportive of the authority's proposals in respect of the discretionary areas of the scheme.

- 14 of 23 responses agreed it was reasonable for the existing 4 week standard extended payment given to people after they return to work when they have been in receipt of a relevant qualifying benefit for at least 26 weeks to remain unaltered.
- 16 of 23 responses agreed it was reasonable for the Council to continue to disregard the whole amount of War Disablement Pensions and War Widows Pensions when calculating income.
- 16 of 23 responses agreed it was reasonable for the Council to continue to keep the maximum backdate period available for awards of Council Tax reduction to the 3 month statutory period.

**How have you changed your initiative as a result?**

No change

**Any actions required (e.g. further engagement activities, mitigation to address any adverse impact, etc.):**

- The Revenues and Benefits Section will continue to provide advice to applicants for a reduction. An internal referral process exists so that if staff responsible for collecting Council Tax identify someone in financial difficulties, they can liaise with the Benefits staff to ensure entitlement to Council Tax Reduction is maximised. Revenues staff are also aware of the various exemptions and discounts that are available in order to reduce liability for Council Tax and will ensure these have been allowed where the customer is entitled to them.
- The section will also signpost applicants / recipients to relevant advice agencies and support services inside and outside the authority.

**Section 5 – Other impacts:**

Please consider how the initiative might address the following issues - see the specific Section 5 Guidance

<b>Foster good relations between different groups</b>	<b>Advance equality of opportunity between different groups</b>
<b>Elimination of discrimination, harassment and victimisation</b>	<b>Reduction of social exclusion and poverty</b>

**Please explain any possible impact on each of the above.**

This is national scheme, and the authority has a duty to implement it. The only criteria the scheme would impact on is the ‘reduction of social inclusion and poverty’ as it ensures the taxpayers on a low income would be required to pay a lower amount of, or no Council Tax.

**What work have you already done to improve any of the above?**

The Revenues and Benefits Section advises people on maximisation of benefit income to ensure they are claiming all they are entitled to. Also on the process required to claim Council Tax Reduction to make it as easy as possible. We also ensure that all available discounts and exemptions have been allowed to eligible taxpayers. The Authority’s Poverty and Prevention Team is also available to provide support as is Citizen’s Advice with whom we have a referral arrangement in place.

**Is the initiative likely to impact on Community Cohesion? Please provide details.**

No

**How does the initiative support Welsh speakers and encourage use of Welsh?**

N/A

**Actions (to mitigate adverse impact or to address identified gaps in knowledge).**

None

## Section 6 - United Nations Convention on the Rights of the Child (UNCRC):

Many initiatives have an indirect impact on children and you need to consider whether the impact is positive or negative in relation to both children's rights and their best interests. Please read the UNCRC guidance before completing this section.

**Will the initiative have any impact (direct or indirect) on children and young people (think about this age group holistically e.g. disabled children, those living in poverty or from BME communities)? If not, please briefly explain your answer here and proceed to Section 7.**

This is national scheme, and the authority has a duty to implement it This issue should have been considered by Welsh Government.

**All initiatives must be designed / planned in the best interests of children and young people.**

*Best interests of the child (Article 3): The best interests of children must be the primary concern in making decisions that may affect them. All adults should do what is best for children. When adults make decisions, they should think about how their decisions will affect children. This particularly applies to budget, policy and law makers.*

**Please explain how you meet this requirement:**

This is national scheme, and the authority has a duty to implement it. This issue should have been considered by Welsh Government.

**Actions (to mitigate adverse impact or to address identified gaps in knowledge).**

None - This is national scheme, and the authority has a duty to implement it and is required to do so.

## Section 7 - Monitoring arrangements:

**Please explain the monitoring arrangements for this initiative:**

**Monitoring arrangements:** A number of monitoring activities will be carried out during the scheme's lifespan:

- monitoring of caseload
- Monitoring of the amount spent on Council Tax Reduction

**Actions:** see action plan below

## Section 8 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

- |   |                          |
|---|--------------------------|
| Outcome 1: Continue the initiative – no concern                   | X                        |
| Outcome 2: Adjust the initiative – low level of concern           | <input type="checkbox"/> |
| Outcome 3: Justify the initiative – moderate level of concern     | <input type="checkbox"/> |
| Outcome 4: Stop and refer the initiative – high level of concern. | <input type="checkbox"/> |

**For outcome 3,** please provide the justification below:

**For outcome 4,** detail the next steps / areas of concern below and refer to your Head of Service

/ Director for further advice:

## **Section 9 - Publication arrangements:**

On completion, please follow this 3-step procedure:

1. Send this EIA report and action plan to the Access to Services Team for feedback and approval – [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)
2. Make any necessary amendments/additions.
3. Provide the final version of this report to the team for publication, including email approval of the EIA from your Head of Service. The EIA will be published on the Council's website - this is a legal requirement.

## EIA Action Plan:

Objective - What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	Outcome - How will we know we have achieved our objective?	Progress
Monitor caseload (Council Tax Reductions awarded)	Revenues and Benefits Section (Julian Morgans)	Quarterly	We will have ensured that council tax payers entitled to a reduction are aware of their opportunity to apply for one.	Caseload is monitored on a quarterly basis. we continue to receive a high number of applications and are working with other departments (e.g. Council Tax collection, poverty and prevention, housing associations, CAB) and agencies to ensure potential applicants are aware of the opportunity to claim CTR.
Monitor Council Tax collection rate	Revenues and Benefits Section (Julian Morgans)	Quarterly	We will have evaluated the new scheme's impact on council tax collection	The collection rate is monitored on a monthly basis. We believe the scheme may have had an impact on the collection rate as applicants in receipt of Universal Credit (UC) have their CTR recalculated every time their UC award, changes. As this can

				happen every month it results in multiple Council Tax bills being issued in a year and potential confusion on the payments that need to be made. This element of the scheme cannot be changed by the authority but we are aware Welsh Government is currently reviewing the scheme and they have been made aware of this issue a number of times as it affects all Welsh LAs.
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**\* Please remember to be 'SMART' when completing your action plan (Specific, Measurable, Attainable, Relevant, Timely).**

# Agenda Item 11.



## Report of the Section 151 Officer

Council – 28 January 2021

### Treasury Management – Interim Year Review Report 2020/21

<b>Purpose:</b>	To receive and note the Treasury Management Interim Year Review Report 2020/21
<b>Report Author:</b>	Jeffrey Dong
<b>Legal Officer:</b>	Debbie Smith
<b>Finance Officer:</b>	Ben Smith
<b>Access to Services Officer:</b>	Rhian Millar
<b>For Information</b>	

#### 1 Background

- 1.1 This report is presented in line with the recommendations contained within the The Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management which requires an interim year review of Treasury Management operations to be presented to Council
- 1.2 Treasury Management is defined as:  
  
"The management of the local authority's investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks." A glossary of terms is at Appendix 1.
- 1.3 The Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management (revised November 2009) was adopted by this Council in February 2010.

The primary requirements of the Code are as follows:

1. Creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council's Treasury Management activities.
2. Creation and maintenance of Treasury Management Practices which set out the manner in which the Council will seek to achieve those policies and objectives.
3. Receipt by the full Council of an annual Treasury Management Strategy Statement - including the Annual Investment Strategy and Minimum Revenue Provision Policy - for the year ahead; a Mid-year Review Report and an Annual Report covering activities during the previous year.
4. Delegation by the Council of responsibilities for implementing and monitoring Treasury Management policies and practices and for the execution and administration of Treasury Management decisions.
5. Delegation by the Council of the role of scrutiny of Treasury Management strategy and policies to a specific named body.

This Interim Year Review Report has been prepared in compliance with CIPFA's Code of Practice, and covers the following:

- An economic update for the first half of 2020/21
- A review of the Treasury Management Strategy Statement and Annual Investment Strategy
- A review of the Council's investment portfolio for 2020/21
- A review of the Council's borrowing strategy for 2020/21
- A review of any debt rescheduling undertaken during 2020/21
- A review of compliance with Treasury and Prudential Limits for 2020/21

## **2 Impact of Covid 19 Pandemic**

- 2.1 The implementation of national lockdown measures in March 2020 had an adverse impact on a number of the usual Council income streams e.g. car park income, leisure income as well as putting additional pressure on Council services. Although Welsh Government implemented a programme of local government financial support totalling approximately £21m in respect of some of these streams, there was inevitably a time lag in claiming and receiving the cash which required careful treasury management to ensure normal Council financial business could be managed effectively.
- 2.2 In addition to the pressures above, the Council's Finance department was expected to manage, administer and distribute the Welsh Government programme of financial support to local businesses affected by the various Covid 19 lockdowns, which, again it was expected to distribute and then reclaim after the event which again placed pressure on the cashflows of the Authority. To date these sums total approximately £110m.
- 2.3 Also, as part of the regional response to the pandemic, Swansea Council was asked by The Swansea Bay Health Board and Welsh Government to design,



build and construct the £24m 1,000 bed Covid Field Hospital on the site of the old Bay Studios site. Noting the expediency required, the Authority was required to fund the cost of construction pending the costs being signed off and approved by Welsh Government, again placing pressure on the cashflows of the Authority.

- 2.4 It can be seen the prudent, careful management of Council balances/reserves enables a nimble reactive treasury management function in times of crisis. The Council's Treasury Management function was able to address and meet all the demands above and continues to do so in the ongoing lockdown.

