



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Pwyllgor Rhaglen Chraffu

Lleoliad: O bell drwy Microsoft Teams

Dyddiad: Dydd Mawrth, 15 Mawrth 2022

Amser: 4.00 pm

Cadeirydd: Y Cyngorydd Peter Black CBE

Aelodaeth:

Cynghorwyr: C Anderson, E W Fitzgerald, D W Helliwell, T J Hennegan, P K Jones, H Lawson, W G Lewis, C E Lloyd, S Pritchard, G J Tanner, W G Thomas a/ac T M White

Aelodau Cyfetholedig Statudol: D Anderson-Thomas a/ac A Roberts

Cynghorwyr sy'n Aelodau Cyfetholedig: C A Holley, P R Hood-Williams, S M Jones, L R Jones a/ac J W Jones

Gwyllo ar-lein: <https://bit.ly/3vymy1h>

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

Agenda

Rhif y Dudalen.

1 Ymddiheuriadau am Absenoldeb.

2 Datgeliadau o Fuddiannau Personol a Rhagfarnol.

www.abertawe.gov.uk/DatgeluCysylltiadau

3 Gwahardd Pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau.

4 Cofnodion.

Cymeradwyo a llofnodi, fel cofnod cywir, gofnodion y cyfarfod blaenorol.

1 - 6

5 Cwestiynau Gan y Cyhoedd.

Mae'n rhaid i gwestiynau gael eu cyflwyno'n ysgrifenedig i'r Gwasanaethau Democritaidd democratiaeth@abertawe.gov.uk erbyn ganol dydd fan bellaf ar y diwrnod gwaith cyn y cyfarfod. Rhaid bod y cwestiynau'n ymwneud ag eitemau ar yr agenda. Ymdrinnir â

chwestiynau o fewn cyfnod o 10 munud.

6	Adroddiad Blynyddol Cwynion 2020/21.	7 - 47
7	Ymchwiliad Craffu Caffael - Adroddiad Terfynol.	48 - 78
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Huw Evans

Huw Evans

Pennaeth Gwasanaethau Democrataidd

Dydd Mawrth, 8 Mawrth 2022

Cyswllt: Y Gwasanaethau Democrataidd Ffôn (01792) 636923

Agenda Item 4



City and County of Swansea

Minutes of the **Scrutiny Programme Committee**

Remotely via Microsoft Teams

Tuesday, 15 February 2022 at 4.00 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)

C Anderson
P K Jones
C E Lloyd
T M White

Councillor(s)

D W Helliwell
H Lawson
S Pritchard

Councillor(s)

T J Hennegan
W G Lewis
G J Tanner

Statutory Co-opted Member(s)

D Anderson-Thomas A Roberts

Councillor Co-opted Member(s)

C A Holley S M Jones J W Jones
P R Hood-Williams L R Jones

Also Present

Trudi Meyrick Chief Superintendent, South Wales Police
Mark Brier Superintendent, South Wales Police
Councillor Alyson Pugh Cabinet Member for Supporting Communities
Councillor Rob Stewart Cabinet Member for Economy, Finance & Strategy
(Leader)

Officer(s)

Adam Hill Deputy Chief Executive / Director of Resources
Kate Jones Democratic Services Officer
Brij Madahar Scrutiny Team Leader
Phil Roberts Chief Executive
Debbie Smith Deputy Chief Legal Officer
Paul Thomas Community Integration Partnership Manager

Apologies for Absence

Councillor(s): E W Fitzgerald and W G Thomas

95 Disclosures of Personal & Prejudicial Interest.

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

Councillor Susan Jones – Minute No. 99 – Son is an employee of South Wales Police

Councillor Wendy Lewis- Minute No. 99 - Son is an employee of South Wales Police

Councillor Sam Pritchard – Minute No. 99 – Member of the Fire Authority

Councillor Terry Hennegan – Minute No. 99 – Member of the Fire Authority

96 Prohibition of Whipped Votes and Declaration of Party Whips.

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

97 Minutes.

Resolved that the Minutes of the Scrutiny Programme Committee held on the 18 January 2022 be approved and signed as a correct record.

98 Public Question Time.

There were no public questions.

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

Representatives from South Wales Police and the Council attended to provide a progress report on Safer Swansea Partnership, and answer questions which both organisations jointly chair.

A presentation was provided which included the following:-

- Background
 - Partnership Vision
 - Partnership Purpose
- Current Safer Swansea Partnership Governance
 - Public Services Board
 - Safer Swansea Partnership Steering Group
 - Strategic Priorities
- The Partnership
 - Organisation
 - Role
- As a Partnership review where we have been during the last period
 - Understanding the impact of the Pandemic – Hidden harm / Child Criminal Exploitation (CCE) / DVA / Violence against Women, domestic abuse and sexual violence (VAWDASV)
 - Increased flashpoints for Tension
 - SA1 / Voice of Wales (VOW)
 - Homeless – Temporary Housing
 - Substance misuse
 - Social economic impact of lockdown
- Outline the progress, challenges and opportunities that we have faced against the priorities that we have set.
 - Omicron Variant Impact

- Strategic / Tactical implications
- Reduction in Demand
- Resource and Service Implications
- Strategic Priorities Remain Unchanged but there were additional areas of focus such as hidden impact of the pandemic, community tensions and public safety / well-being / resilience / recovery
- Strategic Priorities Overview Update
 - VAWDASV
 - Substance Misuse
 - Stronger Communities
 - Evening and Night Time Economy
 - Hate Crime and Community Tension Monitoring
- Challenges
 - VAWG - Spiking
 - Tension – BLM / Reclaim The Streets / VOW / Cinema and Co / Asylum / Anti-Vax / Clydach
 - Mayhill – Op Morano
 - Impact of Homeless in Temporary Accommodation
 - Covid Context – The 4 E's continue - Hidden Impact / Public Apathy
- Response
 - Safer Street – Help point / protocol / Student
 - Open Dialogue / PLO / Openness & Transparency / Facts before Facebook
 - Independent Review / lessons learnt / robust prosecution
 - Monitoring, Support and Partnership intervention
 - Resources / licensing / Economic and Personal Wellbeing
- Continued Focus for the Future
 - Community Problem Solving – Focus on outcome and escalation
 - Drug Enforcement – County Lines – CL intensification / Op Tilbury result / Naloxone / project Adder
 - Anti-Social Behaviour (ASB) – Staged interventions / ASB referral / Robust and auditable process / Escalation to CBO's / Partnership Yos / Public Space Protection Order
 - Hate Crime – Cohesion / Response Narrative
 - Knife related crime – Op SCEPTRE / Week of Action in November / Follow the 4 p's / Education / Youth / SLO's / dedicated team – response and intel led
 - Vulnerability – Early Intervention and Prevention / Restructure to RIT and Op Soteria / Continued work on Swan and Swot / Continued focus of Suicide Rapid Response Groups / Child Sexual Exploitation and Child Criminal Exploitation focus.
- The Future
 - Dealing with the present as the present
 - Community Cohesion and Resilience – challenge to pre-empt and educate
 - Safeguarding / Disruption / Enforcement in all areas of vulnerability
 - Partnership to continue to draw on its joint strengths to meet current and future challenges
 - Partnership to continue to work to link community needs and priorities with sustainable and visible change and to escalate where necessary

- Performance and Crime Statistics
 - Violence against Women and Girls
 - Recorded Crime – All Crime – Swansea, Neath and Port Talbot Monthly
 - Drug Trafficking
 - OP Sceptre – Knife Related Crime Incidents
 - ASB figures for Swansea November 21 to January 2022.
 - Hate Crime
- Swansea Neath Port Talbot – Neighbourhood Policing Priorities
 - Gorseinon / Penlan
 - Gower / Townhill
 - City Centre
 - Morriston / Eastside
 - Neath / Pontardawe
 - Port Talbot

Questions and discussions focussed on the following topics:

- Relationship between Safer Swansea Partnership (SSP) priorities, individual Police priorities and Council priorities
- Relationships and communication between the police and ward members – noted arrangements for monthly meetings and feedback, working well in some areas but some room for improvement
- Police & Crime Commissioner's Reduction Plan and Chief Constable's Delivery Plan – key set priorities
- The extension of the current Safer Swansea Partnership Strategy for 6 months whilst working on developing a new Strategy
- The role of the Serious Organised Crime Board within the overall SSP Governance Structure - a partnership group to problem solve issues on organised crime
- Response to the Mayhill riot in May 2021 and implications for the SSP of findings of the Independent Learning Review and progress on the recommendations – noted an Extraordinary Safer Swansea Partnership meeting to be held at the end of February to look at the recommendations made in the inquiry; some concern regarding disparity in support through different areas following the riot in May 2021; noted there would be an internal review of the riot within the police and re-structure to address the issues raised
- Current police resources / staffing levels
- Addressing the findings of the Child Sexual Exploitation IICSA Report – work ongoing around profiling and data completeness
- Extent of Hate Crime in Swansea and addressing the reluctance of some individuals to report such crimes; the commitment to Human Rights' City and increasing public trust
- Continued impact of the pandemic and the effect on crime and disorder and SSP activities
- Work on addressing violence against women / domestic violence: successful grant bids in respect of domestic violence; investment into female safety in the night time economy; Creation of Safe spaces – 20 + businesses and some fire stations; approach to improve a worryingly low rate of complaints in relation to

sexual offences leading to charges being brought against alleged offenders;
development of remote site for victims to give evidence securely

- Improved partnership working resulting from the Pandemic
- Extent of breaches of Covid rules over the past year, and take up of resources in the enforcement – work in moving away from 'breaches' to 'education'
- Levels of knife crime – difference in statistics to public perception; measures to tackle knife crime and anti-social behaviour - campaign for 11-16 year olds
- Issues with off-road bikers around Swansea
- More joined up approach to social media across SSP partners

The Chair thanked all those present.

100 Scrutiny Performance Panel Progress Report: Service Improvement & Finance (Councillor Chris Holley, Convener).

Councillor Chris Holley, Convener, presented the Service Improvement & Finance Performance Panel Update Report.

Resolved that the update be noted.

101 Membership of Scrutiny Panels and Working Groups.

The Chair presented a report on the Membership of Scrutiny Panel and Working Groups. No changes were indicated.

Resolved that the report be noted.

102 Scrutiny Work Programme.

The Chair presented a report on the Scrutiny Work Programme.

The next Scrutiny Programme Committee was scheduled for 15 March 2022, and would be the final Committee meeting of the municipal year. The main items scheduled were:

- Procurement Scrutiny Inquiry – Final Report
- Annual Work Programme Review

An additional item, the Annual Complaints Report 2020/21, would also be scheduled for the Scrutiny Programme Committee on the 15 March 2022.

The Chair provided an update in respect of Regional Scrutiny and reported that the South West Wales Corporate Joint Committee had met and an Overview and Scrutiny Sub Committee, which would be serviced by Neath Port Talbot Council, was in the process of being set up.

Resolved that the report be noted.

103 Scrutiny Letters.

The Chair presented a report on 'Scrutiny Letters' for information.

It was noted that the Equalities Inquiry Panel met on the 26th January 2022 and were happy with the implementation of recommendations and the positive impact the Inquiry had made. The Panel had suggested that a one off working group could be set up to follow up on the development of a corporate Co-production Strategy, and ask questions about how well co-production is being embedded within the Council, etc. This would be noted and discussed as part of the work plan for the next municipal year.

Resolved that the Scrutiny Letters be noted.

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

The dates and times of the upcoming Panel / Working Group meetings were noted.

The meeting ended at 6.06 pm

Chair

Agenda Item 6



Report of the Cabinet Member for Business Improvement & Performance, the Cabinet Member for Adult Social Care and Community Health Services and the Cabinet Member for Children Services

Scrutiny Programme Committee – 15 March 2022

Complaints Annual Report 2020/21

Purpose	To present the Annual Complaints Report for 2020-21
Content	This report includes a summary of complaints performance across both Corporate and Social Services including complaints, comments and compliments.
Councillors are being asked to	Discuss the Council's complaints performance for 2020-21 and the comments and compliments received from service users
Lead Councillor	Cabinet Member for Business Improvement & Performance – Councillor Andrew Stevens Cabinet Member for Adult Social Care & Community Health Services – Councillor Mark Child Cabinet Member for Children Services – Councillor Elliott King
Lead Officer	Sarah Lackenby
Report Author	Sarah Lackenby (01792) 637334 Sarah.lackenby@swansea.gov.uk
Legal Officer	Debbie Smith
Finance Officer	Jeff Dong
Access to Services Officer	Rhian Millar

1. Introduction

- 1.1. This report highlights the number of complaints received by the Council and the Public Services Ombudsman Wales (PSOW) during 2020-21. This was a very challenging year due to Covid-19 and impacted on the number of complaints received. Therefore, comparisons with the previous year's performance should be taken in that context.
- 1.2. The Council recognises that in order to meet the needs and concerns of members of the public, the monitoring of complaints is a valuable resource in its requirement to continually improve services. All complaints are taken very seriously and provide valuable customer insight.
- 1.3. The monitoring of the complaints handling process was added to the Terms of Reference of the Governance and Audit Committee in April 2021 as a result of the new Local Government and Elections (Wales) Act 2021.
- 1.4. Despite the impact of Covid-19 on business as usual work, the Council still made some good progress during the year:
 - The Complaints Policies were reviewed to ensure they were in line with the Public Services Ombudsman (Wales) Act 2019 and the Welsh Language Standards
 - The complaints team received training directly from the PSOW
 - A new IT system is underway to make the process easier for the public and more efficient for staff with improved reporting functionality. This will go live for corporate complaints initially during the first quarter of the new financial year.

2. Requests for Service (RFS)

- 2.1 A request for service is not a complaint (e.g. a request for service could be a request to repair an unlit lamp post, or missed bin collection). A complaint would only arise should the request for service not be properly dealt with.

3. Corporate Complaints

Appendix 1 contains all statistical tables referring to corporate complaints, comments and compliments in this report.

3.1. Stage 1 Complaints (informal)

Informal complaints are defined as Stage 1 complaints and are dealt with by the relevant service areas. When a complaint spans several different service areas, the complaints team will coordinate the handling of the complaints and provide a single, substantive response. All stage 1 complaints should be responded to within 10 working days.

1,171 Stage 1 complaints were received (see Appendix 1). 5 (0.42%) of the corporate complaints received were made through the medium of Welsh, or related to Welsh Language issues.

3.2. **Stage 2 Complaints**

If a complainant is dissatisfied with the outcome of a Stage 1 complaint, they may request that the matter be investigated by the Complaints Team, which is independent of the service department.

The Complaints Team will carry out an investigation, re-examining those issues with which the complainant remains aggrieved. This investigation will include a review of all relevant correspondence, often incorporates separate discussions with both the complainant and relevant officers from the service department(s) concerned, and should be responded to within 20 working days.

Complainants who remain unhappy with the outcome of the Stage 2 investigation by a Complaints Officer can refer their complaint to the Public Services Ombudsman for Wales (PSOW).

Of the 1,171 Stage 1 Complaints received only 129 disagreed with the original investigation and appealed to Stage 2. 88 (68%) were not justified and 33 (25%) were either justified or partially justified. In addition to this, seven were not pursued, with one ongoing. Two of the stage 2 complaints received were made through the medium of Welsh, or related to Welsh Language issues.

3.3. The “Comments” section relates to cases where an individual has made a comment regarding a service as opposed to a complaint, which is then passed on to the relevant service unit for information. These comments may be negative or positive. Examples of comments and compliments have been included in the appendices.

3.4. In previous years, the stage 1 corporate complaints figures have included Social Services corporate complaints but going forward, these will be reported separately in the Social Services appendices. This year’s total of 1,171 is a decrease in last year’s figure of 1,555 – both figures exclude the Social Services corporate complaints.

3.5. Compared to the previous year:

- Stage 1 complaints decreased (1,171 compared to 1,555 (social services complaints removed) in 2019-20)
- Stage 2 complaints decreased (129 compared to 153 2019-20)
- Requests for service increased (644 compared with 570 in 2019-20)
- The Council received fewer comments (19 compared with 48 in 2019-20).

4. Social Services Complaints

Appendix 2 (Adult Services) and **Appendix 3** (Child & Family Services) contain further details referring to Social Services complaints, comments and compliments in this report.

- 4.1. Swansea Council's Social Services complaints procedures seek to empower service users, or those eligible to speak on their behalf, to voice their concerns in relation to the exercise of Social Services functions. The Social Services Complaints Policy can be viewed online at: <https://www.swansea.gov.uk/sscomplaints>
- 4.2. Swansea Council's Social Services teams are committed to ensuring that concerns raised are listened to and resolved quickly and efficiently. Lessons learned from this process are fed back to relevant teams and used wherever possible to improve future service delivery.
- 4.3. Our aim is to resolve complaints at the earliest opportunity and teams are encouraged to be proactive in achieving this goal.
- 4.4. Where someone has been deemed 'not eligible' to utilise the social services complaints procedure in accordance with guidance/legislation, their complaints may be dealt with under the corporate complaint procedure. This ensures that everyone is able to voice their concerns and that a complaints mechanism is accessible to everyone.
- 4.5. For Adult Services, the total number of Stage 1 complaints received this year has decreased by 28% in comparison with figures for the previous year. Under the Social Services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Though efforts to resolve complaints internally are made wherever possible, the number of stage 2 complaints this year has increased from 6 to 10.
- 4.6. For Child and Family Services, the number of Stage 1 complaints received this year has increased slightly by 3.7% compared to the previous year. Under the Social Services complaints policy, both the old and new legislative framework allow complainants to immediately request a stage 2 investigation. Through efforts to resolve complaints internally wherever possible, the number of stage 2 complaints this year is equal to last year's figure of 7 received.

5. Cases reported to the Ombudsman

- 5.1. Should a complainant remain dissatisfied following completion of the two internal complaint stages, they can take their complaint to the Ombudsman's office for independent investigation.

- 5.2. The Ombudsman publishes an Annual Report and sends an annual letter to the Council every year. Full details of this report and letter for Swansea Council for 2020-21 can be viewed at **Appendix 4**.
- 5.3. In summary, Appendix 4 shows 73 complaints to the Ombudsman including corporate complaints and Social Services (there were 92 cases received in 2019-20). 67 of which were closed within the year, and nine of which received intervention (early resolution / voluntary settlement (5) or were upheld (4)). PSOW complaints reduced compared with the 92 closed in 2019-20

6. Service improvements

- 6.1. Lessons can be learned from complaints received where complaints are upheld. Redress measures have included the issuing of apologies, small compensation payments, additional training for staff and the introduction of new procedures.
- 6.2. Where a complaint was upheld by the PSOW, the findings were discussed with the Head of Service and relevant Principal Officer. The Complaints Officer responded to the PSOW on the actions undertaken by Swansea Council and any lessons learned. Once actions were completed, the complaint was closed on the system, recording the outcome and any lessons learned
- 6.3. The Complaints Service receives an Internal Audit every three years to ensure it is undertaking its functions correctly.

7. Compliments

- 7.1. When compliments are received they are acknowledged and forwarded to the Head of Service for the relevant service area. A selection are highlighted for the staff newsletter, The Weekly. This has a positive impact on staff morale and allows departments to recognise good practices. Examples of the many compliments received are shown in the appendices.
- 7.2. 19 comments were received corporately during 2020-21. This is a significant reduction to the 48 in the previous year largely due to the pandemic. Social Services include 90 for Adult Services and 75 for Child and Family Services over the period.

8. Conclusion

- 8.1. 2020-21 was a very challenging year due to the pandemic, however based on the statistical evidence provided, there are no trends to cause concern.

9. Integrated Assessment Implications

9.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

9.2 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

9.3 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

9.4 An IIA Screening Form has been completed (**Appendix 5**) with the agreed outcome that a full IIA report was not required.

The impacts have been categorised as medium as there is the potential to positively change and adapt services based on complaints received. The exception is where policies and processes are governed by statutory legislation, therefore the impact remains the same.

With regard to the summary of involvement, complaints from the public are used as a valuable tool to adapt, change and develop services.

Well-being and future generations considerations around this annual report include:

- Using complaints information to adapt and shape services for the future

- Using Welsh Language complaints to ensure the Council not only meets the existing standards but also encourages and promotes the Welsh Language
- Using complaints information to prevent problems occurring or getting worse
- Viewing complaints in an integrated way, especially where a complaint may involve multiple public sector organisations.

The report adheres to the transformation and future council development well-being objective in the Corporate Plan - so that services are sustainable and fit for the future.

The report provides historic performance information and therefore risks are considered low.

With regard to the cumulative impact, this is an annual performance report. When a complaint is received by a service opportunities to adapt, review or change ways of working are considered at that point. However, some policies and procedures are related to statutory legislation and cannot be changed locally.

10. Financial Implications

- 10.1 During 2020-21 the Council spent £22,700 on complaints investigations in social services and paid £3,633 in compensation.

11. Legal Implications

- 11.1 There are no specific legal implications arising from this report.

Background papers: None

Appendices:

- Appendix 1 - Corporate Complaints and Compliments 2020-21
- Appendix 2 - Adult Social Services Complaints and Compliments 2020-21
- Appendix 3 - Child and Family Services Complaints and Compliments 2020-21
- Appendix 4 - PSOW Annual Letter 2020-21
- Appendix 5 – IIA Screening Form

Appendix 1: Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2020 to 31 March 2021 by Service Department

Service Area	Stage 1 Complaints 2019/20	Stage 1 Complaints 2020/21	Stage 2 Complaints 2019/20	Stage 2 Complaints 2020/21	Requests for Service 2019/20	Request for Service 2020/21	Comments 2019/20	Comments 2020/21
Commercial Services	0	0	0	0	0	0	0	0
Communications & Customer Engagement	84	23	5	0	6	8	3	1
Corporate Building & Property Services	144	187	9	9	31	27	0	0
Cultural Services	82	15	5	1	20	24	5	2
Economic Regeneration & Planning	20	34	12	19	10	16	2	1
Education	16	27	2	0	8	11	0	0
Financial Services	34	46	2	8	35	42	2	1
Highways & Transportation	383	296	49	44	168	176	12	5
Housing & Public Protection	244	204	45	30	112	158	7	4
HR & OD	1	8	1	1	3	1	1	0
Information & Business Change	0	0	0	0	1	4	0	0
Legal & Democratic Services	14	4	1	1	7	9	1	0

Poverty, Wellbeing & Communities	0	0	0	0	0	0	0	0
Waste Management & Parks	533	327	22	16	109	168	14	5
Totals	1555	1171	153	129	570	644	48	19

TABLE 2: Comparison of total enquiries received with the Previous Year			
	1 April 2019 to 31 March 2020	1 April 2020 to 31 March 2021	Difference (+ or -)
Stage 1	1597 (inc. SS corporate) 1555 (exc. SS corporate)	1171	-426 -384
Stage 2	153	129	-24
Requests for Service	570	644	+74
Comments	48	19	-29

Table 3 – Examples of Compliments Received	
Teams	Compliments Received
Waste, Parks & Cleansing	The foxes/seagulls had been at my neighbours black bags and the contents were strewn all over the pavement. Your lorry turned up at about 7 am this morning and the crew picked up everything and threw it into the back of their lorry. I didn't think that they would do that....so a very big THANK YOU to them.
Cultural Services	Have to say that the Glynn Viv team have been amazing this past year. Three art force sessions a month for both girls using things everyone tends to have at home and learning loads of new skills. Plus with a lot of discussion back and forth with her course leader X managed to get everything sent off for her Bronze Arts Award and she's now working on her Silver Arts Award which is awesome.
Education	I would like to thank the Headteacher of Olchfa Comprehensive school for the way he has dealt with the coronavirus crisis
Highways	Just wanted to say a huge thank you for sorting out the lane to my house, it was resurfaced yesterday and is unrecognisable! Thanks for coming out originally and putting it on your plan of works - I know not a well-used road but it was wrecking our cars and a danger to walkers.
Libraries	The staff in Gowerton Library have been a lifeline this year providing books which we would have chosen to read. Their willingness and friendly manner has brought cheer to our isolated lives. It is always a pleasure to see or speak to them.
Revenues and Benefits	May I thank X in the Council Tax revenues department. I submitted a query by your online form to which she responded. Her response could not have been more helpful or efficient. I am very impressed by the service I received.
Housing	I am writing to ask you to pass on to X my thanks for his help in organising Swansea Council occupational therapist department who are organising a stair lift for my home. X has always been a brilliant manager up at Penlan nothing is ever too much trouble for him whether it is the Hollet project or organising the disability handrail on the outside steps.
Customer Services	Would like to thank X for sorting out my Blue Badge inquiry in relevant department was very helpful and sorted it promptly well done , Appreciated

APPENDIX 2: Adult Services Complaints

1. Total Complaints received during the reporting period.

- 1.1 **Table 1** shows total complaints received by the complaint team for 2020-21 in respect of Adult Social Services with the previous two years of figures for comparison. The total number of Stage 1 complaints received decreased by 28% in comparison with figures for the previous year.
- 1.2 Under the Social Services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Though efforts to resolve complaints internally are made wherever possible, the number of stage 2 complaints for 2020-21 increased from 6 to 10.

2. Stage 1 Complaints

- 2.1. A detailed breakdown of the Stage 1 Complaints received by service area is shown in **Table 2**. Complaints need to be acknowledged within 2 working days. In 82% of cases where complaints proceeded to conclusion, discussions took place within 10 working days, this is higher than the previous year at 78%.
- 2.2 Complaints have been broken down by individual service teams this year, in order to provide greater clarity on specific areas where complaints are being received.

3. Stage 2 Complaints

- 3.1 Complaints are considered at Stage 2 of the complaints procedure either where the Council has not been able to resolve the issues to the complainant's satisfaction at stage 1, or the complainant has requested that the matter be immediately considered at Stage 2.
- 3.2 Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish and is not dependent on having been investigated at stage 1 or the outcome at stage 1.
- 3.3 An independent person is commissioned for a Stage 2 investigation and a formal report is produced. Finding resolutions and applying lessons learned is the prime objective of the complaint's procedure.
- 3.4 **Table 3** provides a summary of the complaints handled at Stage 2 of the complaints process.
- 3.5 The timeframe for dealing with Stage 2 complaints is 25 working days under the Social Services complaints policy, or within a reasonable time agreed with the complainant. This may be due to the complexity of a case or where enquiries could be extensive. Where an extension of time is sought this will normally only be granted with the permission of the Director of Social Services.

In 2020-21, seven stage 2 investigations year were subject to extended periods of time with the Director's consent.

3.6 Whether the complaint is upheld or not, staff maintain confidence and a good working relationship with the service user or their representatives. There have been 10 complaints taken to Stage 2 in this reporting period compared to the 6 last year.

3.7 **Summary of Stage 2 complaints**

Case 1: Social Care Income and Finance /ILT and West Hub

There were 38 complaints in total encompassing the three teams. These included personal contributions, managed DP accounts and reasonable adjustment due to disabilities. Two of the complaints were upheld and an apology provided by the Head of Service.

Case 2: Social Care Income and Finance /Client Finance

There were 4 complaints about his mother's self-funding after threshold being met and not taking into account The Office of Public Guardian's decision. None of the complaints were upheld and no refund provided.

Case 3: Safeguarding /Care Home Quality Team

This was a joint investigation regarding safeguarding and the social work team. The family were unhappy that the social work team failed to assess her father properly and in their view, being placed in an inappropriate residential home. The family were also unhappy with the safeguarding outcome of her father's fall at the care home. None of the complaints were upheld, however a recommendation was accepted and shared with social work teams.

Case 4: Community Learning Disability Team

There were 3 complaints in total, pertaining to financial matters regarding the complainant's nephew and his accommodation/care. No complaints were upheld and the complainant directed their complaint to the Public Services Ombudsman for Wales, where the complaint remains ongoing.

Case 5: Community Initial Assessment Team

This complaint was in relation to the family's dissatisfaction that the social worker failed to assess both parents correctly and identify the correct needs and urgency of situation. There were 2 complaints in total, both complaints were not upheld.

Case 6: Fforest Fach Day Centre/Safeguarding

In this case, (a joint investigation with Safeguarding) the service user suffered life changing injuries at the day centre. The family felt aggrieved that the matter failed to meet safeguarding threshold and the day centre staff may have

provided incorrect information. Two complaints were made, and one complaint upheld in part in relation to the AAR report being made sooner to safeguarding. A recommendation was made ensuring that the new system for making Safeguarding enquiries before deciding if a referral is necessary, is bedded-in and fully understood by all relevant staff.

Case 7: Community Support Team

Complaint made by family member of service user who lacked capacity to make the complaint. There were two complaints regarding the failure of social services to ensure that the agreed therapeutic/care approaches were carried out at the supported accommodation. One complaint was upheld.

Case 8: Client Finance – Corporate stage 2 complaint

A Corporate stage 2 complaint via a solicitor regarding a service users' property and the sale of the house regarding financial contributions. The complaint was upheld in part and goodwill gesture payment made.

Case 9: CAP

The complainant remained happy with his care fees. This complaint was upheld and Team Managers were to remind staff to complete time recordings and to ensure that such telephone conversations about packages of care are followed up by letter or email to advise that there will be a charge. Charge withdrawn.

Case 10: West Hub

Family's dissatisfaction that the Local Authority were refusing to consider a temporary move to a Care Home. The Complaint was unable to proceed as the matter was with the Court of Protection.