### 3 Economic Update

- 3.1
- **UK** As expected, the Bank of England's Monetary Policy Committee kept Bank Rate unchanged on 6<sup>th</sup> August. It also kept unchanged the level of quantitative easing at £745bn. Its forecasts were optimistic in terms of three areas:
    - The fall in **GDP** in the first half of 2020 was revised from 28% to 23% (subsequently revised to -21.8%). This is still one of the largest falls in output of any developed nation. However, it is only to be expected as the UK economy is heavily skewed towards consumer-facing services – an area which was particularly vulnerable to being damaged by lockdown.
    - The peak in the **unemployment rate** was revised down from 9% in Q2 to 7½% by Q4 2020.
    - It forecast that there would be excess demand in the economy by Q3 2022 causing CPI **inflation** to rise above the 2% target in Q3 2022, (based on market interest rate expectations for a further loosening in policy). Nevertheless, even if the Bank were to leave policy unchanged, inflation was still projected to be above 2% in 2023.
  - It also squashed any idea of using **negative interest rates**, at least in the next six months or so. It suggested that while negative rates can work in some circumstances, it would be “less effective as a tool to stimulate the economy” at this time when banks are worried about future loan losses. It also has “other instruments available”, including QE and the use of forward guidance.
  - The MPC expected the £300bn of **quantitative easing** purchases announced between its March and June meetings to continue until the “turn of the year”. This implies that the pace of purchases will slow further to about £4bn a week, down from £14bn a week at the height of the crisis and £7bn more recently.
  - In conclusion, this would indicate that the Bank could now just sit on its hands as the economy was recovering better than expected. However, the MPC acknowledged that the “medium-term projections were a less informative guide than usual” and the minutes had multiple references to **downside risks**, which were judged to persist both in the short and medium term. One has only to look at the way in which second waves of the virus are now impacting many countries including Britain, to see the

dangers. However, rather than a national lockdown, as in March, any spikes in virus infections are now likely to be dealt with by localised measures and this should limit the amount of economic damage caused. In addition, Brexit uncertainties ahead of the year-end deadline are likely to be a drag on recovery. The wind down of the initial generous furlough scheme through to the end of October is another development that could cause the Bank to review the need for more support for the economy later in the year. Admittedly, the Chancellor announced in late September a second six month package from 1<sup>st</sup> November of government support for jobs whereby it will pay up to 22% of the costs of retaining an employee working a minimum of one third of their normal hours. There was further help for the self-employed, freelancers and the hospitality industry. However, this is a much less generous scheme than the furlough package and will inevitably mean there will be further job losses from the 11% of the workforce still on furlough in mid September.

- Overall, **the pace of recovery** is not expected to be in the form of a rapid V shape, but a more elongated and prolonged one after a sharp recovery in June through to August which left the economy 11.7% smaller than in February. The last three months of 2020 are now likely to show no growth as consumers will probably remain cautious in spending and uncertainty over the outcome of the UK/EU trade negotiations concluding at the end of the year will also be a headwind. If the Bank felt it did need to provide further support to recovery, then it is likely that the tool of choice would be more QE.
- There will be some **painful longer term adjustments** as e.g. office space and travel by planes, trains and buses may not recover to their previous level of use for several years, or possibly ever. There is also likely to be a reversal of globalisation as this crisis has shown up how vulnerable long-distance supply chains are. On the other hand, digital services is one area that has already seen huge growth.
- One key addition to **the Bank's forward guidance** was a new phrase in the policy statement, namely that "it does not intend to tighten monetary policy until there is clear evidence that significant progress is being made in eliminating spare capacity and achieving the 2% target sustainably". That seems designed to say, in effect, that even if inflation rises to 2% in a couple of years' time, do not expect any action from the MPC to raise Bank Rate – until they can clearly see that level of inflation is going to be persistently above target if it takes no action to raise Bank Rate
- The **Financial Policy Committee** (FPC) report on 6<sup>th</sup> August revised down their expected credit losses for the banking sector to "somewhat less than £80bn". It stated that in its assessment "banks have buffers of capital more than sufficient to absorb the losses that are likely to arise under the MPC's central projection". The FPC stated that for real stress in the sector, the economic output would need to be twice as bad as the MPC's projection, with unemployment rising to above 15%.

### 3.2

- **US.** The incoming sets of data during the first week of August were almost universally stronger than expected. With the number of new daily coronavirus infections beginning to abate, recovery from its contraction this year of 10.2% should continue over the coming months and

employment growth should also pick up again. However, growth will be dampened by continuing outbreaks of the virus in some states leading to fresh localised restrictions. At its end of August meeting, the Fed tweaked **its inflation target** from 2% to maintaining an average of 2% over an unspecified time period i.e. following periods when inflation has been running persistently below 2%, appropriate monetary policy will likely aim to achieve inflation moderately above 2% for some time. This change is aimed to provide more stimulus for economic growth and higher levels of employment and to avoid the danger of getting caught in a deflationary “trap” like Japan. It is to be noted that inflation has actually been under-shooting the 2% target significantly for most of the last decade so financial markets took note that higher levels of inflation are likely to be in the pipeline; long term bond yields duly rose after the meeting. The Fed also called on Congress to end its political disagreement over providing more support for the unemployed as there is a limit to what monetary policy can do compared to more directed central government fiscal policy. The Federal Open market Committee’s (FOMC) updated economic and rate projections in mid-September showed that officials expect to leave the fed funds rate at near-zero until at least end-2023 and probably for another year or two beyond that. There is now some expectation that where the Fed has led in changing its inflation target, other major central banks will follow. The increase in tension over the last year between the US and China is likely to lead to a lack of momentum in progressing the initial positive moves to agree a phase one trade deal.

3.3

- **EU.** The economy was recovering well towards the end of Q2 after a sharp drop in GDP, (e.g. France 18.9%, Italy 17.6%). However, the second wave of the virus affecting some countries could cause a significant slowdown in the pace of recovery, especially in countries more dependent on tourism. The fiscal support package, eventually agreed by the EU after prolonged disagreement between various countries, is unlikely to provide significant support and quickly enough to make an appreciable difference in weaker countries. The ECB has been struggling to get inflation up to its 2% target and it is therefore expected that it will have to provide more monetary policy support through more quantitative easing purchases of bonds in the absence of sufficient fiscal support

3.4

- **China.** After a concerted effort to get on top of the virus outbreak in Q1, economic recovery was strong in Q2 and has enabled it to recover all of the contraction in Q1. However, this was achieved by major central government funding of yet more infrastructure spending. After years of growth having been focused on this same area, any further spending in this area is likely to lead to increasingly weaker economic returns. This could, therefore, lead to a further misallocation of resources which will weigh on growth in future years.

3.5

- **Japan.** There are some concerns that a second wave of the virus is gaining momentum and could dampen economic recovery from its contraction of 8.5% in GDP. It has been struggling to get out of a deflation trap for many years and to stimulate consistent significant GDP growth

and to get inflation up to its target of 2%, despite huge monetary and fiscal stimulus. It is also making little progress on fundamental reform of the economy. The resignation of Prime Minister Abe is not expected to result in any significant change in economic policy.

- 3.6
- **World growth.** Latin America and India are currently hotspots for virus infections. World growth will be in recession this year. Inflation is unlikely to be a problem for some years due to the creation of excess production capacity and depressed demand caused by the coronavirus crisis.

#### **4 Review of the Treasury Management Strategy Statement and Investment Strategy**

4.1 The Treasury Management Strategy Statement for 2020/21 was approved by Council in February 2020. The Council's Annual Investment Strategy, which is incorporated in the Treasury Management Strategy Statement, outlines the Council's investment priorities as follows in order of priority:

- Security of capital
- Liquidity
- Yield

4.2 The Council shall aim to achieve the optimum return (yield) on investments commensurate with the proper levels of security and liquidity. In the current economic climate it is considered only appropriate to invest with highly credit rated financial institutions, using our advisor's suggested creditworthiness appraisal approach, including sovereign credit rating and credit default swap (CDS) overlay information.

4.4 Borrowing rates and available investment interest rates have remained at historically low rates during 2020/21, with certain periods of extreme volatility, reflecting the political uncertainty prevailing each time. As planned by The S 151 Officer, no external borrowing has been undertaken during the interim period, pending the outcome of HM Treasury Consultation in 4.6 below.

4.5 As outlined in Section 3 above, there is still considerable uncertainty and volatility in financial and banking markets, both globally and particularly in the UK, during the onset of the pandemic and pending the full impact of the Brexit agreement. In this context, it is considered that the strategy approved in February 2020 is still appropriate in the current economic climate and has been reviewed whilst considering and formulating the strategy for 2021/22 as funding for capital and cashflow requirements dictate.

#### **4.6 Public Works Loan Board (PWLB)**

HM Treasury made a shock determination on the 9<sup>th</sup> October 2019 affecting all future borrowing from the Public Works Loan Board (PWLB) which would now be subject to an additional 1.00% 'premium' over and above existing margins above prevailing Gilt yields, primarily in response and to deter exponential growth in borrowing to fund speculative investment by a small number of local authorities in England. Strong representations were made via WLGA, and WG

about the negative impact this change would have on capital programmes in progress throughout local authorities in Wales.

- 4.7 Following the strength of representations, HM Treasury launched a consultation process on the PWLB borrowing process. The results of the consultation and accompanying guidance was issued in November 2020 when the 1.00% premium was removed. The accompanying guidance outlines what constitutes eligible expenditure for PWLB borrowing:

The guidance clearly prohibits 'investing primarily for yield' which it defines as:

*Investment assets bought primarily for yield would usually have one or more of the following characteristics:*

- a. buying land or existing buildings to let out at market rate*
- b. buying land or buildings which were previously operated on a commercial basis which is then continued by the local authority without any additional investment or modification*
- c. buying land or existing buildings other than housing which generate income and are intended to be held indefinitely, rather than until the achievement of some meaningful trigger such as the completion of land assembly*

The guidance DOES allow borrowing for regenerative purposes, which it defines as:

*Regeneration projects would usually have one or more of the following characteristics:*

- a. the project is addressing an economic or social market failure by providing services, facilities, or other amenities that are of value to local people and would not otherwise be provided by the private sector*
- b. the local authority is making a significant investment in the asset beyond the purchase price: developing the assets to improve them and/or change their use, or otherwise making a significant financial investment*
- c. the project involves or generates significant additional activity that would not otherwise happen without the local authority's intervention, creating jobs and/or social or economic value*
- d. while some parts of the project may generate rental income, these rents are recycled within the project or applied to related regeneration projects, rather than being applied to wider services*

*Preventative action would have all of the following characteristics:*

- a. the intervention prevents a negative outcome, such as by buying and conserving assets of community value that would otherwise fall into*

*disrepair, or providing support to maintain economic activity that would otherwise cease*

*b. there is no realistic prospect of support from a source other than the local authority*

The guidance is also clear that PWLB borrowing cannot be used to replace other Council funds which are then used to finance the 'primarily for yield' investment.