4.0 Complaints made to the Public Services Ombudsman for Wales (PSOW)

4.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the Ombudsman accepts. Section 27 of the Ombudsman's legislation details when a report could be made public. Further details of the role of the PSOW can be found at <http://www.ombudsman-wales.org.uk>

4.2 The council received 9 queries from the Ombudsman in relation to Adult Services. Three of these were not investigated, two complaints upheld and redress paid and four complaints are still ongoing.

5. Reasons for complaints and their outcome

5.1 Further analysis of the reasons for complaints is shown in **Table 4**. Whilst service users have unique and complex individual circumstances, complaints have been grouped under 'best fit' generic headings for reporting purposes.

5.2 Wherever possible, lessons are learnt and improvements are made to service delivery when a complaint is upheld. 22% of complaints were justified/partly justified this year, a reduction compared to last year at 27%.

6. Advocacy

6.1 Advocacy services exist to represent service recipients' views and feelings when dealing with organisations. Social Services engage in statutory arrangements to ensure the welfare of clients with mental health and learning disability needs where capacity is compromised, and provide signposting to other organisations providing such services for all clients.

6.2 The Complaints Officer will work with groups and organisations providing advocacy services, to address issues and promote the provision of assistance to service-users through the complaints process. Effective engagement with advocacy services empowers more individuals and groups to make use of the complaints process at the earliest opportunity.

7.0 Compliments

7.1 Adult Services have received in excess of 90 compliments over the course of the year. At the point of service delivery, service users, relatives or friends can convey their appreciation more formally through the Comment or Compliment process. Set out in **Table 5** are examples of some of the compliments which have been passed to the complaints team in relation to Adult Services. The individual staff members have been made aware of the compliments concerning them, as has the Head of Service. The Director of Social Services reported compliments throughout the pandemic via mid-week briefing emails.

7.2 Compliments received are an equal reflection of individual and team efforts and Adult Services teams should be encouraged by their successes having regard to compliments received.

8. Financial Implications

8.1 All costs incurred in dealing with complaints have to be covered within existing budgets.

8.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Authority of providing this service in 2020/21 for Adult & Directorate Services was **£11,926.25** (up £4897.50 on the previous year).

Appendices: Appendix A – Statistical Data Tables

Appendix A – Statistical data in Tables

Table 1 - Total number of complaints received by Complaint Stages				
	Year	2018/19	2019/20	2020/21
Service Requests		27	48	32
Corporate		25	21	17
Stage 1		135	150	106
Stage 2		4	6	10
Ombudsman		13	14	9
Totals		204	239	174

Table 2 – Stage 1 Social Services complaints by Service Area	Total
Adult – Learning Disability Service Provision	2
Adult Transition	2
Bonymaen	2
Care Home & Quality Team	4
CAP MDT	1
Central Hub	4
Client Property and Finance	4
CMHT 1	3
CMHT 2	1
CMHT 3	6
Community Initial Assessment Team	2
Community Support Team	7
Contracting	15
Direct Payments	3
Deprivation of Liberty (DoLs)	1
Disabled Facilities Grants	1
Financial Assessments	7
Hospital social work team	7
Intake team	7
Long term care and complex team	1
Llanfair House	1
North Hub	5
Occupational Therapy	1
Older Peoples Mental Health Team	2
Referred to Other Agency	10
Transition	2
Unknown	4
West Hub	9
Western Bay Adult Safeguarding	9
Total number of Stage 1 complaints (includes corporate)	123

Table 3 – Stage 2 Social Services complaints by Service Area		Total
Service	Outcome	ID
Social Care Income and Finance /ILT and West Hub	Partially upheld	253900
Social Care Income and Finance /Client Finance	Not upheld	253954
Safeguarding /Care Home Quality Team	Not upheld	258323
Community Learning Disability Team	Not upheld	256355
Community Initial Assessment Team	Not upheld	257557
Fforest Fach Day Centre/Safeguarding	Partially upheld	258069
Community Support Team	Partially upheld	253770
Client Finance – Corporate stage 2 complaint	Partially upheld	254429
CAP	Upheld	254293
West Hub	Not investigated – matter in court	255559

Safeguarding concerns			1							1	1				5					
Staff attitude																				
Unhappy with action taken	2	2	2	2					2	4	1			4	1		1		2	
Unhappy with charges levied	1	3																		
Unhappy with decision		3													2					
Unhappy with level of service	5	6	1	4	3		1	1		3	1									
Unhappy with response																				
Unknown				3																
Withdrawal of service															1					
Totals	20	29	7	10	6	0	2	7	2	9	8	0	3	4	8	2	2	0	3	1

Table 5 – Examples of Compliments Received

Teams	Compliments Received
Ty Waunarlwydd	Thank you for all the care you gave mum while she lived with you and thank you for the tender care you gave to mum during her last few days with us.
Hospital social work team	I'd like to thank you so much for going above and beyond and listening to everything that's helped us get to this point because I feel it could have gone so very differently, had you not it's been a long road
West Hub	From the bottom of my heart may I sincerely thank you for all you have done for me over the past few weeks. I have struggled to maintain my dignity and this help will make all the difference to me.
Community Initial Assessment Team	I wanted to say how pleased my mother and I are with your caring and empathic approach to her needs. You have been wonderful. Both of us, thank you and your department for how well you have catered to the needs of my mother.
Adult Services Transition Team	Social worker praised by a mum and also by her managers for her skill and perseverance that makes such a difference to service users. The mum said thank you for making it possible for her to get the day centre that meets her complex needs and for the dedication it took to get her daughter what she needed to grow and be happy in life.
Transport Team	The team have been praised for stepping in to help a man get to hospital and prevent him from losing his sight. The ambulance service due to current pressures were not able to assist, there was no family to assist and it seemed like there were no options. This operation, which whilst it was not lifesaving, if he did not have it would have been life changing and debilitating for him.
North Hub	CMO has been thanked by a son for supporting him and his father who was undergoing dialysis, he was suffering from deteriorating mobility but could not be hospitalised due to pressure on NHS services. He said: just a note to say a massive thank you - your help and turnaround is hugely appreciated. We are all so grateful to you at what must be a crazy time for you all."
Community Learning Disability Team	Social worker from the Community Learning Disability Team has been thanked by a mum for the reassurance and support she is able to offer her son and her. The social worker has built a productive relationship that is enabling progress and the service user wants her to stay working with him always.
Reablement Team (West)	Praised for showing care and commitment that helped a mum get back on her feet when she came home from hospital. There was much appreciation for their consideration of mum's and their needs and wishes. They achieved what the family did not think possible - mum being ready and able within a few months to look after herself with only minimum support.

Ty Cila	A mum has praised staff at Ty Cila saying: "Thank you for all the hard work you do and looking after my son so well."
Bonymaen House	Social worker and the Bonymaen House team have been praised for how they cared for a father, particularly when at end of life.
Mental Health and Learning Disabilities Team	A Social Worker with the Mental Health & Learning Disabilities team, has been thanked by a daughter who has been unable to get to Swansea to support her mum and dad due to the Covid-19 lockdown and travel restrictions. She said: "I wanted to say thank you for keeping in touch with my mum. She is so pleased to get your calls."
CAP and Central Hub	Workers from Central Hub and CAP have been thanked by a family for being kind, courteous, patient, understanding, highly competent and a credit to their professions.

APPENDIX 3: Child and Family Services Complaints

1. Total Complaints received during the reporting period

- 1.1 **Table 1** shows total complaints received in 2020-21 by the complaints team in respect of Child and Family Services with the previous two years' figures for comparison. The number of Stage 1 complaints received for 2020-21 has increased slightly by 3.7% compared to the previous year's figure.
- 1.2 Under the social services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Through efforts to resolve complaints internally wherever possible, the number of stage 2 complaints in 2020-21 is equal to the previous year's figure of 7 received.

2. Stage 1 Complaints

- 2.1. A detailed breakdown of the Stage 1 Complaints received by service area is shown in **Table 2**. Complaints need to be acknowledged within 2 working days, and in 92% of cases where complaints proceeded to conclusion, discussions took place within 10 working days, an increase of 14% on the previous year.
- 2.2 Complaints have been broken down by individual service teams. However, due to continuing changes in the structure of Child and Family Services it is possible that the teams shown below have since been reorganised and may no longer exist as set out. Adjustments will be made to the team names year on year as required to reflect any such changes.

3. Stage 2 Complaints

- 3.1 Complaints are considered at Stage 2 of the complaints procedure either where the Council has not been able to resolve the issues to the complainant's satisfaction at stage 1, or the complainant has requested that the matter be immediately considered at Stage 2.
- 3.2 The social services complaint regulations give an eligible complainant a statutory right to request Stage 2 of the process. Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish and is not dependent on having been investigated at stage 1 or the outcome at stage 1.
- 3.3 An independent investigator is commissioned for a Stage 2 investigation, overseen by an independent person to ensure the investigation is carried out in a fair and proper way. A formal report is produced and suggests ways to move forward.
- 3.4 **Table 3** provides a summary of the complaints handled at Stage 2 of the complaints process.

- 3.5 The timeframe for dealing with Stage 2 complaints is 25 working days under the Social Services complaints policy, or within a reasonable time agreed with the complainant and with the Director's consent. This may be due to the complexity of a case, or where enquiries could be extensive in order to provide a comprehensive review. Where an extension of time is sought this will normally only be granted with the permission of the Director of Social Services. All investigations in 2020-21 were subject to extended periods of time.
- 3.6 Whether the complaint is upheld or not, staff work to maintain confidence and a good working relationship with the service user or their representatives.
- 3.7 There were 7 complaints received in this reporting period that went to investigation at Stage 2, of those complaints two were not pursued. Four of the stage 2 complaints were dealt with via the corporate process. Corporate stage 2 investigations are carried by the relevant complaints officer. The corporate complaint process is used where complainants are 'not eligible' to bring a complaint via the social services complaint process.

3.8 Summary of Stage 2 complaints:

Case 1 Foster Swansea (corporate)

There were 7 complaints made in respect of Foster Swansea's actions, none of which were upheld.

Case 2 Penderry Team (corporate)

There were 17 complaints made, mostly around the interaction with the social worker, of those complaints 11 were not upheld. The investigator was unable to make a finding on one point. The complaints which were upheld were in relation to the social worker's references to respite, not passing on the request for a change of social worker, being over familiar with the parent and child in a casual manner and minutes not being sent out in a timely manner.

Case 3 Bays

This complaint was in relation to the social worker providing information and advice to the young person. Originally the complaint was not upheld, however the young person was able to provide additional information to show that he had been given erroneous advice. The topic of advice has not been included as is unique to the young person.

Case 4 Valley Team (corporate)

The parent was unhappy about an incorrect person's information being shared with the team regarding the parent. Whilst the information was incorrect, the social work team did have a duty to investigate the information. However, the nature of the incorrect information did cause upset to the parent and this aspect was upheld. With regard to the other five complaints, it was not possible to make a finding, or the complaints were not upheld.

Case 5 CCARAT-IAA

As this complaint was not pursued the details of the complaint were not agreed.

Case 6 Penderry Team (corporate)

As this complaint was not pursued the details of the complaint were not agreed.

Case 7 Penderry Team (corporate)

The complainant had two complaints at stage 2, the first that the stage 1 complaint was not dealt with inside the timeframe, which was not upheld. The second complaint was that the team would not carry out a new assessment on him in relation to his involvement with a family. As he was no longer involved with the family it was not possible to carry out the assessment and this complaint was not upheld. This was the only stage 2 complaint of the 7 received that was escalated to the Ombudsman by the complainant; however, the Ombudsman did not investigate this complaint.

- 3.9 Where complaints are upheld that information is shared with relevant teams and used to improve services.

4.0 Complaints made to the Public Services Ombudsman for Wales (PSOW)

- 4.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration, or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the Ombudsman accepts. Section 27 of the Ombudsman's legislation details when a report could be made public. Further details of the role of the PSOW can be found at: <http://www.ombudsman-wales.org.uk>

- 4.2 The PSOW has produced the Annual Letter for 2020/21, containing details of complaints across Wales. Twelve cases were referred to the Ombudsman this year, 1 of which was investigated by the Ombudsman. This complaint was upheld as it was identified that the council failed to record the concerns about the children. This resulted in the Ombudsman making a redress payment in the amount of £1,000 per child (3) and £3,000 to the parent. The Ombudsman would also report on this matter in his casebook. The council has learnt from this matter and used it to improve services at the first point of contact.

5. Reasons for complaints and their outcome

- 5.1 Further analysis of the reasons for complaints is shown in **Table 4**. Whilst service users have unique and complex individual circumstances, complaints have been grouped under 'best fit' generic headings for reporting purposes.
- 5.2 Wherever possible, lessons are learnt and improvements are made to service delivery when a complaint is upheld. 45 complaints (32%) were found to be justified/partly justified this year, which is 7% higher than the equivalent figure for 2019/2020 though the number of complaints received increased slightly.

5.3 This year the figures for the Penderry and Valley team both have a high amount of complaints. With regard to the Penderry team, 11 relate to the same case. With regard to the Valley team there were a number of parents who submitted additional complaints after each one had been resolved.

6. Advocacy

6.1 Advocacy services exist to represent children's views and feelings when dealing with organisations. Social Services engage in statutory arrangements to ensure that Looked After Children or Care Leavers have access to an advocate. National Youth Advocate Services are available to provide the support.

6.2 The Complaints Officer will work with groups and organisations providing advocacy services, to address issues and promote the provision of assistance to service-users through the complaints process. Effective engagement with advocacy services empowers more individuals and groups to make use of the complaints process at the earliest opportunity.

7.0 Compliments

7.1 Child and Family Services have received 75 compliments over the course of the year. Set out in **Table 5** are some examples of the compliments which have been passed to the complaints team this year in relation to Child and Family Services. The individual staff members have been made aware of the compliments concerning them as has the Head of Service and the Director.

7.2 As well as substantial acknowledgements of thanks from service users that are given to staff at the point of service delivery, service users, relatives or friends can convey their appreciation more formally through the Comment or Compliment process.

7.3 Many complaints are often accompanied by compliments for other elements of service provision.

7.4 Compliments received are an equal reflection of individual and team efforts and Child and Family Services teams should be encouraged by their successes having regard to compliments received.

8. Financial Implications

8.1 All costs incurred in dealing with complaints are covered within existing budgets.

8.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Council of providing this service in 2020-21 for Child and Family Services was £10,773.75 (down by £15,960.63 compared to the previous year).