- 4.8 It should be noted that this Council undertook £90m of borrowing, wholly fulfilling its then capital financing requirement in 2018/19 at historically low interest rates, materially bringing down the average cost of capital to the Council, ahead of the punitive change in 4.6 being implemented. No PWLB borrowing has been implemented since the implementation of the premium, pending resolution of the consultation. As outlined in the Treasury Management Strategy approved by Council, the primary borrowing strategy was to utilise internal balances where possible to reduce the cost of carry but shall externalise borrowing when value opportunities/ cashflow requirements dictate. It is planned to start externalising the remainder of the capital financing requirement now the premium has been removed in the forthcoming years when opportunities arise.

## **5 Review of Investment Portfolio 2020/21**

- 5.1 In accordance with the Code, it is the Council's priority to ensure security of capital and liquidity, and to obtain an appropriate level of return which is consistent with the Council's risk appetite
- 5.2 A full list of internally managed investments held as at 31st Dec 2020, is shown in Appendix 3. To 31st Dec 2020, the portfolio has returned 0.28% against a 7 day benchmark rate of 0.1%

## **6 Review of Borrowing 2020/21**

- 6.1 The latest projected capital financing requirement (CFR) for 2020/21 is £655.574m. No additional borrowing has been undertaken in 2020/21 nor since the borrowing undertaken in 2018/19. Total external debt is currently £557.396m at an average interest rate of 4.06%.

## **7 Review of Debt Rescheduling 2020/21**

- 7.1 Debt rescheduling opportunities are constantly evaluated but have been limited in the current economic climate and consequent structure of interest rates. No debt rescheduling has been undertaken in 2020/21 to date.

## **8 Review of Compliance with Treasury & Prudential Limits 2020/21**

- 8.1 It is a statutory duty for the Council to determine and keep under review the "Affordable Borrowing Limits". The Council's approved Treasury and Prudential Indicators (affordability limits) are outlined in the approved Treasury Management Strategy Statement.

8.2 During the financial year to date the Council has operated within the Treasury limits and Prudential Indicators set out in the Council's Treasury Management Strategy Statement and in compliance with the Council's Treasury Management Practices. Compliance with the Prudential and Treasury Indicators are shown in Appendix 4.

## **9 Financial Implications**

9.1 The financial implications associated with this report have been reported at Council in February 2020 in the Revenue and Capital Budget Reports 2020/21

## **10 Legal Implications**

10.1 There are no direct legal implications associated with this report

## **11 Equality and Engagement Implications**

11.1 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 (EIA) process ensures that we have paid due regard to the above. We have undertaken an EIA screening which demonstrates there are no equality impact implications arising directly from this report (Appendix 5)

**Background papers:** The revised CIPFA Treasury Management Code of Practice 2009  
The revised CIPFA Prudential Code for Capital Finance in Local Authorities 2013  
The revised CIPFA Prudential Code for Capital Finance in Local Authorities 2017

**Appendices** Appendix 1 – Glossary of Terms  
Appendix 2 – Interest Rate Forecast  
Appendix 3 – Schedule of investments  
Appendix 4 - Prudential Indicators  
Appendix 5 – Equality Impact Assessment

## Treasury Management – Glossary of Terms

<b>Annualised Rate of Return</b>	Represents the average return which was achieved each year.
<b>Authorised Limit</b>	The authorised limit must be set to establish the outer boundary of the local authority's borrowing based on a realistic assessment of risks. The authorised limit is not a limit that a Council will expect to borrow up to on a regular basis. It is crucial that it is not treated as an upper limit for borrowing for capital expenditure alone since it must also encompass borrowing for temporary purposes. It is the expected maximum borrowing need, with some headroom for unexpected requirements.
<b>Bank Rate</b>	The Official Bank rate paid on commercial bank reserves i.e. reserves placed by commercial banks with the Bank of England as part of the Bank's operations to reduce volatility in short term interest rates in the money markets.
<b>Base Rate</b>	Minimum lending rate of a bank or financial institution in the UK.
<b>Borrowing</b>	In the Code, borrowing refers to external borrowing. Borrowing is defined as both:- <ul style="list-style-type: none"> <li>• Borrowing repayable with a period in excess of 12months</li> <li>• Borrowing repayable on demand or within 12months</li> </ul>
<b>Capital Expenditure</b>	The definition of capital expenditure starts with all those items which can be capitalised in accordance with the Statement of Recommended Practice (SORP). To this must be added any items that have/will be capitalised in accordance with legislation that otherwise would not be capitalised. Prudential indicators for current and future years are calculated in a manner consistent with this definition.
<b>Capital Financing Charges</b>	These are the net costs of financing capital i.e. interest and principal, premia less interest discounts received.
<b>Capital Financing Requirement</b>	The Capital Financing Requirement is capital expenditure, which needs to be financed from borrowing.



	It is essentially a measure of the Council's underlying borrowing need.
<b>CIPFA</b>	The Chartered Institute of Public Finance and Accountancy. One of the leading professional accountancy bodies in the UK and the only one which specialises in the public services.
<b>Counterparty</b>	The organisations responsible for repaying the Council's investment upon maturity and for making interest payments.
<b>CPI (Consumer Price Index)</b>	The consumer price index (CPI) is a measure of the average price of consumer goods and services purchased by households. It is one of several price indices calculated by national statistical agencies. The percent change in the CPI is a measure of inflation.
<b>Credit Rating</b>	<p>This is a scoring system that lenders use to determine how credit worthy borrowers are.</p> <p>The Credit Rating components are as follows:</p> <ol style="list-style-type: none"> <li>1. The AAA ratings through to C/D are long-term rating definitions and generally cover maturities of up to five years, with the emphasis on the ongoing stability of the institution's prospective financial condition. AAA are the most highly rated, C/D are the lowest. This Council does not invest with institutions lower than AA - for investments over 364 days</li> <li>2. F1/A1/P1 are short-term rating definitions used by Moody's, S&amp;P and Fitch Ratings for banks and building societies based on their individual opinion on an institution's capacity to repay punctually its short-term debt obligations (which do not exceed one year). This Council does not invest with institutions lower than F1/A1/P1 for investments under 364 days.</li> </ol>
<b>Debt</b>	For the purposes of the Code, debt refers to the sum of borrowing (see above) and other long-term liabilities (see below). It should be noted that the term borrowing used in the Act includes both borrowing as defined for the balance sheet and other long terms liabilities defined as credit arrangements through legislation.

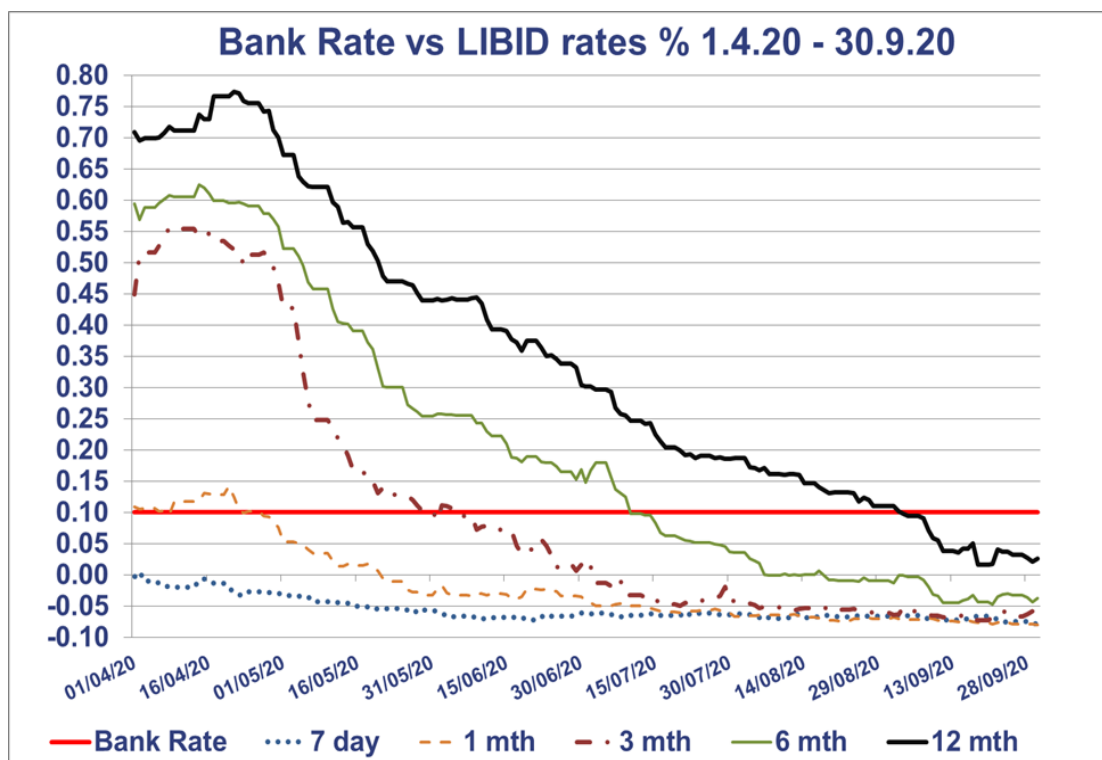
<b>Debt Management Office (DMO)</b>	Government Agency responsible for the issuance of government borrowing and lending.
<b>De- leveraging</b>	Paying back borrowed sums of money
<b>Discounts</b>	Where the prevailing interest rate is higher than the fixed rate of a long-term loan, which is being repaid early, the lender can refund the borrower a discount. This is calculated on the difference between the two interest rates over the remaining years of the loan, discounted back to present value. The lender is able to offer the discount, as their investment will now earn more than when the original loan was taken out.
<b>Financing Costs</b>	<p>The financing costs are an estimate of the aggregate of the following:-</p> <ul style="list-style-type: none"> <li>• Interest payable with respect to borrowing</li> <li>• Interest payable under other long-term liabilities</li> <li>• Gains and losses on the repurchase or early settlement of borrowing credited or charged to the amount to be met from government grants and local taxpayers (premiums and discounts)</li> <li>• Interest earned and investment income</li> <li>• Amounts required in respect of the minimum revenue provision plus any additional voluntary contributions plus any other amounts for depreciation/impairment that are charged to the amount to be met from government grants and local taxpayers</li> </ul>
<b>Financial Reporting Statements (FRSs)</b>	These are standards set by governing bodies on how the financial statements should look.
<b>Gilts</b>	Gilts are bonds issued by the UK government. The term is of British origin, and refers to the securities certificates issued by the Bank of England, which had a gilt (or gilded) edge.
<b>Investments</b>	<p>Investments are the aggregate of:-</p> <ul style="list-style-type: none"> <li>• Long term investments</li> <li>• Short term investments (within current assets)</li> <li>• Cash and bank balances including overdrawn balances</li> </ul>
<b>IMF</b>	International Monetary Fund
<b>Leverage</b>	Borrowed sums of money

<b>LOBO (Lender's Option/ Borrower's Option)</b>	Money Market instruments that have a fixed initial term (typically one to ten year) and then move to an arrangement whereby the lender can decide at pre-determined intervals to adjust the rate on the loan. At this stage the borrower has the option to repay the loan.
<b>London Inter-Bank Bid Rate (LIBID)</b>	The interest rate at which major banks in London are willing to borrow (bid for) funds from each other.
<b>Managed Funds</b>	<p><u>In-House Fund Management</u> Surplus cash can be managed either by external fund managers or by the Council's staff in-house. The in-house funds are invested in fixed deposits through the money markets.</p> <p><u>Externally Managed Funds</u> Fund managers appointed by the Council invest surplus cash in liquid instruments such as bank certificates of deposit and government stocks. The fund managers' specialist knowledge should ensure a greater diversification of investments and higher expected returns</p>
<b>Maturity</b>	The date when an investment is repaid or the period covered by a fixed term investment.
<b>Monetary Policy Committee (MPC)</b>	This is a body set up by the Government in 1997 to set the repo rate (commonly referred to as being base rate). Their primary target (as set by the Government) is to keep inflation within plus or minus 1% of a central target of 2% in two years time from the date of the monthly meeting of the Committee. Their secondary target is to support the Government in maintaining high and stable levels of growth and employment.
<b>Money Market</b>	<p>Consists of financial institutions and deals in money and credit.</p> <p>The term applied to the institutions willing to trade in financial instruments. It is not a physical creation, but an electronic/telephone one.</p>
<b>Net Borrowing</b>	For the purposes of the Code, net borrowing refers to borrowing (see above) net of investments (see above).
<b>Net Revenue Stream</b>	Estimates for net revenue stream for current and future years are the local authority's estimates of the

	amounts to be met from government grants and local taxpayers.
<b>Operational Boundary</b>	This is based on expectations of the maximum external debt of the authority according to probable not simply possible – events and being consistent with the maximum level of external debt projected by the estimates. It is not a limit and actual borrowing could vary around this boundary for short periods.
<b>Other Long Term Liabilities</b>	The definition of other long term liabilities is the sum of the amounts in the Council's accounts that are classified as liabilities that are for periods in excess of 12months, other than borrowing (see definition above).
<b>Premature Repayment of Loans (debt restructuring/ rescheduling)</b>	A facility for loans where the Council can repay loans prior to the original maturity date. If the loan repaid has a lower interest rate than the current rate for a loan of the same maturity period the Council can secure a cash discount on the repayment of the original loan. If the loan replaced has a higher rate of interest than the current rate for a loan of the same maturity period, a cash penalty is payable to the lender.
<b>Premia</b>	Where the prevailing current interest rate is lower than the fixed rate of a long term loan, which is being repaid early, the lender can charge the borrower a premium. This is calculated on the difference between the two interest rates over the remaining years of the loan, discounted back to present value. The lender may charge the premium, as their investment will now earn less than when the original loan was taken out.
<b>Prudential Code</b>	The Prudential Code is the largely self regulatory framework outlined by CIPFA for managing/monitoring capital investment in local government.
<b>Public Works Loan Board (PWLB)</b>	A Government agency which provides loans to local authorities. Each year, it issues a circular setting out the basis on which loans will be made available and a quota formula for the amount that can be borrowed. Loans can be either at a fixed rate or on a variable rate basis. They can be repaid on either an annuity, equal instalment of principal or maturity basis. The interest rate charged is linked to the cost at which the Government itself borrows.

<b>Quantitative Easing</b>	<p>Extreme form of monetary policy used to stimulate an economy where interest rates are either at or close to zero. Normally a central bank stimulates the economy by lowering interest rates but when it cannot lower them further it can attempt to seed the system with new money by quantitative easing.</p> <p>In practical terms, the central bank purchases financial assets including government debt and corporate bonds from financial institutions using money it has created by increasing its own credit limits in its own bank accounts. Also known as 'printing money' although no extra physical cash is created.</p>
<b>Risk</b>	<p><u>Credit /Counterparty Risk</u> The risk that counterparty defaults on its obligations.</p> <p><u>Inflation Risk</u> The risk that growth in the Authority's investment income does not keep pace with the effects of inflation on its expenditure.</p> <p><u>Interest Rate Risk</u> The risk that changes in rates of interest creates an unexpected or unbudgeted burden on the Council's finances.</p> <p><u>Liquidity Risk</u> The risk that cash will not be available when it is needed.</p> <p><u>Operational Risk</u> The risk of loss through fraud, error, corruption, system failure or other eventualities in treasury management dealings, and failure to maintain effective contingency management arrangements.</p> <p><u>Refinancing Risk</u> The risk that the Authority is unable to replace its maturing funding arrangements on appropriate terms.</p>
<b>Set Aside Capital Receipts</b>	<p>A proportion of money received by the Council for the sale of fixed assets must be set aside to repay debt.</p>
<b>SORP</b>	<p>Statement of Recommended Practice, published by CIPFA (Local Authority Accounting Body). This sets out guidelines regarding the Council's financial matters.</p>

<b>Specified/Non Specified investments</b>	Specified investments are sterling denominated investments for less than 364 days as identified in Appendix A in line with statutory investment regulations. Non-specified investments are all other investments identified in Appendix A in line with statutory investment regulations.
<b>Supranational Bonds</b>	These are bonds issued by institutions such as the European Investment Bank and World Bank. As with Government bonds (Gilts) they are regarded as the safest bond investments with a high credit rating.
<b>Temporary Borrowing and Investment</b>	Loans which are capable of being repaid within one year. The term of the loans will be negotiated from overnight to 364 days.
<b>Treasury Management</b>	<p>Treasury management has the same definition as in CIPFA's code of Practice of Treasury Management in the Public Services.</p> <p>"The management of the organisation's cash flows its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."</p>
<b>Yield Curve</b>	The line resulting from portraying interest rate graphically for a series of periods, e.g. 7days, 1month, 3, 6, 9, and 12months. When longer-term interest rates are higher than short-term rates the yield curve slopes upwards and is described as positive. When the opposite prevails the yield curve is referred to as inverse.



**Investments as at 31/12/20**

**Counterparty**

Counterparty	£
Lloyds Bank	21,650,000.00
Santander Bank	13,700,000.00
Blaenau Gwent CBC	5,000,000.00
Conwy Council	3,000,000.00
Coventry Building Society	7,000,000.00
Lincolnshire CC	5,000,000.00
Monmouthshire County Council	5,000,000.00
Slough Council	10,000,000.00
Surrey County Council	5,000,000.00
	<b>73,350,000.00</b>

## Appendix 4

### Prudential Indicators

Capital Prudential Indicators	2019/20	2020/21
	Outturn	Original Estimate
	£'000	£'000
<b>Capital Expenditure</b>		
GF	74,720	115,437
HRA	51,839	52,621
TOTAL	126,559	168,058
<b>Ratio of financing costs to net revenue stream</b>	%	%
GF	5.61	5.99
HRA	12.79	15.60
<b>Capital Financing Requirement</b>	£'000	£'000
GF	364,607	471,469
HRA	157,846	176,063
TOTAL	522,453	647,532

Treasury Management Prudential Indicators	2019/20	2020/21
	Outturn	Original Estimate
	£'000 or %	£'000 or %
Authorised limit for external debt	554,023	798,728
Operational boundary for external debt	554,023	758,728
Upper limit for fixed interest rate exposure	82.32%/ £456,023	100%/ £798,728
Upper limit for variable interest rate exposure	17.68%/ £98,000	40%/ £319,491
Upper limit for total principal sums invested for over 364 days	0	40,000



<b>Maturity Structure of Fixed Rate Borrowing in 2020/21</b>			
	<b>Upper Limit</b>	<b>Lower Limit</b>	<b>Actual</b>
Under 12 months	50%	0%	0.7
12 months and within 24 months	50%	0%	0.5
24 months and within 5 years	50%	0%	0.1
5 years and within 10 years	85%	0%	9.7
10 years and above	95%	15%	89

The treasury management prudential indicators identified above as:

- Upper limit for fixed interest rate exposure
- Upper limit for variable interest rate exposure
- Upper limit for total principal sums invested for over 364 days
- Maturity Structure of fixed rate borrowing in 2020/21

Above figures are as at 31<sup>st</sup> Dec 2020. None of the above limits/Prudential Indicators have been breached during 2020/21 to date.

Please ensure that you refer to the '[Screening Form Guidance](#)' while completing this form. If you would like further guidance please contact your support officer in the Access to Services team (see guidance for details).