Appendices: Appendix A – Statistical Data Tables

Appendix A – Statistical data in Tables

Table 1 - Total number of complaints received by Complaints Team				
	Year	2018/19	2019/20	2020/21
Service Requests		20	12	19
Corporate Social Services Stage 1		26	13	33
Social Services Stage 1		125	123	108
Corporate Social Services Stage 2		0	0	4
Social Services Stage 2		7	7	3
Ombudsman		10	11	12
Totals		188	166	179

Table 2 – Stage 1 Social Services complaints by Service Area	Total
Bays	7
CCARAT-IAA	9
Child Disability Team	9
Conference Chairing	3
Domestic Abuse Hub	1
Foster Swansea	8
Friends & Family	4
Integrated Safeguarding Hub	1
Independent Reviewing Officers	1
Jigso	1
LAC	9
Penderry Team	24
Safeguarding Team	1
Swansea East	4
Swansea Valley Team	26
Swansea West Team	1
Townhill Team	12
Unknown Teams	18
Western Bay Adoption Agency	2
Total	141


Table 3 – Total Stage 2 complaints by Service Area		
Service	Outcome	ID
Foster Swansea	Not Upheld	00256528
Penderry	Partially Upheld	00252668
Bays	Not Upheld	00252235
Swansea Valley	Partially Upheld	00253951
CCARAT/IAA	Not Pursued	00254143
Penderry	Not Pursued	00254738
Penderry	Not Justified	00256255

Table 4 Reason for Complaints and their outcome Stage 1	Totals	Justified	Not Justified	Partially Justified	Not Pursued	Not Eligible	Withdrawn	Refer to Safeguarding	Local Resolution	Impasse	Concurrent Investigation	Directed to another forum	For Information Only	Matter in court	Department to action / monitor	Referred for a new assessment	Not taken up	Escalated to stage 2	Unknown	Not investigated -historical
Breach of confidentiality	6	2	2		1							1								
Child protection conference	1											1								
Child protection concerns	6	1						5												
Delayed assessment	2											1			1					
Disagree with information held	3			1	1									1						
Disagree with rules set	1														1					
Dissatisfaction with contact	7	1	4		1	1														
Dissatisfaction with assessment	12		3	1										4				2		2
Failure to action information	2		1	1																
Failure to return calls	1								1											
Financial errors	1						1													
Financial issues	1				1															
Lack of consultation	1		1																	
Lack of support	3		2	1																
Not following policy/procedure	2	1	1																	
Poor Communication	16	2	5	3	2		1		2					1						
Staff Attitude / Misconduct	2									1		1								
Unhappy with action taken	35	2	9	4	4	1	1			1		1		10			1			1
Unhappy with decision	8		2	1	1									3				1		
Unhappy with level of service	17	3		4	7							2		1						
Unhappy with response	2		2																	
Unknown complaints	12																			
	141	13	32	16	18	2	3	5	3	2		6		20	1	1	1	3	12	3


Teams	Nature of Compliment
Foster Swansea	A foster carer has praised Foster Swansea saying: "I have felt it to have been a privilege to work as a foster carer for Foster Swansea - to make a positive difference in at least one young person's life and be part of the foster carer community. Foster Swansea has been truly wonderful - everyone we have dealt with has been understanding, really good at listening to our needs, ideas and concerns, and we have been kept up to date with everything going on with excellent communication and a wide range of training opportunities.
Family Support	X has been praised by a mum who said that the counselling that she has received has changed her life and improved her relationship with her son immeasurably.
Townhill team	X has been praised by a father for her practice. He feels like with her help he finally had someone who was committed to getting it right for his son and someone who was recognising and promoting his son's rights to have a happy, healthy and safe childhood. He felt that X was seeing the whole picture and listening to him. The Dad said it was like 'having his child back' and that he hadn't seen his son so happy in years and felt this was largely because of X and her work.
Penderry	X has been praised by the court in a private law matter following receipt of her Section 7 report. During her attendance at court for her very first time, she was praised on several occasions for her comprehensive, useful, and detailed report, which the Judge felt would assist any Judge in presiding over the case due to its detail, and thanked her for this.
Jigso	X is absolutely amazing. I could never ever thank her enough. She has been amazing. You are all amazing and I'm thankful for the support, I don't know how I would have got through these last months without it."
Flexi support	X sent in a video message 'thank you' for the work the Flexi Support Team is doing to help make up and deliver food parcels to over 140 households as well as delivering 2,500 bags of free school meals in the last two weeks.
EDT (emergency duty team)	Very many thanks from a parent to X who had supported him and he felt the twice a day phone calls were really helpful for him in managing the current situation.

IROs (independent review officer)	IRO has been praised for the work she does going above and beyond for children and young people. A Foster mum said that she is has always been amazing and goes above and beyond and calls her a true champion for children! You clearly put young people at the heart of your work and it make a massive difference to their lives.
ELDT (Early Language Development Team)	The Early Language Development Team has been thanked by families for supplying busy activity bags including blankets. Some of the praise sent in includes: "Thank you so much for dropping off the busy bags yesterday. They are brilliant!" and "Thank you for your support we didn't think we would get anything because of coronavirus. Thank you so much for activity pack the girls have loved them" and "Don't know what I would have done without you. You have been a huge help."
Valley Team	From a mum to X for being a "fantastic special lady" who helped her feel more confident about understanding her son's Autism and how it can manifest different behaviours in young people and why. She also supported her to access opportunities to meet other parents and helped her feel less isolated.
Supported Care Planning	Family Court Advisers from Cafcass Cymru have sent some truly amazing feedback about some of our Supported Care Planning social workers in Child and Family Services. Their praise highlights great work they have undertaken with children and their families as well as the positive working relationships they have clearly been able to develop with Cafcass to achieve what matters.

Ask for: Communications

 01656 641150

Date: September 2021

 communications@ombudsman.wales

Cllr. Rob Stewart
Swansea Council

By Email only: cllr.rob.stewart@swansea.gov.uk

Annual Letter 2020/21

Dear Councillor Stewart

I am pleased to provide you with the Annual letter (2020/21) for Swansea Council.

This letter discusses information from a year unlike any other in recent memory, and as such may not be useful for establishing trends or patterns. Information received during this remarkable year will, however, bring insights on how public services reacted in the face of unprecedented demand and the most difficult of circumstances.

During the past financial year, we have intervened in (upheld, settled or resolved at an early stage) the same proportion of complaints about public bodies, 20%, compared with 2019/20.

Regarding new complaints received relating to Local Authorities, the overall number decreased by 12.5% compared with last year. This reflects the reduction in complaints being reported by Local Authorities during the Covid-19 pandemic. My office intervened in a similar proportion of the cases closed as in the previous year (13%).

However, we referred a higher proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: 3.4% compared to 2% in the previous year. This higher referral rate was also accompanied by a sharp increase in the number of Code of Conduct complaints received.

During 2020/21, despite challenges caused by the pandemic, my office made great strides in progressing work related to Complaints Standards and Own Initiative Investigations. The theme and consultation period of the first wider Own

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Initiative Investigation – into Local Authority Homelessness Assessments - was launched in September 2020 and the report is due in the coming months. We also commenced 4 extended Own Initiative Investigations, where we extended the scope of our work on a complaint already under investigation.

Last year, my office also pushed ahead with two new publications – ‘Our Findings’ and our first Equality Report.

‘Our Findings’ will be accessed via the PSOW website and replaces the quarterly casebooks. Our Findings will be updated more frequently and will be a more useful tool in sharing the outcomes of investigations. Our first Equality Report highlights the work done to improve equality and diversity, and to ensure that our service is available to people from all parts of society.

Local Authorities in Wales continued to submit data about the complaints they handled to the Complaints Standards Authority (CSA) during 2020/21, as well as receiving a model complaints procedure and accessing 76 virtual training sessions.

The data submitted for 2020/2021 shows:

- Nearly 12,000 complaints were recorded by Local Authorities
- This equates to 3.77 for every 1000 residents.
- Nearly half (44%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 9% of all complaints closed were referred to PSOW.

The CSA will publish data to the PSOW website for the first time in the coming year, marking a key achievement in the progress of this work. Training sessions have been delivered to almost all Local Authorities in Wales, and our offer of training remains open ended and will be delivered free of charge.

A summary of the complaints of maladministration/service failure received relating to your Council is attached.

Also attached is a summary of the Code of Conduct complaints relating to members of the Council and to the Town & Community Councils in your area.

I ask that the Council takes the following actions:

- Present my Annual Letter to the Cabinet to assist members in their scrutiny of the Council’s complaints performance and any actions to be taken as a result.
- Engage with my Complaints Standards work, accessing training for your staff and providing complaints data.
- Inform me of the outcome of the Council’s considerations and proposed actions on the above matters by 15 November.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick Bennett', with a stylized flourish at the end.

Nick Bennett
Ombudsman

cc.Phil Roberts, Chief Executive, Swansea Council
By Email only: phil.roberts@swansea.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	15	0.21
Bridgend County Borough Council	31	0.21
Caerphilly County Borough Council	46	0.25
Cardiff Council*	96	0.26
Carmarthenshire County Council	27	0.14
Ceredigion County Council	32	0.44
Conwy County Borough Council	32	0.27
Denbighshire County Council	32	0.33
Flintshire County Council	59	0.38
Gwynedd Council	30	0.24
Isle of Anglesey County Council	18	0.26
Merthyr Tydfil County Borough Council	15	0.25
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	19	0.13
Newport City Council	31	0.20
Pembrokeshire County Council	28	0.22
Powys County Council	38	0.29
Rhondda Cynon Taf County Borough Council	40	0.17
Swansea Council	73	0.30
Torfaen County Borough Council	12	0.13
Vale of Glamorgan Council	39	0.29
Wrexham County Borough Council	43	0.32
Total	776	0.25

* inc 2 Rent Smart Wales

Appendix B - Received by Subject

Swansea Council	Complaints Received	% Share
Adult Social Services	9	12%
Benefits Administration	1	1%
Children's Social Services	11	15%
Community Facilities, Recreation and Leisure	2	3%
Complaints Handling	6	8%
Covid19	3	4%
Education	0	0%
Environment and Environmental Health	5	7%
Finance and Taxation	0	0%
Housing	15	21%
Licensing	0	0%
Planning and Building Control	12	16%
Roads and Transport	9	12%
Various Other	0	0%
Total	73	

Appendix C - Complaint Outcomes
 (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Swansea Council	17	14	26	5	0	1	4	0	67
% Share	25%	21%	39%	7%	0%	1%	6%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	17	6%
Bridgend County Borough Council	2	30	7%
Caerphilly County Borough Council	3	45	7%
Cardiff Council	26	100	26%
Cardiff Council - Rent Smart Wales	0	2	0%
Carmarthenshire County Council	6	29	21%
Ceredigion County Council	4	31	13%
Conwy County Borough Council	5	31	16%
Denbighshire County Council	2	31	6%
Flintshire County Council	11	62	18%
Gwynedd Council	5	27	19%
Isle of Anglesey County Council	1	17	6%
Merthyr Tydfil County Borough Council	0	14	0%
Monmouthshire County Council	1	19	5%
Neath Port Talbot Council	1	17	6%
Newport City Council	5	29	17%
Pembrokeshire County Council	3	26	12%
Powys County Council	4	47	9%
Rhondda Cynon Taf County Borough Council	2	43	5%
Swansea Council	9	67	13%
Torfaen County Borough Council	0	11	0%
Vale of Glamorgan Council	5	38	13%
Wrexham County Borough Council	6	48	13%
Total	102	781	13%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Swansea Council	8	9	1	0	0	1	19

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Mumbles Community Council	0	0	1	0	1	1	3
Three Crosses Community Council	1	0	0	0	0	0	1

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2020/2021. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2020/2021. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Customer Services & Complaints

Directorate: Resources Directorate

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services

(b) Please name and fully describe initiative here:

Annual Complaints Report 2020-21. To provide a summary of complaints performance across both Corporate and Social Services including complaints, comments and compliments.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further investigation
	+	-	+	-	+	-	
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pregnancy and maternity

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Complaints from the public are used as a valuable tool to adapt, change and develop services.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
Yes No
- c) Does the initiative apply each of the five ways of working?
Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk <input type="checkbox"/>	Medium risk <input type="checkbox"/>	Low risk <input checked="" type="checkbox"/>
---------------------------------------	---	---

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

Yes No **If yes, please provide details below**

Q7 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

This is an annual report, reviewing past performance for 2020-21. When a complaint is received by a service opportunities to adapt, review or change ways of working are considered at that point. However, some policies and procedures are related to statutory legislation and cannot be changed locally.

Outcome of Screening

Q8 Please describe the outcome of your screening below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

The impacts have been categorised as medium as there is the potential to positively change and adapt services based on complaints received. The exception is where policies and processes are governed by statutory legislation, therefore the impact remains the same.

With regard to the summary of involvement, complaints from the public are used as a valuable tool to adapt, change and develop services.

Well-being and future generations considerations around this annual report include:

- Using complaints information to adapt and shape services for the future
- Using Welsh Language complaints to ensure the Council not only meets the existing standards but also encourages and promotes the Welsh Language
- Using complaints information to prevent problems occurring or getting worse
- Viewing complaints in an integrated way, especially where a complaint may involve multiple public sector organisations.

The report adheres to the transformation and future council development well-being objective in the Corporate Plan - so that we and the services that we provide are sustainable and fit for the future.

The report provides historic performance information and therefore risks are considered low.

With regard to the cumulative impact, this is an annual performance report. When a complaint is received by a service opportunities to adapt, review or change ways of working are considered at that point. However, some policies and procedures are related to statutory legislation and cannot be changed locally.

(NB: This summary paragraph should be used in the relevant section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

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.

Screening completed by:
Name: Sarah Lackenby
Job title: Head of Digital & Customer Services
Date: 22nd February 2022
Approval by Head of Service:
Name: Adam Hill
Position: Deputy Chief Executive / Director of Resources

Date: 23rd February 2022

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

Agenda Item 7



Report of the Convener of the Procurement Scrutiny Inquiry Panel

Scrutiny Programme Committee – 15 March 2022

Procurement Scrutiny Inquiry Final Report

Purpose:	To present the final report for the scrutiny inquiry into procurement.
Content:	The final report is attached which concludes the inquiry.
Councillors are being asked to:	Agree the report for submission to Cabinet.
Lead Councillor:	Councillor Chris Holley, Convener Procurement Scrutiny Inquiry
Lead Officer and Report Author:	Michelle Roberts, Scrutiny Officer Tel: 637256 / E-mail: scrutiny@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Paul Cridland
Access to Services Officer:	Catherine Window

1. Details

- 1.1 Within the Scrutiny Work Programme, the Scrutiny Programme Committee established an Inquiry Panel to look into Procurement, and appointed Councillors to the Panel to plan and carry out this work, gather evidence, consider findings, and prepare a report for Cabinet. The final report arising from the Scrutiny Panel's Inquiry into Procurement is presented to the Committee for agreement to submit the report to Cabinet for decision. The attached report presents the conclusions and recommendations arising from the Inquiry that sought to answer the following question:

'How can Swansea Council ensure it procures locally, ethically and greenly while being cost effective and transparent in its practices?'