<b>Section 1</b>
What service area and directorate are you from?
Service Area: Finance & Delivery
Directorate: Resources

**Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?**

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

**(b) Please name and describe below  
TREASURY MANAGEMENT INTERIM YEAR REPORT 20/21**

**Q2(a) WHAT DOES Q1a RELATE TO?**

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

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

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

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

		High Impact	Medium Impact	Low Impact	Don't know
		(H)	(M)	(L)	(H)
Age	→	<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"/>
Gender reassignment	→	<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"/>
Race		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Religion or (non-)belief		<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>
Sex	→	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>
Sexual Orientation	→	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>
Welsh Language	→	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>
Poverty/social exclusion	→	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>
Carers	→	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>
Community cohesion	→	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>

**Q4 Have you / will you undertake any public consultation and engagement relating to the initiative?**

Yes      ✓ No (If no, you need to consider whether you should be undertaking consultation and engagement – please see the guidance)

If yes, please provide details below

**Q5(a) HOW VISIBLE IS THIS SERVICE/FUNCTION/POLICY/PROCEDURE/PROJECT/ STRATEGY TO THE GENERAL PUBLIC?**

High visibility to general public

(H)

Medium visibility to general public

(M)

Low visibility to general public

✓ (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 to reputation

(H)

Medium risk to reputation

✓ (M)

Low risk to reputation

(L)

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

✓ Yes       No      **If yes, please provide details below**  
 The cost of capital for all capital projects undertaken by the Authority is informed by the TM strategy

**Q7 HOW DID YOU SCORE? Please tick the relevant box below – NOTE: Q3 counts as a single H, M or L (and one H / M outscores any n° of Ls)**

**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 after completing the EIA screening process you determine that this service/function/policy/project is not relevant for an EIA you must provide adequate explanation below.**

This is a back office function which although important has little or no direct impact on the groups identified in Q3

**Section 2**

Please send this completed form to the Access to Services Team for agreement before obtaining email approval from your Head of Service.

<b>Screening form completed by:</b>	
Name: Jeff Dong	
Location: 1.4.1c civic centre	
Telephone Number: 6934	
	Date: 4/01/21
<b>Approval by Head of Service:</b>	
Name: Ben Smith	
Position: S 151 Officer	
	Date: 4/01/21

Please return the completed form to [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)

# Agenda Item 12.



## Report of the Cabinet Member for Delivery & Operations

Council – 28 January 2021

### Membership of Committees

<b>Purpose:</b>	Council approves the nominations/amendments to the Council Bodies.
<b>Policy Framework:</b>	None.
<b>Consultation:</b>	Political Groups.
<b>Recommendation:</b>	It is recommended that:  1) The amendments to the Council Bodies listed in paragraph 2 be approved, and the change made to Outside Body in paragraph 3 be noted.
<b>Report Author:</b>	Gareth Borsden
<b>Legal Officer:</b>	Tracey Meredith
<b>Finance Officer:</b>	N/A
<b>Access to Services Officer:</b>	N/A

#### 1. Introduction

- 1.1 Meetings of Council regularly agree and amend the membership of the various Committees/Council Bodies as reflected in the lists submitted by the Political Groups.

#### 2. Changes to Council Body Membership

- 2.1 The political groups have indicated that they have changes to the following Council Bodies:

**Appointments Committee** (To take effect from 2 February 2021)

Remove Councillor R Francis-Davies

Add Councillor D H Hopkins

**Planning Committee**

Remove Councillor C Richards

Add Councillor J E Burtonshaw

#### 3. Outside Bodies

- 3.1 The Leader has made the following amendment to the outside body below:

**Mid & West Wales Fire & Rescue Authority**

Removed Councillor M B Lewis

Added Councillor P Downing

**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

# Agenda Item 13.



Council – 28 January 2021

## Councillors' Questions

### Part A – Supplementaries

1	<p><b>Councillors Phil Downing, Sam Pritchard, Cyril Anderson, Penny Matthews, June Burtonshaw, Mandy Evans, Mike White and Erica Kirchner</b></p> <p>Can the Cabinet Member tell us if the licensing team have been successful in implementing the restrictions during this pandemic.</p> <p><b>Response of the Cabinet Member for Delivery &amp; Operations</b></p> <p>The licensing team have been active in the community since the first lockdown, ensuring premises were complying with the restrictions in place at any given time. This has included provision of extensive weekend and evening working as required since March 2020.</p> <p>The team was heavily involved in dealing with the issues that arose following the introduction of the regulations that allowed the 'takeaway pint'. This provision was particularly challenging during the periods of good weather. Officers worked in partnership during this period, with officers from South Wales Police (SWP), engaging with businesses and providing advice and guidance to ensure the necessary public health regulations were followed by premises and the public.</p> <p>The licensing team continued to visit premises, providing advice and guidance on how venues could operate safely, when outdoor hospitality opened on 13<sup>th</sup> July 2020 and large numbers of premises took up the opportunity of adding to their existing outside areas. This coincided with high profile sporting events being screened in outside areas and again the team played a key role in enabling businesses to manage activities safely with restricted numbers, low background noise, social distancing and hygiene requirements.</p> <p>The 3<sup>rd</sup> August saw the re-opening of hospitality inside. Officers continued working with premises to ensure that operational plans and risk assessments were in place and that the premises were operating safely and in compliance with the new regulations and guidance. The majority of businesses welcomed the support and implemented practices that reflected the advice and guidance offered.</p> <p>The team was heavily involved in the setting up of the food and drink court at the Lacrosse Field in Singleton Park, Southend Gardens and the changes to the use of pavement licences, again dealing with queries, checking compliance and offering advice and guidance.</p> <p>As well as providing advice and guidance, the licensing team carried out enforcement action where premises were not complying with the restriction</p>
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	<p>requirements including, improvement notices, voluntary closures and closure notices.</p> <p>Since the onset of the restrictions the team has been responsible for coordinating the process in relation to all Covid related enquiries and complaints for the Public Health Teams. The team has logged and shared all information with SWP on a daily basis and now plays a key role in the Joint Enforcement Team (JET) set up by SWP.</p> <p>A senior manager from the team has also provided Welsh Government with feedback on issues experienced by the team and our local premises relating to hospitality. There have been in excess of 20 Regulation changes/updates throughout this pandemic so far, requiring officers to amend and update advice provided to both the public and businesses on a regular basis.</p> <p>The team continue to deal with the covid related service requests and complaints, provide advice and guidance to both the public and businesses and take enforcement action where it's required in addition to continuing to provide a licensing service for each of the licensing functions the Council continues to be responsible for.</p>
2	<p><b>Councillors Phil Downing, Sam Pritchard, Cyril Anderson, Penny Matthews, June Burtonshaw, Mandy Evans, Mike White and Erica Kirchner</b></p> <p>Can the Cabinet Member provide an update on how much has been spent in communities, by Local Members, since May 2017.</p> <p><b>Response of the Cabinet Member for Business Improvement and Performance</b></p> <p>The spend for the Cllr wards Community Budgets from May 2017 to date 08/01/2021 is £2086635.20.</p> <p>This does not account for the proposed spend on the new approved Capital Budgets which will be in excess of a further £2m up to March 2022.</p> <p>All details are updated and reported on the attached link</p> <p><a href="https://www.swansea.gov.uk/councillorcommunitybudget">https://www.swansea.gov.uk/councillorcommunitybudget</a></p>
3	<p><b>Councillors Mike Day, Cheryl Philpott, Jeff Jones and Mary Jones</b></p> <p>Will the Cabinet Member update Council on work on the current Active Travel schemes, especially the Mayals Road, Sketty Park and Olchfa Links schemes.</p> <p><b>Response of the Cabinet Member for Environment Enhancement and Infrastructure Management</b></p> <p><b><u>Main Active Travel Works programme</u></b></p> <p>The majority of schemes are on site and we are utilising a number of regional SME framework contractors to attempt to complete the largest Active Travel programme in Wales within the reduced financial year and around the Covid working challenges. Whilst we have a number of teams isolating we are progressing at pace to complete by the end of March. There have been a number of challenges to this</p>



years programme delivery, but Swansea is seen as being at the forefront of a pioneering programme to encourage healthy and sustainable modes of transport. Further acknowledgement was received earlier in the year when the Authority was awarded the Value award from Construction Excellence Wales.

### **Olechfa Links**

Works postponed until after Christmas to address comments from the community and members. This approach also enabled the community to utilise more of the area during the Christmas period, and limit disruption to the community who are keen to maximise available green spaces during the covid period. We are working with the Rights of Way team to incorporate a number of additional items such as seating, historic reference signage and share with care signs.

### **Mayals**

Works started before Christmas, although the main element of works along Mayals Road to commence from January. A number of objections to the scheme are still being received, but the majority are based on misleading information prepared by a limited number of objectors.

### **St Helens**

Finalising works information with the aim of briefing members and residents next week and starting next month. The scheme will also incorporate other programmed improvements supported by Road Safety and Highway Maintenance. This will include new crossing and traffic calming facilities s along Guildhall Road South as well as the resurfacing of a section of the carriageway .

### **The Ravine**

Currently awaiting a response from Planning, with the aim of starting work at the end of February. Works will extend beyond March and into next financial year.

### **Townhill Road**

Works are on site and progressing well. Additional trees are to be provided to enhance the corridor and support the authorities Green Infrastructure ambitions. The scheme will link up with recent enhancements at Broadway and along Cockett Road

### **Swansea Central Bridge**

The bridge is on site and works are on track for the structure to be installed next month

### **Sketty Park Links**

Works are on site and progressing well. We are continuing to work with the adjacent school and were attempting to align their environmental educational programme with the Green Infrastructure programme, as part of new tree planting along the route. This is likely to be compromised by the ongoing pandemic situation

### **Local Sustainable Transport Covid Response Programme**

#### **Employer Active Travel Accreditation Scheme**

All of the above Contractors have signed up to provide resource an financial support towards the authority's Employer accreditation scheme, which will be working with a number of employers across the city to improve the prominence of the active travel programme and enhance facilities through incentives and promotion. Subject to employers attain a predetermined standard for enabling their

	<p>staff to utilise Active Travel commute options, they will be form part of a wider promotional campaign and our contractors have offered to provide free 'community benefit' donations towards incentivise greater participation. This will include free bike training, locks, lights and a number of additional items, as well as entry into competitions for free bikes.</p> <p><b>Secure Cycle Storage</b> We have recently ordered a number of new cycle shelters and pump/maintenance stands to be located across the authority. We will also be installing a number cycle hub/storage building at the Civic Centre to provide enhanced storage for staff. We will also be providing nw cycle lockers in the Quadrant multi storey car park to address requests from employees within the city centre keen to utilise active travel modes.</p> <p><b>Cycle Hire Programme</b> A tender is due to out shortly to commission new hire bikes, similar to that previously provided by Santander. Ebikes are also being considered as part of this programme.</p> <p><b><u>Park and Cycle initiative</u></b> A new cycle hub building is to be erected in the Fabian Way Park and Ride site, to enable people to park and cycle into work, whilst leaving their bike a secure facility. The programme will be run through our car parks team whereby individuals will be able to purchase an access card for a predetermine period to facility access to the car park and their secure bike store.</p> <p><b><u>Core Allocation</u></b> The team are developing a number of feasibility projects which will form the basis of the 21/22 bid, all of which have previously been identified on the Integrated Network Map. Bid documents were received just before Christmas for submission at the end of January. The value of grant being put forward is circa £50m. It is proposed that further information will be circulated to members within the coming months of the development proposals.</p>
4	<p><b>Councillors Will Thomas &amp; Brigitte Rowlands</b></p> <p>Would the Cabinet Member consider making the velcro on the pink plastic recycling bags more substantial. When we have a windy day during plastic recycling pickup there is plastic all over the road, that doubles the work for our team and is obviously bad for the environment.</p> <p><b>Response of the Cabinet Member for Environment Enhancement &amp; Infrastructure Management</b></p> <p>The Waste Service are continually reviewing the design of the pink bags. The bags currently in wide circulation were the top specification industry standard bags, which had proved successful in the trial areas. After the county wide roll out it has become apparent that more velcro would be advantageous, so the Council worked with bag manufacturers to innovate and lead on the design of a new type of bag. We already have the new bag being rolled out, as required, that has the more secure fastening arrangement.</p>
5	<p><b>Councillors Phil Downing, Sam Pritchard, Cyril Anderson, Penny Matthews, June Burtonshaw, Mandy Evans, Mike White and Erica Kirchner</b></p>

	<p>Could the Cabinet Member update the council on the implementation of the new Broadway Junction improvement works on Cockett Road, and can he advise, have these roadworks been the resounding success that he and his team had envisaged.</p> <p><b>Response of the Cabinet Member for Environment Enhancement and Infrastructure Management</b></p> <p>The roundabouts at Broadway and Vivian Road were identified as a key barrier to traffic movement, both pedestrian and vehicular, during the transport modelling work carried out to support the LDP.</p> <p>Many different options were considered, due in main to the irregular geometry and gradients. Realignment of the junctions and conversion to traffic signals emerged as the preferred solution. Detailed analysis predicted significant reductions in congestion and queue lengths, whilst allowing safe pedestrian crossings to be implemented on established desire lines, and establishing an active travel link from the college to link up with the scheme on Cockett Road.</p> <p>Both traffic signal installations were commissioned in August 2020, and whilst the current Covid-19 pandemic and its effect on peoples' travel habits makes direct before and after comparison difficult. However, during September and October traffic levels did broadly return to levels experienced in 2019. During this period the queues and delays on all approaches were observed to be significantly less than that experienced previously.</p> <p>The signal junctions employ the latest adaptive control systems allow them to react quickly and automatically to changes in traffic patterns, and employ dynamic linking to coordinate the adjacent sets of lights. This maximises throughput on the arterial routes, minimises wait times, reducing vehicle idling which in turn helps reduce the negative effects of congestion, and impact on air quality.</p> <p>What has been particularly pleasing is the widespread support from drivers and non-motorised users.</p> <p>Junction performance monitoring of the revised highway arrangements indicate the Authority is in an excellent position to deal with future travel demands along the corridor, both post Covid-19, and in support of delivery of the current LDP aspirations, which will in turn assist economic recovery.</p>
6	<p><b>Councillors Chris Holley, Peter Black and Jeff Jones</b></p> <p>Can the Leader tell Council if the legal case for compensation against the surveyors that were employed on the Oceana building to provide the report on the asbestos in the building has been completed and did we receive any compensation.</p> <p><b>Response of the Leader</b></p> <p>The Council is continuing to exchange correspondence with the solicitors representing the firm of surveyors who undertook the asbestos survey work on the former Oceana building and the dispute and potential litigation is ongoing. Due to the confidential nature of the dispute the Council is unable to release any further details at this time.</p>
7	<p><b>Councillors Will Thomas &amp; Myles Langstone</b></p>

With well over 1,600 signatures to the petition it is safe to say the community think that Swansea Council selling the fourth tennis court at Langland Bay is excessive. We think that a sensitive commercial development on the toilet block site with community benefits such as new and improved public toilets, changing rooms and extra sports facilities would be beneficial to the area and local people.

However it is very frustrating to see that an extra tennis court has been added into the proposed footprint. There is plenty of space for development without taking yet another tennis court.

Langland has a long history of tennis and it is an aspiration of mine to bring back the prestigious juniors tournament, for this we would need four courts as a minimum. Do cabinet members not want to see this tournament that was very beneficial for the local economy return.

The LTA have also indicated that they recommend a minimum of four courts need to remain and have communicated this to Swansea Council. Does cabinet respect the opinion of the LTA.

We ask the leader to compromise here and not destroy an iconic part of Langland's character. There would still a very big area to potentially develop without this extra court.

There was also an offer from Mumbles Community Council to take over all 6 tennis courts and the toilet block at Langland, could I please have detail on where this was discussed and why this offer was turned down.

### **Response of the Leader**

Historic data regarding the use of the Tennis Courts at Langland has informed our decision to explore development opportunities that would benefit the public through improved new beach and visitor facilities, whilst retaining some tennis courts under a community asset transfer arrangement and in line with previous and anticipated future demands.

The area proposed for potential development currently includes the double court plus additional nearest single court, which is currently with an agent. Proposals will have to demonstrate how the developer will provide and maintain improved public toilet and shower facilities for the destination overall, but we currently have no understanding of the scale, type and size of any proposals.

Mumbles Community Council's (MCC) offer to take over all six courts, and the toilet block, was previously considered by officers and Members as part of its Asset Transfer protocol, and discussed in detail with Community Council members. At that time it was determined to not be land surplus to requirement, or at risk of disuse, and therefore the Council pursued the option to explore the potential of this destination, through sympathetic development, on the open market before agreeing a transfer to MCC.

We acknowledge that the initial dialogue included the transfer of all 4 single use courts to MCC, but on review, Cabinet Members decided it was prudent to include the 4<sup>th</sup> court within the advertised area for potential disposal, to maximise all improvement opportunities and to enable use as a temporary development compound space, if not forming part of a more permanent disposal. MCC are now offered the lease of the remaining 3 single courts, with the full knowledge that the 4<sup>th</sup> Court may become available should it not be needed for a future scheme. We expect to receive interest from the market by early spring, after which an assessment of the scope and scale, and decision on the options for the 4<sup>th</sup> court can be made.

Acknowledging the LTA and Tennis Wales may have previously advised the Community Council on the optimum facility for an accredited Tournament, we are also aware that this would require additional infrastructure and facilities to meet the current criteria for tennis development, players, officials and spectators. We agree there is an historic relationship to build upon, but the event was last held at Langland in the early 2000's, at which time, our systems and ways of managing the site were unsustainable. It has more recently moved to the Swansea Tennis Centre in Landore, operated by T365 in partnership with Swansea Council, and built with support from the LTA. The Tennis Centre offers fit for purpose indoor and outdoor provision, with ancillary facilities for hosting players and officials as befits an LTA calendar tournament, we agree we need to make more of the kudos of this event. We appreciate this may not directly raise the profile of Langland courts, but we would hope that the uplift of the destination at Langland, along with the Community Council's investment in the community tennis facilities overall, would mean that we can work together to attract funding from the LTA to develop grass roots participation at Langland, and other community courts, so that all our communities can benefit equally from our tennis facilities and relationship with the LTA.

**8 Councillors Peter Black, Mike Day and Susan Jones**

Can the Cabinet Member confirm that once the current Covid crisis is behind us that Holocaust Memorial Day commemoration events will continue to be based in local schools.

**Response of the Cabinet Member for Supporting Communities**

All local authorities are required to constitute a Standing Advisory Council for Religious Education (SACRE) and they have been fully involved with Schools in Holocaust Memorial Day as part of their role and have been working with the Council for a more appropriate way of marking Holocaust Memorial Day (HMD) as a whole city event rather than it just be left to schools organise.

In light of Covid, this year's event has had to be planned in a different way, but very much with our schools, colleges and communities being at the heart of the planning and activities arranged for the day, which will be evaluated after the event to inform future HMD commemoration events.

Being physically together whilst living with the challenges of coronavirus is not possible for 2021, therefore Swansea Council is hosting a virtual Holocaust Memorial Day Event on Wednesday 27 January 2021, asking schools, colleges, universities, community groups, faith groups and citizens to share how they mark HMD in meaningful ways with other people. This could be in a poem, in a song, in artwork, photography or just lighting a candle.

Examples of content planned are as follows;

- Items from 16+ Swansea schools (music/ choirs/ monologues/ drama) collated and edited together by UWTSD.
- Testimony of experiences given by two Swansea Y13 students who visited Auschwitz in 2020 as part of the Lessons from Auschwitz project
- Candle lighting and reading of statements – representatives from the SACRE faith communities
- Poem to be read by individual primary school pupils in their own language and collated together

- Documentary on the Jewish community
- Series of 45-second Instagram videos on issues that arise from the HMD theme (light in the darkness is the theme).

We do this every year, not just to remember the Nazi persecution during the second world war and more recent genocides, but also take steps to build a better future. Even in the UK, prejudice and the language of hatred must be challenged by us all. We do this as part of our commitment to become a Human Rights City and this year's theme is 'Be the light in the darkness' is a message that resonates even louder as we continue to live through the coronavirus pandemic.

These utterly unprecedented times show the very best of which humanity is capable, but also the much darker side of our world as well. We can all stand in solidarity and be the light in the darkness.

**9 Councillors Steve Gallagher and David Helliwell**

Ongoing deficit costs relating to WNPS - A number of residents who are also users of the Pool have been in touch in relation to the bailout cost and deficit a possible bailout of £1.8m cost to the Council and Swansea taxpayers and a likely additional £350.000 for running costs to 31.03.2021 owing to a lack of income due to Covid-19. (Cabinet report Nov 2020) Currently there appear to be increasing costs to be faced by the Authority and taxpayers. I accept the Authority are contractually bound until December 2023 and that the Pool has numerous benefits to Well-Being. Can this total deficit be placed at the hands of Covid-19 as it appears a deficit occurs year on year. Is it now time to consider contracting out the operation to a private supplier as we have done with other Leisure facilities. However, at the very least can the Cabinet Member satisfy our taxpayers that best use of its money is being used and what checks are being made that the facility is being used to its full potential.