- 1.2 The report is structured in the following way:

- Foreword: Why This Matters
- Summary of Conclusions and Recommendations
- Why We Produced this Report
- Evidence Considered

- Conclusions
- Recommendations
- Acknowledgements
- About the Inquiry Panel

1.3 The Scrutiny Programme Committee is asked to agree the report for submission to Cabinet. In considering the report the Committee should satisfy itself that:

- Sufficient evidence has been gathered in order to address the question that the Inquiry aimed to answer.
- The conclusions of the Panel are supported by the evidence gathered by the Panel.
- The recommendations of the Panel follow from their conclusions and are reasonable, achievable and capable of being actioned and monitored.

If the Committee have any significant issues with regard to the report, these will need to be referred back to the Panel for further consideration, with the report then being re-presented to the Committee.

1.4 In considering the report the Committee may wish to emphasise aspects of the Inquiry to Cabinet. Points of this type can be included on the covering report that goes to Cabinet and will be attributed to the Committee. Additionally, the Committee may identify issues arising from this work that merit future scrutiny.

1.5 Subject to the Committee's agreement, the Inquiry Report will be presented by the Convener to the earliest available Cabinet meeting. At that stage Cabinet will receive the report and the Cabinet Member with lead responsibility will be tasked to prepare a report for Cabinet addressing the Inquiry recommendations and providing action plan for Cabinet decision. The Inquiry Panel will ordinarily reconvene within 12 months of Cabinet decision for the purposes of following up the implementation of recommendations agreed by Cabinet.

2. Legal Implications

2.1 There are no specific legal implications at this stage.

3. Financial Implications

3.1 There are no financial implications to this report. Any potential implications will be outlined in the Cabinet response.

4. Integrated Assessment Implications

4.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage.
- Consider opportunities for people to use the Welsh language.
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

4.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the ‘well-being goals’.

4.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

4.2 There are no impact assessment implications associated with this report. Equality and engagement issues were formally considered at the scoping stage of this inquiry and borne in mind by the Panel throughout evidence gathering. The Cabinet Member will need to ensure that implications are considered via application of the corporate Integrated Impact Assessment process when considering the response to the recommendations.

Background Papers: None

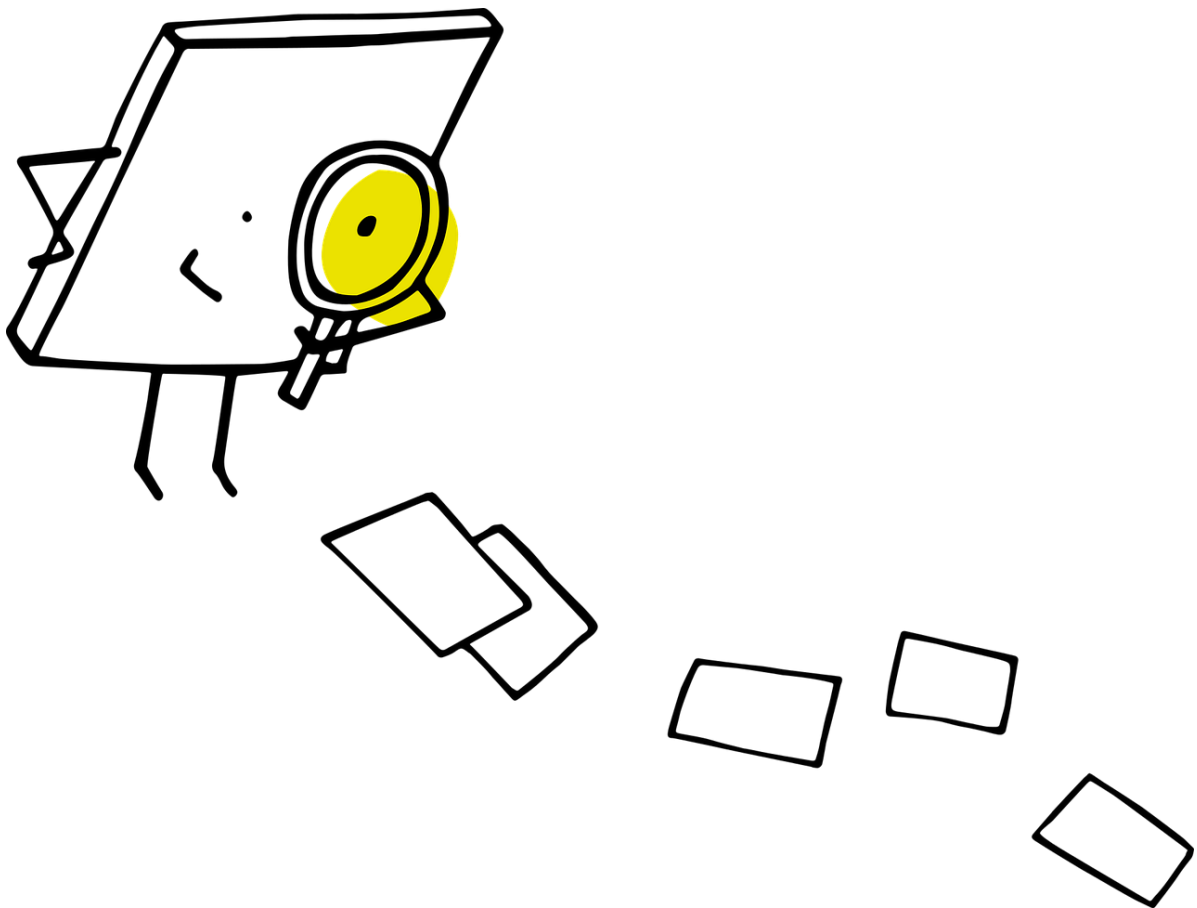
Appendices:

Appendix 1 – Procurement Scrutiny Inquiry Panel Final Report

Appendix 2 – Integrated Impact Assessment (IIA) Screening form

Procurement Scrutiny Inquiry

How can Swansea Council ensure it procures locally, ethically and greenly whilst being cost effective and transparent in its practices?



Why This Matters by Councillor Chris Holley (Convener)



We recognised early on in this inquiry that Procurement is more than just purchasing something, it is also ensuring what you are buying is the most appropriate and fit for purpose. As part of this inquiry, we wanted to ensure the Council is striving to purchase goods or services using this mantra and when doing so are using the most appropriate methods and engaging with the right people. We were keen to see the example of the work being led by Social Services in relation to co-production, where they are getting partners, service users and the public to co-produce contract specifications for services.

Another main driver to carrying out this inquiry was to ensure that we are buying in a sustainable way that is both ethically and environmentally friendly. As a Council we have made a number of local, environmental and ethical commitments and we must ensure we are fulfilling these obligations.

Local procurement development was also highlighted as a key element to our piece of work. We were pleased to hear that the Council has been committed to this aspect for a number of years, which has been complemented by local benefits gained from the Council's Beyond Bricks and Mortar project, which ensures employment opportunities including apprenticeships for local people. We would like to see local procurement developed further as legislation allows.

We also hope that this inquiry has helped to highlight and transmit an understanding of the role of procurement to a wider audience.

We wish to thank the various people that have come along to give us evidence including Business Wales, Swansea Council for Voluntary Service and the multiple private sector contractors we spoke to.

We would also like to thank all the Council departments for contributing to this inquiry at a difficult time with the Coronavirus pandemic and for the excellent work they are doing to ensure goods and service needs are being met. We heard how in Social Services, resources to meet care and support needs, are stretched in ways which have never been experienced historically. This has and is being compounded by experiencing issues around the workforce being impacted directly by COVID and this is having a huge strain on our services and the sector. We wish to thank all staff across the Authority and particularly in Social Services for their continued care and commitment to the public of Swansea.

Our report contains a number of recommendations for Cabinet that we believe will improve Council procurement.

Summary of Conclusions and Recommendations

Procurement Scrutiny Inquiry

Inquiry Key Question: *How can Swansea Council ensure it procures locally, ethically and greenly whilst being cost effective and transparent in its practices?*

Conclusions

1. Procurement being built into the Council's Recovery & Transformation Plan and clearly aligned to the Council's key objectives moving forward.
2. Adherence to legislation and ensuring local policy and practice is clear, effective, transparent and consistently applied is vital.
3. Quality as well as value for money is necessary in order to get the best spend from the public purse.
4. We need to consider how leaving the European Union will affect Procurement in Swansea.
5. There is positive local procurement practice, which can be built upon and embedded further.
6. Not only the Council, but those who enter into contracts with it need to meet the general equality duty.
7. There is evidence of good environmental and ethical practice, which could be built upon and embedded further.
8. There are benefits in collaborating with partners and others in our procurement activities.
9. Effective procurement needs a good framework for monitoring performance and measuring success essential for continuous improvement.

The Panel recommends that:

Long term challenges

- 1 The Council's approach to social value, localism, biodiversity and the natural environment be further integrated and expanded in line with their key principles and current Council pilot programme reviewing this matter.
- 2 Cabinet investigate how the impact of a contract's carbon footprint can be measured with the view to using this measure as part of the Council's procurement practice.
- 3 Cabinet increase the use of nature-based solutions in the Council's procurement practice, when it is assessed as the most sustainable solution.

Medium term improvements

- 4 Cabinet develops a mechanism for measuring the impact of spending on policy commitments in relation to, for example, social benefit, local procurement,

natural environment and climate change (including investigating as to whether this analysis should form part of the internal audit and/or performance monitoring process).

- 5 The Schools' Guide for Procurement is finalised to assist schools in understanding procurement rules and regulations and the best practice that they should follow when undertaking procurement.
- 6 Resources to support procurement activities be reviewed upon enactment of the new UK reform of the UK Public Contract Regulations and the Green Paper to ensure support is fit for purpose in addressing any new or expanded requirements.
- 7 Ensure that the Council develops and maintains direct links with local businesses including developing appropriate communication channels to alert them of up-coming procurement opportunities.
- 8 Cabinet maximises opportunities to involve service users and citizens in the procurement process which will lead to more collaborative, co-produced services.
- 9 Cabinet continues the work to address any areas of non-compliance in Council procurement activity.

Quick wins

- 10 The number of 'open days' are expanded to encourage local firms to tender for Council works and ensure that supplier feedback is obtained in order to understand the issues experienced by businesses, particularly SMEs, when bidding for Council contracts. The Panel felt that this could include for example roadshows and contract and/or subject specific events.
- 11 Cabinet works with the Welsh Local Government Association to press the Welsh Government to develop ways for the impact of key national commitments to be measured across Wales and the sharing of procurement good practice across Wales.
- 12 Cabinet increases the level of training for new starters by making procurement training a mandatory module for those involved in any procurement activity.
- 13 A working group is created for education procurement which includes representatives from schools and the Council's procurement team to help improve consistency in adherence to policy, ways of working and identifying gaps and finding common solutions. The group should consider issues such as addressing perception around building services quotes, to ensure schools have a better understanding of 'like for like' quotes.
- 14 Cabinet focus on reviewing documentation and contract design to further encourage SMEs locally to tender for Council works.

WHY WE PRODUCED THIS REPORT

Overview

- 1.1.1 In selecting this topic and producing this report we wanted to see how the Council is meeting its duties under legal frameworks and to ensure it is working to procure locally, ethically and greenly whilst being cost effective and transparent in its processes.

Selecting the topic

- 1.1.2 The Inquiry into Procurement was originally proposed by the Annual Scrutiny Work Planning Conference in 2019. Following agreement of a Scrutiny Work Programme, the Council's Scrutiny Programme Committee established the Inquiry Panel, and appointed Councillors to the Panel to plan and carry out this work, gather evidence, consider findings, and prepare a report for Cabinet. A strategic overview of the matter was discussed in October 2019 but starting the inquiry was delayed due to the pandemic. It was subsequently included in the scrutiny work programme for 2021/2022 and commenced on the 24 June 2021.
- 1.1.3 This topic was chosen because Scrutiny Councillors felt this was a wide-reaching subject that would benefit from Councillor's review and input.

Intended contribution

- 1.1.4 As a Panel, we believe that we can make a valuable contribution to the Council's procurement process. We recognise that the challenges in this area can often be complex. We also believe that, whilst no one has all of the answers, success will only come from a conversation that everyone is able to contribute to. It is in this spirit that our conclusions and recommendations are offered.
- 1.1.5 Specifically, this report aims to contribute to this vital debate by:
 - a. Providing a Councillor perspective on the issue
 - b. Providing evidenced proposals that will lead to more effective services
 - c. Gaining the views of the public and stakeholders
 - d. Considering and concluding on recommendations from national reports, legislation /directives, and their implications for Swansea
 - e. Identification of good practice/research elsewhere and whether there is any learning for Swansea's approach
 - f. Increased Councillor understanding about procurement
 - g. Greater public awareness of work in relation to procurement.
- 1.1.6 We are also happy to recognise the limitations of the inquiry. Given the complexity of the topic and the time that we had this report provides a broad view of issues and is not exhaustive.
- 1.1.7 Finally, many of our conclusions are in line with the Council's current direction of travel and these are offered to provide reassurance. Others may be either additional or contrary to what has already been agreed. These are intended to offer challenge and to stimulate debate. Where we have made

recommendations, these are intended to help improve the performance of the Council in this area.

Equalities

- 1.1.8 When planning this inquiry, we considered the public and stakeholders, how they might be affected and how we might engage them. We completed the Council's Integrated Impact Assessment (IIA) Screening form which formed part of the evidence pack for the inquiry.

EVIDENCE

Evidence Collected

- 1.1.9 Evidence was collected between 24 June and 10 November 2021. The following evidence gathering activities were undertaken by the Panel:

- a. Strategic Overview by Cabinet Member and Head of Commercial Services
- b. Internal Audit
- c. Cabinet Member/s and Director of Place Directorate
- d. Cabinet Member/s and Director of Social Services
- e. Cabinet Member and Head of Education Planning and Resources
- f. Cabinet Member and Deputy Chief Executive (Corporate Centre)
- g. Roundtable meeting with Stakeholders
- h. Business Wales
- i. Social and local procurement investigated – good practice elsewhere
- j. Public questions, Blog and Call for Evidence
- k. Performance and comparison data, customer satisfaction survey results
- l. Relevant legislation, policy, practice and other useful relevant information

- 1.1.10 For full details of how the evidence was gathered including details of all of the findings please see the findings report for this inquiry. This report can be downloaded [here](#) (pdf).

CONCLUSIONS

2.1 Procurement should be built into the Council's Recovery & Transformation Plan and clearly aligned to the Council's key objectives moving forward.

2.1.1 The Panel was satisfied that procurement is clearly built into the Council's recovery planning moving forward, with its procurement activity aligned to the Council's key objectives.

2.1.2 The Panel was reassured to hear that each departments purchasing and/or commissioning activity is embedded in their departmental service plans. Each service plan is, in turn, guided by the Council's key objectives.

- 2.1.3 The Panel recognises that procurement is an integral part of how the Council provides its services and we agreed it must be a core part of how the Council moves forward through the pandemic and beyond. We were pleased to hear that the Swansea Economic Recovery Plan contains an Action Plan that details, how we are, and will, move forward and the Council's procurement activity is clearly part of that.
- 2.1.4 The commitment to, and financing of, the Council's key objectives are discussed and agreed at Full Council in February each year, as part of its annual capital and revenue budget setting process. The Panel examined some examples of projects that clearly evidence commitment to the key Council objectives and drivers including the new schools' programme, More Homes and the decarbonisation retrofit programmes, highways and the building asset management plan.
- 2.1.5 The Panel, through speaking to each individual Council directorate, has gathered clear evidence that has demonstrated an active commitment to the delivering of the Council's key objectives through a robust procurement process. This can be seen in the work being undertaken right across the Council, it is a credit to the knowledge and expertise of staff and evidences their willingness to work across departments to achieve the desired outcomes.
- 2.1.6 The Panel found that the financial aspects of the Council are clearly examined by the Internal Audit process, although was told that Audit considers compliance rather than strategic direction. Currently, Audit do not look at any non-financial aspects that are linked to how we spend as a Council. This includes the spend alignment to the objectives and commitments made in relation to, for example, equalities, the environment, climate change, local procurement, social benefit and more widely the requirements of the Wellbeing of Future Generations Act. The Panel did ask: if these aspects are not audited, then how are we consistently measuring and understanding the impact of the Council's spend in these key areas?
- 2.1.7 The Panel would like to see the impacts in relation to key commitments clearly measured, monitored and reported. The Panel was unsure whether this should be done via internal Audit, the Council's performance management process, through individual departments and/or indeed whether it is a role more widely of the Welsh Government. The Panel did feel that it potentially needs to be a bit of all three. The Panel does recognise that measuring impact may be very difficult, especially attributing actions directly to improvements made but felt there was a clear need for us to do this. Not only to give assurance that we are using the right policies and mechanisms locally but it will also help us to find out what works well for us in Swansea. The Panel felt that the Welsh Government also has a key role in monitoring impact nationally and in the dissemination of good practice.
- 2.1.8 The Panel therefore recommend that:
- Cabinet develops a mechanism for measuring the impact of spending on policy commitments in relation to, for example, social benefit, local procurement, natural environment and climate change (including

investigating as to whether this analysis should form part of the internal audit and/or performance monitoring process).

- Cabinet works with the Welsh Local Government Association to press the Welsh Government to develop ways for the impact of key national commitments to be measured across Wales and the sharing of procurement good practice across Wales.

2.2 Adherence to legislation and ensuring local policy and practice is clear, effective, transparent and consistently applied is vital.

2.2.1 The Panel concluded that the Council is adhering to the procurement legislative framework and guidance. It agreed that there is a robust overarching governance and assurance framework across the Council which provides a firm basis for specific procurement needs and support.

2.2.2 Evidence shows there to be clear strategies, objectives and linkages through and between corporate and other statutory plans.

2.2.3 There is a robust internal framework for procurement including clear roles and responsibilities, effective authorisation processes, robust policies and procedures and staff training and awareness of procedural rules.

2.2.4 Tight internal controls exist through the Council's Contract Procedure Rules/financial regulations, scheme of delegation, performance and financial monitoring, with assurance then demonstrated through Internal Audit and Scrutiny.

2.2.5 Evidence indicates that the Council conducts an open, transparent and proportionate procurement process. The Panel heard that public sector procurement is highly regulated and governed by legislation. We understand that now the United Kingdom has left the European Union, direct membership of the World Trade Organisation has been established and the rules contained within that membership are included in our practice here in Swansea. We also heard about the UK Public Contract Regulations 2015, and that any breaches by the council could lead to suppliers seeking recourse in the courts.

2.2.6 Evidence gathered suggests the Council acts with integrity and seeks to ensure equity for its potential suppliers. This is done through adhering to statutory UK Public Contract Regulations (PCR), and also, the Council publishes its own standing orders relating to the Council's control of spending and this forms part of the Council's Constitution. The Panel felt that these rules do indeed support staff to deliver effective procurement and that the process is fair, transparent, and non-discriminatory here in Swansea.

The systems that are used and the publication of the tenders through the Sell to Wales portal provides transparency and consistency for the tender process, so I don't see any issues in these processes as they are applied.

Mark Thomas, Days Fleet at roundtable meeting with the Panel on 21 October 2021

2.2.7 The Panel was pleased to hear that each department has dedicated officers responsible for ensuring there are arrangements and mechanisms in place to procure services appropriately. These individuals link with procurement officers

to ensure procurement activity is conducted in accordance with the required rules and regulations.

- 2.2.8 The Panel heard about the key role that the central procurement team play in the overall procurement process. We were reassured to hear that although most of the procurement activity is carried out within individual Council departments the Council's central team of 8 staff, who, along with the Head of Commercial Services, provide professional and strategic advice on all procurement matters. This team has a clear role in ensuring compliance with PCR on all procurement activity undertaken and also other legal requirements such as Wellbeing of Future Generations Act (Wales) and General Data Protection Regulations (GDPR).
- 2.2.9 The Panel recognise and welcome the Council's Internal Audit function which has the primary role of ensuring that whenever any goods or services are procured, the correct process and procedures are followed as set out in the Council's Accounting Instructions Contract Procedure Rules, Spending Restrictions and Procurement Guidance. The Panel heard that audits are scheduled on a rolling basis, with the frequency of each review being determined by the risk score allocated to each audit. The risk score includes for example the amount of income or expenditure attributed, the higher the score, the more frequently the audits are undertaken.
- 2.2.10 The Panel understands the procurement activities of schools are audited separately as a result of their delegated budgets. The Panel was pleased that that the Council works closely with schools to seek to ensure procurement practice is consistent and that correct procedures are being used. We heard that training is provided and a factsheet to aid understanding of the procedure rules and tendering is shared. Officers also work closely with other teams across the Council where appropriate to address issues that might be highlighted through internal audit.
- 2.2.11 A Procurement Guide for Schools is being developed by the Education Directorate that will provide basic guidance on best practice in order to ensure compliance with appropriate rules and procedures. The Panel heard that the overall picture is a positive one in terms of working in partnership with schools and in the outcomes of audits. It agreed with the Head of Education Planning and Resources when he said the most effective and robust controls generally exist where there is ownership of the issues and emphasised the importance of robust financial procedures by schools.
- 2.2.12 The issue of the cost of the Council's building services was raised especially in relation to school's repair work. The Panel was told that there is a misconception about higher pricing. We heard that no credible examples have been put forward in the past and often external contractors will not price fully for the work, so work is not comparable like for like. The Panel felt that this misconception should be addressed with schools were possible, ensuring a good understanding of like for like quotes.
- 2.2.13 The Panel recognised that staff training and development in relation to procurement is essential with the need to ensure that all staff have a good

understanding of procurement, in order for a consistent approach to be maintained. The Panel emphasised the importance of having a good ongoing training programme that will ensure sufficient skill base in the Council and the need to continually strengthen and build upon staff knowledge. The Panel agreed with the Director of Place when he suggested increasing the level of training for new starters and making procurement training mandatory for some modules.

2.2.14 The Panel agreed that the Council has developed a robust and detailed set of contract procedure rules for use in its procurement activities. However, the Panel felt that there is always opportunity for further self-evaluation and improvement and would encourage continued learning through looking at current best practice and peer organisations.

2.2.15 The Panel recommend that Cabinet:

- Increase the level of training for new starters by making procurement training a mandatory module for those involved in any procurement activity.
- Creates a working group for education procurement which includes representatives from schools and the Council's procurement team to help improve consistency in adherence to policy, ways of working and identifying gaps and finding common solutions. The group should consider issues such as addressing perception around building services quotes, to ensure schools have a better understanding of 'like for like' quotes.
- Finalise the Schools' Guide for Procurement to assist schools in understanding procurement rules and regulations and the best practice that they should follow when undertaking procurement.
- Continue the work to address any areas of non-compliance in Council procurement activity.

2.3 Quality as well as value for money is necessary to get the best spend from the public purse

2.3.1 The Panel heard that public bodies in Wales are responsible for spending approximately one third of the total devolved Welsh budget and it is estimated that over the next decade Welsh public services will spend £60 billion. The Panel agreed that Wales has the opportunity to think about how and where to spend that money in the interest of current and future generations, by combining procurement activities with improving economic, social and cultural wellbeing of people and communities in Wales. The Panel was keen to see how Swansea will be part of that thinking and how our communities will benefit locally.

2.3.2 The Panel recognised that a vast array of procurement activity takes place across the many Council services and therefore wanted to ensure that the Council is getting the best spend from the public purse. This should include not only value for money but in the quality of services or items we procure. The Cabinet Member responsible for procurement told the Panel that he was proud of what we have achieved here in Swansea in relation to procurement, with an active and positive procurement team taking the service forward.

- 2.3.3 The Panel was pleased to hear that part of the central procurement team's role was ensuring that value for money is achieved and that purchasing power is optimised between quality and cost when procurement activities are undertaken. The Panel also provide advice on the most cost effective, compliant, and appropriate route to put a tender to market.
- 2.3.4 The Panel was pleased to find that getting best value for money in procurement is not just restricted to getting the lowest price. It appears that best value is defined in the Welsh National Procurement Strategy as *the optimum combination of whole life costs and benefits to meet the customer's requirements*. The Council therefore evaluates tenders and quotations based upon set evaluation criteria that depend on each contract and that can be by price/cost, quality or by price/cost and quality. For example, if the quality is likely to be the most important factor a 70/30 quality/price ratio may be appropriate. We heard that there is no fixed balance between the quality/price, and it will vary depending on the requirement of each procurement exercise. The Panel was encouraged to hear that when services are audited, they are not looked at on the basis on cost alone but the value for money aspect is also evaluated.
- 2.3.5 The Panel heard that the Council has choices when it comes to procurement routes and that the most appropriate to each procurement activity are utilised. In the Place Directorate for example, frameworks are utilised for the majority of procurement activities but that this is varied depending on what is being purchased, these can include regional or national frameworks or use of 'sell2wales' adverts where suitable frameworks do not exist. The Panel also heard that when frameworks are not available, selection is by a robust process to ensure contractors are aligned to the Council's requirements.

Swansea Council have moved away from using the framework that was put in place by Welsh Government and have now gone down a different route. There are benefits of using a framework, it is supposed to reduce the overall procurement costs and the use of internal resource. It also helps to build long term relationships between suppliers and buyers.

Christopher Parker, Computer Centre at roundtable meeting with the Panel on 21 October 2021

- 2.3.6 The Panel asked why the Council has moved away from Frameworks to the Open Tender process for some procurement? The Head of Commercial Services told the Panel that this decision is taken on a case-by-case basis as there is no one size that fits all circumstances. For certain commodity products, where there are multiple competitors in the marketplace, it can make sense to tender openly as we typically source such products on an infrequent basis, and in recent procurement exercises we have seen significant savings from using this open approach, hence our adoption of this route.

2.4 We need to consider how leaving the European Union will affect procurement in Swansea.

- 2.4.1 The Panel was interested to explore how the Council has been affected by leaving the European Union. We heard that procurement can be influenced by

several factors outside of the Council's control, with leaving the European Union on 31st January 2020 being one of them. The Panel heard that whilst leaving the European Union has undoubtedly led to issues with supplies and with increased costs, the concurrent effect of the COVID-19 pandemic has created issues which have compounded the situation. Substantial price increases for materials have been noted across most sectors, with supply chain issues and labour shortages experienced. The sheer level of construction activity has also exacerbated the strains associated with increased prices. Furthermore, lead times have increased with impacts on suppliers who are unable to give clear timescales and costs of supply of items. The sourcing of, and increased cost of materials has been an issue recorded as Corporate Risk.

2.4.2 The Panel was mindful of what the longer term and therefore unknown impacts of leaving the European Union will have on the cost and availability of materials as well as on the workforce locally and would emphasise the importance of continuing to consider this as a 'risk' to the Council and monitored as such.

2.5 There is positive local procurement practice, which can be built upon and embedded further.

2.5.1 Evidence suggests that in Swansea there is clear commitment to, and development of, the local economy with support for local suppliers being evident for a number of years. The Panel heard that the Beyond Bricks and Mortar initiative was developed back in 2009 with a view to securing added benefits from regeneration projects led by the Council. These take the form of community benefits derived from suppliers and are articulated through our contracts.

2.5.2 The Panel heard that the Council's Community Benefit Policy was updated in 2016 and the Council's Beyond Bricks and Mortar team has been responsible for its implementation in conjunction with the procurement team since that time. The scope of this policy is to include community benefit clauses in the procurement of suitable works, goods and services including construction, education, catering and social care activities, where applicable. The Panel understands that the project aims to specifically provide social benefit by:

- Identifying training opportunities and apprenticeships within the project and work with contractors and suppliers to increase the numbers of unemployed, economically inactive or Not in Employment, Education or Training able to access these opportunities
- Encourage the development of more local supply chains.
- Encourage wider community benefits like for example engagement with schools, colleges and participation in community events.

All these have been designed to impact on deprivation and add community benefit locally. In evidencing this the Panel heard that in 2019/20, 2,603 weeks of jobs and training were achieved, 27 new projects commenced, and 63 job opportunities were advertised.

- 2.5.3 The Panel agreed it was vital that we ensure that contractors understand our processes and procedures and feel confident to tender. The Panel looked at how the Council encourages local organisations to bid for contracts with the Council. We heard about how the Council has broken up some projects to enable smaller companies to bid for packets of work that suit their capacity as they will often not have the resources to take on very large projects. The Panel were keen to see this carefully considered when planning contracts, as the size of contracts was identified as an issue by small enterprises and the third sector. The Panel did recognise that whilst doing this the Council must ensure fairness and non-preferential treatment and where it is appropriate to the nature of the contract in question.

A lot of third sector organisations within Swansea are relatively small and they are delivering very localised services to communities and people within communities. That can make it really difficult for organisations to access procurement opportunities. Quite often they won't have everything needed in terms of the tick boxes. Which isn't to say that they're not fit to run the service. It's quite often that the questions asked in a procurement process are not actually the right ones for this type of service.

In order to ensure that local organisations rather than large national organisations are able to apply, there needs to be thinking involved in putting the procurement exercise together that looks at social benefit, social value and a local need. We have had some really good examples of working with procurement to put some of those sorts of clauses in, to try and enable more locally based organisations to apply and therefore get involved in that circular economy stuff.