**Response of the Cabinet Member for Investment, Regeneration & Tourism**

The Wales National Pool Swansea Ltd, is already established as an independent company, set up in the early 2000's by Swansea Council and Swansea University for the specific purpose of operating Wales National Pool Swansea (WNPS). Under the agreement, which consists of a Lease and management agreement, both partners have a legal and financial obligation to support the company to operate as a public leisure and elite training facility.

WNPS operates like most public leisure facilities in the UK and runs on an agreed net deficit (£) per annum, which in this instance is supported financially on a 50%/50% shared basis by the two parties. This NET deficit forms part of the structural budget forecasts of the authority due to its contractual basis, but efficiencies through performance management are targeted each year and agreed by the Board, over a medium term financial plan. The Pool Board consists of an independent Chair, and Company Directors from the stakeholder partners, including Members of Swansea Council, who are advised by officers from both organisations, facility managers and as needed, independent representatives of the industry and governing bodies. As with all leisure, recreational and cultural facilities operating in the public sector landscape, the objectives of the provision are largely charitable and focused on participation and progression, requiring grants and subsidies from governing bodies and local authorities to meet the high overheads of such facilities, whilst remaining affordable for residents, local groups and education partners. There is however a regular review of the business plan and strategies for

	<p>increasing income and lowering controllable costs are regularly introduced – e.g. catering, hires, memberships, efficient timetabling of classes, shared marketing and digital platforms and capital investments for maximising income and achieving energy/ personnel efficiencies.</p> <p>Pre-covid, the facility was performing well and had made financial improvements through new and sustained income generation and good cost management. The pandemic has resulted in long term closures, through no fault of and outside the control of WNPS Ltd., meaning income generation and building improvements have been disrupted, resulting in a potentially catastrophic losses. This has been the case for all leisure operators in the city, not just the WNPS, and so partners, including Welsh Govt. and governing bodies, have facilitated financial intervention to avoid closure, facility and job losses across the sector. The majority of the support needed by the WNPS and other leisure operators in the city and nationally, has been facilitated by Welsh and UK Government schemes to date, which has secured the facilities for Swansea residents and value for the local taxpayer, by getting a fair share of the national purse available for the sector. Looking to the future we continue to work with the partners on future operating and governance models and examples of best practice in the sector, so that we achieve the most sustainable and fit for purpose facilities for future generations to enjoy and benefit from equally.</p>
10	<p><b>Councillors Phil Downing, Sam Pritchard, Cyril Anderson, Penny Matthews, June Burtonshaw, Mandy Evans, Mike White and Erica Kirchner</b></p> <p>Can the Leader tell us what are the prospects for job growth and recovery in Swansea for 2021.</p> <p><b>Response of the Leader</b></p> <p>While the economic situation is currently very difficult, the prospects for job growth and recovery in Swansea in 2021 are very positive.</p> <p>The UK Economy Beyond Coronavirus: UK Powerhouse report published by Irwin Mitchell and the Centre for Economics and Business Research at the end of November 2020, lists Swansea as the sixth placed UK city in terms of employment growth in 2021, with 8.1% year-on-year growth projected by the end of the year. Swansea has a large workforce in the public sector (over 28%), in health, education and public administration. This sector has been one of the least affected by coronavirus with job opportunities continuing to be created (for example in health) and these are contributing to the positive job growth in the city.</p> <p>In addition to this, the Council is pursuing an ambitious regeneration programme, with major projects such as Copr Bay, 71-72 The Kingsway, the regeneration of Hafod Copperworks and restoration of the Palace Theatre progressing at pace despite the pandemic. Schemes such as these will provide a boost to the local economy and support economic growth and employment in Swansea.</p> <p>WG Transforming Towns regeneration funding has been repurposed to provide Swansea Outdoor Premises Adaptions Grants to over 200 local businesses to enable them to adapt to trading in line with social distancing requirements, helping to directly safeguard in excess of 500 jobs in the local economy. The Council has also administered over £110m of business grants to support local businesses through the pandemic.</p>

11	<p><b>Councillors Chris Holley, Wendy Fitzgerald and Graham Thomas</b></p> <p>The legal department of the Council used to use a system of 15 minutes slots to cost their services. Is that system still in use and is it used in other departments of the Council.</p> <p><b>Response of the Leader</b></p> <p>The Legal Service operates a time recording system to record the chargeable time spent on undertaking legal work on the various work types handled by the Service. The system records 6 minute units of chargeable time in a similar way to private sector law firms.</p> <p>There are also other service areas where time recording takes place for example HRA, capital works and grant schemes in areas of the Place directorate such as building, highways and the grant funding team. This is to allow accurate allocation of costs and /or recharging where appropriate.</p>
12	<p><b>Councillors Ryland Doyle, Penny Matthews, Cyril Anderson and Mike White</b></p> <p>Could the Cabinet Member outline the measures being taken by the Council to protect residents from domestic abuse during the pandemic.</p> <p><b>Response of the Cabinet Member for Supporting Communities</b></p> <p>As a Council and the wider VAWDASV (Violence Against Women, Domestic Abuse and Sexual Violence) Partnership we have worked together to ensure that we protect residents from all forms of domestic abuse, especially throughout the pandemic, and this continues to be a priority.</p> <p>Some examples of the measure put in place are as follows;</p> <ul style="list-style-type: none"> <li>• We have worked with Microsoft to develop a 24 hour interactive ‘Chatbot’ to allow members of the public to access advice, information and signposting to specialist agencies in their local area</li> <li>• Promotions of the ‘Live Fear Free’ campaign and other WG campaigns through regular social media campaigns reminding citizens that support is still available, despite restrictions</li> <li>• Fortnightly meetings with specialist providers to identify and respond to emerging trends, needs and gaps in provision</li> <li>• The Council Domestic Abuse service provision have continued to operate throughout the pandemic, providing direct support through the IDVA project, Domestic Abuse Hub and Equilibrium Project</li> <li>• We have secured funding for electronic equipment to provide families and individuals with access to support and safety measures online i.e. Tablets and Mobile phones</li> <li>• We have secured funding for additional home security measures including outdoor lighting, video doorbells etc to further secure victims in their homes</li> <li>• Home visits are being conducted in special circumstances with police when considered essential and following health &amp; safety risk assessment</li> <li>• VAWDASV partnership meetings all continuing remotely to ensure effective communication and strategic planning between key partners including police, probation, housing, education, specialist providers, substance misuse agencies etc</li> </ul>



	<ul style="list-style-type: none"> <li>Regional funding opportunities are considered by the regional VAWDASV Commissioning Board and in consultation with the specialist providers to ensure that any funding is placed where it needs to be</li> <li>Ask &amp; Act training is being prioritised and coordinated across the region with rollout due to start in January 2021. This will take place in virtual format, and will be targeted at those council staff who are likely to encounter DA victims, starting with social services staff.</li> </ul> <p>The Live Fear Free new campaign phase 'Home shouldn't be a place of fear' has just be relaunched as with the latest restrictions across Wales, it is important that those at risk of abuse know they can still get in touch with Live Fear Free 24/7.</p>
13	<p><b>Councillors Ryland Doyle, Penny Matthews, Cyril Anderson and Mike White</b></p> <p>Can the Cabinet Member for Investment outline the history of site 9 in Swansea Marina.</p> <p><b>Response of the Cabinet Member for Investment, Regeneration &amp; Tourism</b></p> <p>Please see response at Appendix A.</p>
14	<p><b>Councillors Ryland Doyle, Penny Matthews, Cyril Anderson and Mike White</b></p> <p>Would the Leader or Councillor Mark Thomas Cabinet Member, clarify the council position regarding an incinerator in Llansamlet. Now that BIFFA have withdrawn their appeal to the decision of the planning committee to turn down the application for the Incinerator in Llansamlet, do the council have any plans to build an incinerator in Llansamlet to deal with waste when Ty John closes.</p> <p><b>Response of the Cabinet Member for Environment Enhancement and Infrastructure Management</b></p> <p>I can confirm that the Council does not have any plans to build an incinerator in Llansamlet to deal with waste when Tir John closes.</p>
15	<p><b>Councillors Chris Holley, Graham Thomas and Wendy Fitzgerald</b></p> <p>Why are we building new council flats and then allowing Housing Associations to run them.</p> <p><b>Response of the Cabinet Member for Homes, Energy &amp; Service Transformation</b></p> <p>Prior to construction, strategic discussions between Regeneration and Housing teams took place regarding the 33 flats being delivered as part of the Copr Bay development. The dialogue was held prior to Welsh Government's formal lifting of the Housing Revenue Account (HRA) borrowing cap and as such was not affordable within the HRA Business Plan for development as potential Council housing at the time. The site was subsequently marketed and a sale was agreed to a Housing Association. Now that the HRA has additional borrowing capacity, consideration is currently being given to potentially delivering further Council</p>


	housing in the City Centre as part of the Shaping Swansea marketing process and linkages to the More Homes Development Plan.
	<b>Part B – No Supplementaries</b>
16	<p><b>Councillors Lynda James, Kevin Griffiths and Mary Jones</b></p> <p>The council is rolling out many defibrillators across the city, these are easy to use. However, many people are uncertain about using them on a patient. What training is also being provided to members of the public who may want to be certain in how to use them.</p> <p><b>Response of the Cabinet Member for Homes, Energy &amp; Service Transformation</b></p> <p>As part of the initiative to make Swansea "Defib-friendly", public training forms an important and integral part.</p> <p>Whilst the fully automatic defibrillator is designed for the layperson in mind, training would provide additional confidence and reinforces the importance of taking immediate action.</p> <p>Heartbeat Trust are managing this initiative and have partnered with St John Ambulance Wales and the First Responders Network to carry out CPR and Defibrillation awareness training.</p> <p>Under the current Covid-19 restrictions, such training will need to be online and Heartbeat Trust will signpost to appropriate awareness training videos.</p> <p>Meanwhile, Heartbeat Trust are now producing their own online training that will include an element of interaction and self-assessment. This will become available in March 2021.</p> <p>HeartBeat Trust will recommence with their community training sessions as soon as it is safe to do so.</p> <p>In addition a map of existing and proposed defibrillators is being developed which can also be shared when completed.</p>

**Council – 28 January 2021 – Councillor Questions – 9**

The site opposite the Observatory in the Marina, is Council owned land allocated for development in the adopted local development plan (**Swansea LDP, adopted 2019** <https://www.swansea.gov.uk/ldp>) for a part residential, mixed use development retaining an element of open space. This allocation followed comprehensive periods of stakeholder engagement and public consultation on the LDP, and all the proposals that the Plan contains. Further details about the detailed consultations undertaken are available to view on the Council's planning web pages <https://www.swansea.gov.uk/article/30232/Core-documents---Submitted-LDP-Docs-LDP>, and shortcuts to these available reports are available via the following links

**LDP16a** [Initial LDP Consultation Report 2016](#) &

**LDP16b** [Initial LDP Consultation Report Appendices July 2016](#)

**LDP17**  [Deposit LDP Consultation Report - July 2017 \(PDF, 12MB\)](#)[Opens new window](#)

The land in question has been identified as being suitable for residential development in successive Development Plans adopted by the Council for over 20 years. Most recently, prior to the LDP the former Swansea Unitary Development Plan (UDP, adopted 2008) <https://www.swansea.gov.uk/article/5337/UDP-written-statement> allocated the site for 55 units.