Amanda Carr (SCVS) at roundtable meeting with the Panel on 21 Oct 2021

- 2.5.4 The Panel was told that the Council regularly reviews its processes so that it can get the balance right between probity and procedure and not having unnecessary barriers to some smaller contractors. The Leader, Councillor Rob Stewart told the Panel that the localism aspect will continue to be a key focus in order to ensure the monies we spend stay as local as possible and it is a key aspect of the Council's procurement strategy.

I think in terms of transparency and consistency this has been tricky for the third sector over the past few years. I don't blame the procurement process itself; it is the move away from historic grant giving or service level agreement arrangements into a procured process. Some organisations have been unable to really understand why that might be happening to them when their service has always apparently performed very well or being really valued, they then feel like they're being kind of excluded because it is just too bureaucratic for them.

I think part of this is about people moving their thinking to a new world of procurement, accepting that is what they have to learn to be able to do now. That certainly is something that SCVS over the past few years has been working on. It's our focus to support people, so rather than supporting people to apply for grants it is about supporting people to submit tenders. I think it's not just about the Council, but it is about the organisations as well...it's about all being on a journey together hopefully. So, it is about transparency, consistency and understanding and communicating that, so that everyone arrives in the same place and understands why it is happening.

Amanda Carr (SCVS) at roundtable meeting with the Panel on 21 Oct 2021

- 2.5.5 The Panel heard about 'meet the buyer' events that are held to encourage engagement from providers on main Council contracts and to support market development. The Panel would like to see the number of open days expanded to encourage local firms to tender for council works and encourage supplier feedback. They also felt that the events could be done in a number of ways depending on the requirements of, for example, the contract and could include for example contract and/or trade specific events, roadshows and webinars etc. It was recognised that local businesses are not always aware of potential open days or events, so the Council needs to develop and maintain direct links with local businesses including developing appropriate communication channels to alert them of up-coming procurement opportunities.
- 2.5.6 The Panel welcomed the new supplier guide for potential suppliers that has been developed to assist with the understanding of the Council procurement processes. We heard that the Council has also updated its external website to improve supplier engagement and access to information. The Panel recognise the improvements made in this area but would emphasise the need to continue to review documentation and contract design regularly to further encourage small and medium-size businesses to tender for council works.
- 2.5.7 The Panel was pleased to speak to a representative from Business Wales who is contracted by Welsh Government to provide business support to small and medium size businesses. The only criterion for accessing the support is the business needs to be classed as a Welsh micro-SME, meaning they should employ up to 250 staff and have up to a £55 million turnover. The Tendering Advisor who attended the Panel explained what is done to support these businesses particularly in tendering for public sector tenders and contracts. The Panel heard that Business Wales work with companies to support them to tender and this can include what they need to have in place to meet the minimum requirements, helping with selection questionnaires and in the use of portals like E Tender Wales. It meets with individual businesses and supports them through the tendering process, helping them achieve their desired goal. It also offers early engagement sessions and meet the buyer events. If there is a large contract, it can help facilitate meet the buyer events for the potential contractors to engage with the Council. The Panel was interested to hear that Business Wales not only provides support with tendering but also support business planning, cash flow, funding and marketing.

In addition, Business Wales provides advice in relation to two pledges from Welsh Government: the green growth pledge and the equality pledge. They offer businesses a range of support to, for example, improve their efficiency and to decarbonise, also to help businesses take proactive steps to create a fully inclusive and diverse workforce. They employ sustainability advisors who assist businesses in ensuring they have an environmental policy as part of the 'Wales is green' growth pledge.

The Panel did ask how they contact potential clients and were told Business Wales have a good relationship with the procurement officers, particularly in Swansea Council. The Council's Head of Commercial Services told the Panel

the Council refer people to Business Wales by signposting them directly, as well as having a referral mechanism which is displayed in our literature like the Council's Suppliers Guide. Business Wales also has an active marketing team who proactively advertise the service.

2.5.8 The Panel discussed a desk-based research report that exemplified a selection of different procurement practices taking place in relation to social and local procurement across the UK. We looked at:

- a) The Preston Procurement Model
- b) Cardiff Council's Socially Responsible Procurement Policy
- c) Hywel Dda University Health Board Community Wealth Building
- d) Community Wealth Building in Leeds
- e) Harrow, Making Refurbishment Better

The Panel, after reviewing the information, was particularly interested in the Preston Model, where Preston Council, its anchor institutions and other partners are implementing the principle of Community Wealth Building. Preston is committed to implementing its approach as a 'place builder' for the city by promoting this concept with other large organisations in the area, like for example, the University, colleges, housing associations and the police. They believe this is important because many of these organisations have significantly greater spending powers and assets than the Council and by working together can have a greater impact on the future wellbeing of the city.

We heard from our Head of Commercial Services that the Preston model is something that Swansea Council is familiar with, we have worked with their allied partner the Centre for Local Economic Strategies on this matter. He highlighted the model originally looked at a combined spending of £750 million, of which when they started their process, only had £25 million remaining in their local area. So, they were starting from a different, much lower, base of local supplier involvement as Swansea Council spends some £260 million a year and we are looking at £100 million staying in our area. The Panel recognised Swansea has been looking at local supplier development and social value for a long time. The Panel was pleased to see other Councils are adopting the Beyond Bricks and Mortar approach that was adopted in Swansea many years ago, so others are following Swansea's best practice.

2.5.9 The Panel was interested to explore a question raised by Amanda Carr from SCVS, namely do we, or can we use localised solutions that involve the public, private and third sector expertise? The Head of Commercial Services replied to this question. He said with regard to the point on consortia procurement the Council is open to this approach and we do work with multiple stakeholder groups across the Council to engage with all sectors including the third sector and the Council has published specific guidance on this matter.

I understand that localism is really important across all services and I'd just like to cite Beyond Bricks and Mortar approach as something that I've always wanted to see, with that kind of local social benefit clause, spread more widely across tendering. And when I talk about small organisations, I would consider SCVS as a small organisation in the scheme of definitions of procurement. It is also very difficult for an organisation of the

size of SCVS to get involved in procurement as well, so I am not talking just incredibly small but also some of the organisations that might be our larger voluntary organisations within Swansea such as SCVS.

Amanda Carr (SCVS) at roundtable meeting with the Panel on 21 Oct 2021

2.5.10 Whilst excellent work is being done in Swansea in improving community benefit and local procurement, the Panel hoped pending changes in legislation will allow Councils to build upon this local procurement activity. The Panel did recognise Beyond Bricks and Mortar is an effective vehicle for moving this agenda forward but did feel it should not be the only route to progressing our local procurement behaviour, feeling we must embed this aspect in a wider range of activities for it to make a bigger impact here in Swansea. We felt that it is important that we consider how we work with the third sector, especially the smaller organisations, and the difficulties they may experience should be recognised and considered in our procurement process were possible.

2.5.11 We heard the regulation and policy relating to procurement is about to go through a period of significant change with an expected reform of the UK Public Contract Regulations. This may allow more flexibility for the Council to consider, for example, enhanced social value criteria. The Panel was interested to hear that the Council's Commercial Services is currently supporting a pilot programme into this matter and welcomed hearing it is the current focus for further development in this area.

2.5.12 The impact of the UK Government's Procurement reform is currently an unknown factor; the published Green Paper indicated the removal of the light touch regime from the new rules. This could have a huge impact on the work currently being undertaken within procurement and could result in more contracts coming into the scope of the rules. If this is the case, both Commissioning, and Procurement teams which are currently under resourced, could have additional pressures upon them due to this proposed change.

2.5.13 The Panel recommend:

- Resources to support procurement activities be reviewed upon enactment of the new UK reform of the UK Public Contract Regulations and the Green Paper to ensure support is fit for purpose in addressing any new or expanded requirements.
- Cabinet focus on reviewing documentation and contract design to further encourage SMEs locally to tender for Council works.
- The number of 'open days' are expanded to encourage local firms to tender for Council works and ensure that supplier feedback is obtained in order to understand the issues experienced by businesses, particularly SMEs, when bidding for Council contracts. The Panel felt that this could include for example roadshows and contract and/or subject specific events.
- Ensure that the Council develops and maintains direct links with local businesses including developing appropriate communication channels to alert them of up-coming procurement opportunities.

2.6 Not only the Council, but those who enter into contracts with it need to meet the general equality duty.

- 2.6.1 The Panel heard Swansea Council is committed to 'A more equal Wales', this being a society that enables people to fulfil their potential no matter what their background or circumstance. The Equality Act 2010 requires purchasers to ensure they do not discriminate in the provision of goods or services.
- 2.6.2 The Panel was reassured to hear compliance with the Act is embedded in all the Council's tender documentation and frameworks. This includes the frameworks used for contractors which set out clear requirements to evidence commitment to, and maintenance of, policies for both equal opportunities and safeguarding.
- 2.6.3 The Panel agreed with, and emphasised the importance of, taking equality into account at an early stage in any procurement process/activity, which we believe will help to ensure goods and services procured are fit for purpose.
- 2.6.4 Evidence gathered suggests the corporate process is followed for procurement to ensure compliance. This is done through the Integrated Impact Assessment process, which is used for screening of, and full reporting of projects in order to understand impacts. Where required a more detailed stage 2 evaluation to understand more in-depth equalities impacts is undertaken. Integrated Impact Assessments (IIA) are used and follow through the procurement process for all large projects that require Cabinet approval. Advice on IIAs is sought from the Council's Access to Services Team who provide support and advice on equalities matters.
- 2.6.5 The Panel found standard terms and conditions are used which require all our providers to evidence commitment to equal opportunities as well as for community benefits/social value, modern slavery, Welsh language and safeguarding. A selection questionnaire is used to establish whether providers meet these required standards before awarding contracts. Also, for some areas of the Council like some Social Services, contracts have further specific selection questions asked for each contract depending on their requirements.
- 2.7 There is evidence of good environmental and ethical practice, which could be built upon and embedded further.**
- 2.7.1 Evidence suggests there is a Council vision in relation to environmental and ethical practice with aims and objectives within the Council's corporate plans which are acted upon daily in departmental procurement activities. The Panel looked at a number of examples of activity taking place across council services. One of these being the Council's pension fund which selects investments based on consideration of ethical, environmental and social governance commitments and is committed to a significant divestment of holdings related to fossil fuels.
- 2.7.2 Swansea Council has shown its commitment to environmental and ethical practice through agreeing a number of pledges, including for example, signing a Charter on Climate Action in December 2020, pledges to become carbon-neutral in the next decade and zero tolerance to racism. Swansea is a City of Sanctuary and proud to be a Home Office dispersal city for refugees and asylum seekers, a Dementia Friendly city and a World Health Organisation

Healthy City. The Council has also embedded the United Nations Convention on the Rights of the Child (UNCRC) into the way it set its policies.

- 2.7.3 The Panel welcomes the pilot project which seeks to review and renew our focus on social value aspects, in line with a review of procurement legislation that is being undertaken by the Welsh and UK governments (where legal changes which allow an enhanced focus on social value). The Council has already had success in delivering socially beneficial outcomes, for example energy efficient homes and electric vehicles. The Panel were keen to ensure that that the Council's procurement practice enhances our activities to address climate change and our environment commitments.

Most contracts now come with the carbon net zero sort of criteria that all businesses are going to need to hit. Swansea had been good with this and other aspects particularly in relation to the new Council home building in the city, they have very efficient solar panels and charging points outside the front of the houses, so future proofing, so to speak. There are not many other Councils in Wales that are building houses to this standard, so it is good to see.

Rhys Morgan, LBS Building Merchants at roundtable meeting with the Panel on 21 Oct 2021

- 2.7.4 The Panel was pleased to hear the Council's procurement terms and conditions ensure suppliers note their conformance to key obligations, through completion of a supplier suitability questionnaire (SSQ) which covers modern slavery, equal opportunities, Welsh language and safeguarding. Tendering contractors are also required to address compliance with the above requirements within their tender submissions. All SSQ questions are checked by central procurement.
- 2.7.5 Swansea Council has a well-being duty under the Well-being of Future Generations in Wales Act 2015 to improve social, economic, environmental, and cultural well-being in Wales and the Panel believe action to meet the well-being needs of both current and future generations is being taken. The Panel heard the Beyond Bricks and Mortar Team identifies the community benefit requirements of all Council projects, with procurement forming part of the Council's sustainability risk assessment, thereby helping to set appropriate targets that focus on recruitment and training, supply chain initiatives, the Welsh government community benefit tool, and other community benefits such as working with the community on particular projects. The Panel were particularly keen to emphasise the importance of the Council's commitment to the development of local apprenticeships.
- 2.7.6 The Panel was pleased to hear each department keeps close links with the Procurement Team on such matters to maintain consistency of approach. They have regular team meetings to ensure this, by feeding back any issues and lessons learnt and sharing good practice. There is also ongoing liaison around advice on use of information, templates and tools available to use.
- 2.7.7 The Panel was interested to explore the sustainability statement documentation used and particularly who is involved in putting it together. The Panel wanted to understand the role of the planning ecologist in this process.

We felt an ecologist should be involved because they are able to assess whether the contractors are serious about the issues and are committed to taking them forward whilst also monitoring the commitments made. The Panel heard an ecologist would only need to play a limited role in the preparation of sustainability statements and only then for larger corporate contracts that would have an impact on the natural environment. This would be, for example, when advising whether an ecological assessment would be required and what type would be needed. It would not need to be a planning ecologist specifically as the Council's biodiversity officer is a qualified ecologist so this element would be covered by their involvement. The Panel was satisfied we have adequate arrangements in place to ensure any conditions we might attach to a contract are actually being met.

2.7.8 The Panel recommend to Cabinet that they:

- Consider how the Council's approach to social value, localism, biodiversity and the natural environment can be further integrated and expanded in line with key principles and the current Council pilot reviewing this matter.
- Investigate how the impact of a contract's carbon footprint can be measured with the view to using this measure as part of the Council procurement practice.
- Increase the use of nature-based solutions in the Council's procurement practice when it is assessed as the most sustainable solution.

2.8 There are benefits in collaborating with partners and others in our procurement activities

2.8.1 The Panel was pleased to see evidence that suggests the Council does indeed work across departments, with its partners and others in the pursuit of benefits from economies of scales, achieving efficiencies in the use of resources whilst in some cases being able to realise savings.

2.8.2 The Panel heard that in 'People' services there is a commissioning work plan that enables them to identify joint procurement activities, which is also a good way to identify and enable transformation opportunities with, for example, other organisations like health and the third sector.

2.8.3 The Panel also found there are regional commissioning and partnership arrangements in place to oversee wider joint activities. For example, a number of work streams are in situ under the West Glamorgan Transforming Complex Care arrangements which address any joint procurement implications.