The site was put forward as a proposed 'Candidate Site' for allocation for development in the Swansea Local Development Plan (LDP) in 2011 <https://www.swansea.gov.uk/ldpcandidatesites> (site ref CA013 refers). A series of Special Planning Committee Meetings were held in June 2015 to discuss all the candidate sites proposed to be allocated in the Swansea LDP – this included hearing the views of petitioners, site promoters and local ward members. All Members were invited to submit representations and/or attend Planning Committee to make their views known. In total 14 petitioners and 11 site promoters were heard during this process, including on the 1 June 2015, a petitioner being heard for the site in question. Full details of this process are available at <https://www.swansea.gov.uk/LDPPA>. In addition to the these Special Meetings, Planning Committee also visited some of the proposed sites for allocation including the site in question. Having considered the detailed assessments undertaken by officers for each site, and all representations made during the LDP public consultation exercises including

the petition hearings process, **Planning Committee then resolved in 2015 to approve the site as appropriate for inclusion in the Plan. This decision was then endorsed by a vote at full Council.**

The Council provided evidence to the Examination in Public carried out on the LDP relating to the site. The Council submitted a statement on the phasing and delivery of the development schemes included in the LDP was published - <https://www.swansea.gov.uk/article/30234/LDP-Examination---Examination-documents>, page 47 of which states in respect of this site:

*...30 residential units and open space on Site 9 Trawler Road in the Maritime Quarter. This will be marketed on adoption of the LDP, with a view to selling by 2019/20 as set out in the Council's Asset Disposal Schedule, and therefore expected to be built in 2022/23. Technical studies have been completed and a marketing brief is being prepared....*

During the course of the Examination, the site was specifically discussed at a hearing session on 15<sup>th</sup> Feb 2018 – details available here

<https://www.swansea.gov.uk/article/37783/Hearing-7-Thu-15-Feb-2018-Strategic-A-F-I-J-K--L> - which provided an independent process for the

representations made on this site from interested parties to be discussed. The representations from the local Maritime Quarter Residents Association were discussed at this session.

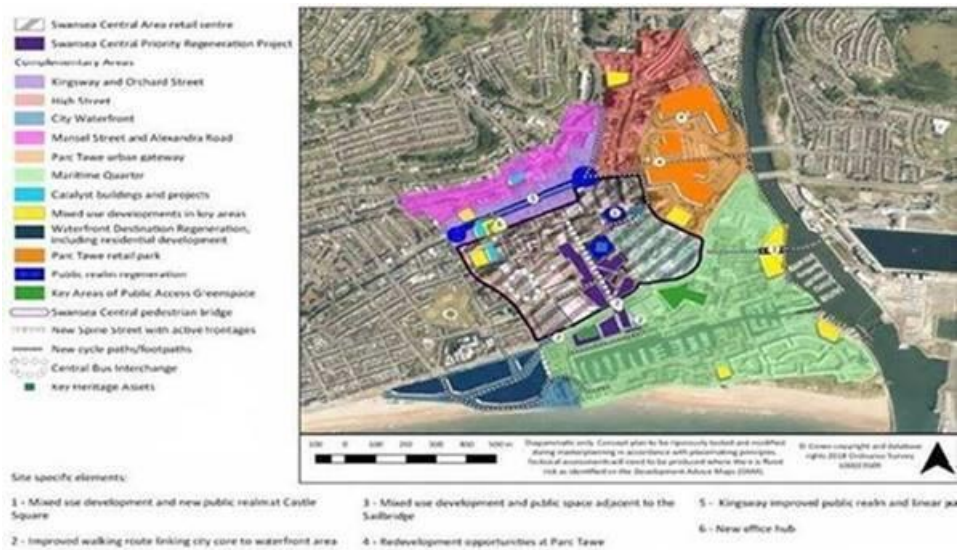
Please note that the statutory report published by the planning inspectors that followed the close of the public Examination on the LDP, confirmed that the site was considered appropriate for development and was able to be allocated in the LDP.

The Council voted to adopt the LDP in February 2019 (including all the allocations within it) as the agreed planning framework against which decisions on planning applications should be made.

A non-statutory Inquiry was held before an Independent Inspector on 3rd to 5th June 2013 to consider an application made by residents to register the land as a Village Green. Following the Inquiry, the Inspector provided a report of his findings. The application was then considered by the Council's Rights of Way and Commons Sub-Committee on 11th September 2013. Following full consideration of the application, including the Inspector's findings, the Committee resolved that the application be refused, which was in accordance with the recommendation of the Inspector.

The site is one of a number (7 in total) that the Council is currently marketing as part of our "Shaping Swansea" program. This process will secure a strategic partner to bring forward a number of identified development sites. This emphasises the Council's intentions, namely to bring forward a high quality development scheme on this allocated site having regard to our wider program of regeneration for the Swansea Central Area. It is anticipated that the strategic partner will be selected by September 2021, after which the 7 sites (including the site in question) will be prioritised before being taken through the development process including a planning application.

In terms of any future application, there are a range of LDP policies that will be referenced to determine any proposals submitted. **Policy SD J ‘Swansea Central Area’** makes clear that new development proposals are required to accord with a number of place making principles and development requirements. The following place making principle pertains to the defined ‘Maritime Quarter’ (as shown in the extract from the LDP produced below), and is particularly relevant for this site: ***Deliver schemes at waterfront sites at Swansea Point and opposite the Observatory which represent small but significant opportunities for leisure and facilities to support the attraction of the Waterfront as a destination.***



The Council will fully consider placemaking and viability matters when deciding what would be the appropriate nature and scale of open space to be provided as part of any specific development proposal for the site, and these details would need to be considered as part of any masterplanning work to advance that scheme. The following additional LDP policies which will also inform any decisions made in relation to the site:

- **PS1, PS2 Placemaking Principles**
- **SD1 Strategic Development Areas,**
- **SD2 Masterplanning Principles**
- **H3 Affordable Housing**
- **HC1 Historical and Cultural Environment,**
- **HC2 Preservation and Enhancement of buildings and features**
- **SI1 Health and Well being ,**
- **SI6 Provision of new open space**
- **RC 2 Retail and Leisure**
- **ER2 Strategic Green Infrastructure network**
- **ER9 Ecological Networks and Biodiversity**

In addition to being allocated in the LDP, the site is also identified as a development opportunity within the **Swansea Central Area Regeneration**

**Framework (Adopted 2016)**, which provides guidance to inform decisions on planning applications.





**Council – 28 January 2021**

## **Notice of Motion – Fireworks**

**Notice of Motion from Councillors Lesley Walton, Rob Stewart, Andrea Lewis, David Hopkins, Jan Curtice, Mike Lewis, Mark Child, Des Thomas, Sam Pritchard, Wendy Lewis, Lesley Walton, Robert Francis-Davies, June Burtonshaw, Mike White, Terry Hennegan & Cyril Anderson**

This Council notes

- that whilst it supports organised events such as for Diwali, Chinese New Year and 5th November, public & private, the public are letting off fireworks indiscriminately at any time during the year
- that some fireworks sold to private individuals are too loud, with the current legal decibel level at 120
- that over 750,000 people across the UK over recent years have signed petitions raising concerns over this and the general misuse of fireworks & related antisocial behaviour
- that this issue has been raised both at the Welsh Senedd and the UK Government

This Council believes

- that legislation currently in place ie Fireworks Act 2003, is inadequate in stopping inconsiderate individuals being able to let fireworks off at any time, causing distress to both animals & people, and in some cases injury even death
- that the current legal noise limit is set too high

This Council resolves to write to the UK Government urging them to review & update current legislation as necessary such that:

- fireworks are only available for sale by licensed retailers, by introducing mandatory conditions where they are purchased, and restricting the times of day when they can be sold
- licensed retailers are encouraged to stock fireworks quieter than the current legal decibel limit, evidenced as being safe such as having the CE mark, and individually identified with unique serial number traceable identifiers, such as bar codes, to enable tracking if and when required should regulations be broken
- fireworks can only be bought by those producing adequate evidence of their identity including age
- random but organised checks can be carried out by council enforcement officers on shops selling them with significantly increased fines for those selling fireworks without necessary controls or setting off fireworks outside of the permitted timeframes
- the decibel level of fireworks sold in supermarkets or by private suppliers is reduced to a maximum of 90dB

- fireworks sales are restricted to specified times of the year
- residents are encouraged to attend pre-advertised organised public events namely Chinese New Year, Diwali, Bonfire Night/5th November, and New Year rather than holding their own displays
- private parties on these occasions where fireworks available for purchase adhere to regulations and are only permitted on certain dates
- other pre-advertised one-offs during the year where written permission has been awarded to individuals or groups, based on being held at a venue which is a safe distance from residential properties