In terms of the sector as a whole, I would like to comment on the third sector strategy arrangements between the local authority and the sector and the Compact that exists. Over the past 18 months the Compact has become a really strong forum for the third sector to be able to discuss concerns or issues directly with procurement colleagues and that has been a really positive way of building those relationships. I would praise the local authority for this and for, over the last few years, its growing emphasis on co-production around the specifications for services which are going to be sought from the third sector. Council has been really on board in working in a co-productive space to the extent that the law will allow, which is very positive.

Amanda Carr (SCVS) at roundtable meeting with the Panel on 21 Oct 2021

- 2.8.4 We were pleased to hear the positive comments from Amanda Carr about how the Compact arrangements are becoming a strong forum for the third sector. We would like to see this expanded further and the good practice learnt shared and used elsewhere in the Council where appropriate.
- 2.8.5 The Panel recognise working with our partners, service users and indeed the wider public to ensure our contracts and commissioning activities are fit for purpose is an important and a developing area. We heard Social Services have so far led in this area, with not purely contractual arrangements with organisations but more of a co-productive approach. The Panel was keen for this to be further developed.
- 2.8.6 Officers right across the Council are members of a large number of regional and professional networks which benefit the Council by sharing good practice and sharing skills and experience. The procurement category manager is the national procurement representative on the National Commissioning Board, which enables a national viewpoint to be established at a local and regional level.
- 2.8.7 The Panel recommend that Cabinet
- Maximises opportunities to involve service users and citizens in the procurement process which will lead to more collaborative, co-produced services.
- 2.9 Effective procurement needs a good framework for monitoring performance and measuring success essential for continuous improvement.**
- 2.9.1 Panel members were also reminded, all procurement activity is carried out against the backdrop of the requirements of the Council's Contract Procedure Rules and Internal Audit monitor the Council's adherence to these and report accordingly.
- 2.9.2 We heard contracts have individual specifications, which describe their performance requirements, and these are monitored by contract, commissioning leads and/or procurement officers.
- 2.9.3 Where the procurement method is via a framework, a framework manager is appointed to monitor the ongoing spend against a particular framework. Both the framework and the call-off contract contain legally binding terms and conditions, outlining both the contractor/supplier's and the client's obligations. Failure to adhere to those obligations could lead to damages being imposed against the contractor/supplier for non-performance or breach and ultimately being removed from the framework or termination of employment under the call-off contract.
- 2.9.4 The Panel also heard close links with the Authority's procurement section maintain consistency of approach and that regular team meetings, feedback and lessons learnt sessions ensure there is consistency of approach and both issues and good practice are shared.

2.9.5 The Panel believe, in order to ensure consistency, quality of service provision and to drive continuous improvement, it is of paramount importance procurement activities are monitored and performance measured against expectation. The Panel was keen to see the information collected is then reviewed and used to continually improve.

RECOMMENDATIONS

The Panel commends Cabinet to consider all issues and ideas raised by this inquiry and, in particular, the recommendations set out below.

The Panel recognises that the Authority

- (a) will need to ensure that any subsequent actions are legal and meet the requirements of any relevant legislation.
- (b) has a responsibility to make the best use of limited resources and that any additional costs will need to be considered carefully as part of the annual budget setting process.

The Panel has kept these principles in mind in the course of its investigations.

The Panel recommends that:

Long term challenges

- 3.1 The Council's approach to social value, localism, biodiversity and the natural environment be further integrated and expanded in line with their key principles and current Council pilot programme reviewing this matter.
- 3.2 Cabinet investigate how the impact of a contract's carbon footprint can be measured with the view to using this measure as part of the Council procurement practice.
- 3.3 Cabinet increase the use of nature-based solutions in the Council's procurement practice, when it is assessed as the most sustainable solution.

Medium term improvements

- 3.4 Cabinet develops a mechanism for measuring the impact of spending on policy commitments in relation to, for example, social benefit, local procurement, natural environment and climate change (including investigating as to whether this analysis should form part of the internal audit and/or performance monitoring process).
- 3.5 The Schools' Guide for Procurement is finalised to assist schools in understanding procurement rules and regulations and the best practice that they should follow when undertaking procurement.
- 3.6 Resources to support procurement activities be reviewed upon enactment of the new UK reform of the UK Public Contract Regulations and the Green Paper to ensure support is fit for purpose in addressing any new or expanded requirements.

- 3.7 Ensure that the Council develops and maintains direct links with local businesses including developing appropriate communication channels to alert them of up-coming procurement opportunities.
- 3.8 Cabinet maximises opportunities to involve service users and citizens in the procurement process which will lead to more collaborative, co-produced services.
- 3.9 Cabinet continues the work to address any areas of non-compliance in Council procurement activity.

Quick wins

- 3.10 The number of 'open days' are expanded to encourage local firms to tender for Council works and ensure that supplier feedback is obtained in order to understand the issues experienced by businesses, particularly SMEs, when bidding for Council contracts. The Panel felt that this could include for example roadshows and contract and/or subject specific events.
- 3.11 Cabinet works with the WLGA to press the Welsh Government to develop ways for the impact of key national commitments to be measured across Wales and the sharing of procurement good practice across Wales.
- 3.12 Cabinet increases the level of training for new starters by making procurement training a mandatory module for those involved in any procurement activity.
- 3.13 A working group is created for education procurement which includes representatives from schools and the Council's procurement team to help improve consistency in adherence to policy, ways of working and identifying gaps and finding common solutions. The group should consider issues such as addressing perception around building services quotes, to ensure schools have a better understanding of 'like for like' quotes.
- 3.14 Cabinet focus on reviewing documentation and contract design to further encourage SMEs locally to tender for Council works.

FURTHER SCRUTINY NEEDED

As well as our recommendations for the Cabinet we have also come across a number of issues that we believe may require further scrutiny. We propose to the Scrutiny Programme Committee, therefore, that it examines:

1. How procurement fits into our scrutiny work programme overall and whether there is scope to discuss this subject and relevant issues on an annual basis, whether via Performance Panel or as otherwise deemed appropriate. This could, for example, enable further exploration of issues in relation to the costing of repair/enhancement works within schools quoted for by the local authority and the importance of the quality/cost ratio (for example 70/30 quality/cost ratio).

ACKNOWLEDGEMENTS

The Panel is very grateful to everyone who contributed to the inquiry.

The Panel would, in particular, like to thank the following people for all of their help and for the information provided.

Cllr David Hopkins, Cabinet Member for Delivery and Operations
Cllr Rob Stewart, Leader and Cabinet Member for Economy, Finance and Strategy
Cllr Louise Gibbard, Cabinet Member for Supporting Communities
Cllr Robert Francis-Davies, Cabinet Member for Investment, Regeneration & Tourism
Cllr Robert Smith, Cabinet Member for Education Improvement, Learning and Skills
Chris Williams, Head of Commercial Services
Adam Hill, Deputy Chief Executive
Brian Roles, Head of Education Planning and Resources
Martin Nicholls, Director of Place
James Beynon, Category Manager / Senior Procurement Officer
Simon Cockings, Chief Auditor
Nigel Williams, Head of Building Services
Dave Howes, Director of Social Services
Jane Whitmore, Strategic Lead Commissioner
Lee Morgan, Category Manager / Senior Procurement Officer
Christopher Francis, Commissioning and Care Services
Christopher Parker, Computer Centre
Amanda Carr, Swansea Council for Voluntary Services
Mark Thomas, Days Fleet
Elgan Richards, Business Wales
Rhys Morgan, LBS Building Merchants

ABOUT THE INQUIRY PANEL

The **Procurement Scrutiny Inquiry Panel** is a team of Councillors who are not members of the Cabinet, appointed by the Council's Scrutiny Programme Committee. Inquiry Panels will examine a strategic issue of concern and make recommendations about how policies and services can be improved.

Members of the Panel

Chris Holley (Convener)

Phil Downing

Hazel Morris

Jeff Jones

Lyndon Jones

Peter Jones

Mandy Evans

Mike White

Brigitte Rowlands

Irene Mann

Mary Sherwood


The inquiry was supported by Michelle Roberts from the Council's Scrutiny Team.

For further information contact:

Michelle Roberts

Scrutiny Officer

City and County of Swansea

 01792 637256

michelle.roberts@swansea.gov.uk

Integrated Impact Assessment Screening Form Appendix 2

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Scrutiny

Directorate: Legal and Democratic Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services

(b) Please name and fully describe initiative here:

The Procurement Scrutiny Inquiry Panel will look at how we procure products and services in Swansea Council, see attached Terms of Reference.

The Panel will at the end of the Inquiry write a report to Cabinet with recommendations for service improvement, Cabinet if they agree the recommendations, will be responsible for taking forward those recommendations (at that time they will complete full IIA)

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further investigation
	+	-	+	-	+	-	
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	x <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form Appendix 2

Community cohesion	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	x <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	x <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	x <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Councillors will speak to relevant departments, stakeholders (providers) through a roundtable meeting, attending stakeholder events and through a call for evidence. The Panel will use the departmental, including the procurement Teams, consultation information provided as part of the piece of work.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes X No

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes X No

- c) Does the initiative apply each of the five ways of working?
 Yes X No

- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No n/a

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk <input type="checkbox"/>	Medium risk <input type="checkbox"/>	Low risk x <input type="checkbox"/> Recommendations only
--	--	--

Q6 Will this initiative have an impact (however minor) on any other Council service?
 Yes x No **If yes, please provide details below**

Recommendations only at this stage. When/if recommendations from the Inquiry are accepted by Cabinet this will be established.

Q7 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?
(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

Integrated Impact Assessment Screening Form Appendix 2

This is a Scrutiny Inquiry into Procurement, the Inquiry itself will produce recommendations for service improvement based on the Terms of Reference but does not make the decisions. Cabinet, when they receive the recommendations at the end of the Inquiry, will look at each recommendation made and either agree or reject it. The recommendations that are agreed will then be taken forward and a full IIA will be produced assessing their impact and implications.

Outcome of Screening

Q8 Please describe the outcome of your screening below:

- Summary of impacts identified and mitigation needed (Q2)
- Summary of involvement (Q3)
- WFG considerations (Q4)
- Any risks identified (Q5)
- Cumulative impact (Q7)

No impacts at this stage as not decision making.

The Panel will involve Council Departments, Councillors, providers of services via meetings and the public via Call for Evidence, they will also look at any survey consultation information departments have collected and supplied to the Inquiry.

The Inquiry aligns to the principles of the WFG

No risks identified but this will need to be considered when if recommendations are taken forward by Cabinet.

Cumulative impact will be assessed when recommendations are taken forward by Cabinet.

(NB: This summary paragraph should be used in the relevant section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

Full IIA to be completed after decision made on recommendations resulting from the Inquiry. This will be done by Cabinet.

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.

Screening completed by:
Name: Michelle Roberts
Job title: Scrutiny Officer
Date: 29 June 2021
Approval by Head of Service:
Name: Debbie Smith (on behalf of Tracey Meredith)
Position: Deputy Chief Legal Officer
Date: 30 June 2021

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

Agenda Item 8



Report of the Chair

Scrutiny Programme Committee – 15 March 2022

Scrutiny Dispatches – Impact Report

Purpose	To present a draft of the regular report from the Committee to Council on the impact of scrutiny.
Content	The report appends the draft 'Scrutiny Dispatches' report, which headlines scrutiny activities and impact for council and public awareness.
Councillors are being asked to	Approve content of the draft 'Scrutiny Dispatches' for submission to Council / inclusion in the Scrutiny Annual Report.
Lead Councillor(s)	Councillor Peter Black, Chair of the Scrutiny Programme Committee
Lead Officer(s)	Tracey Meredith, Chief Legal Officer
Report Author	Brij Madahar, Scrutiny Coordinator Tel: 01792 637257 E-mail: brij.madahar@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Paul Cridland
Access to	Rhian Millar
Services Officer:	

1. Introduction

- 1.1 The Scrutiny Programme Committee is responsible for the overall work programme, including the various informal scrutiny activities, and monitoring progress to ensure that the work is effective.
- 1.2 The Committee is also concerned about improving communication and public engagement and getting more coverage in the media so that the public are more aware of the work of scrutiny.
- 1.3 In order to provide 'headlines' from scrutiny activity and give the work of scrutiny greater visibility, both for council and public audience, a 'Scrutiny Dispatches' report is published.

2. Scrutiny Dispatches

- 2.1 The next report has been drafted for approval (**attached**). This can then be submitted to the next available Council meeting for discussion. Scrutiny Dispatches will also form part of the Scrutiny Annual Report.
- 2.2 'Scrutiny Dispatches' is intended to demonstrate scrutiny achievements and outcomes. It is effectively a regular report about impact and how scrutiny is making a difference, rather than a descriptive account of the scrutiny work programme and activities. The aim is to focus on and promote a small number of 'significant stories'. A chair's roundup is also featured to highlight other work.
- 2.3 This issue reflects on the final part of the 2021/22 municipal year, and features scrutiny of:
- Council Procurement
 - The Budget
 - Equalities
 - Tackling Poverty

The Chair's Roundup talks about progress with the Scrutiny Work Programme, Committee work plan, Regional Scrutiny and looks forward to the new Council year and scrutiny work programme.

- 2.4 As well as being a report to council the content will be shared more widely, with advice and support from the Council's Communications Team and utilising social media. This should help raise awareness of the work and impact of scrutiny, and hopefully encourage more public engagement and participation in scrutiny. It is anticipated that some of the impact stories within Scrutiny Dispatches will generate press releases.
- 2.5 In order to ensure that people are informed more generally about the work of scrutiny a monthly newsletter is also being produced. This is circulated via an email subscription (sign up via www.swansea.gov.uk/scrutiny), and includes details of:
- Topics being looked at by scrutiny
 - Progress with current activities
 - Forthcoming panel and working group meetings

3. Integrated Assessment Implications

- 3.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.

- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage.
- Consider opportunities for people to use the Welsh language.
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

3.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the ‘well-being goals’.

3.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

3.2 There are no impact assessment implications associated with this report.

4. Legal Implications

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

5. Financial Implications

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

Background Papers: None

Appendices:

Appendix 1 - Scrutiny Dispatches Impact Report

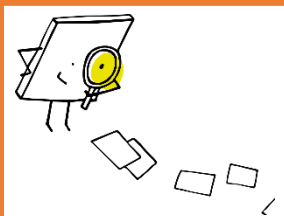
Appendix 2 - IIA Screening Form

Scrutiny Dispatches

City & County of Swansea – 2021/2022 (No.3)

‘How scrutiny councillors are making a difference’

Investigating the Council’s Procurement Practices



Scrutiny Councillors have concluded their inquiry into procurement. The key question of the inquiry is ‘*What is Swansea Council doing to ensure it procures locally, ethically and greenly while being cost effective and transparent in its practices?*’

(Lead: Councillor Chris Holley)

The Convenor of the Inquiry Panel, Councillor Chris Holley, said ‘*As part of this inquiry, we wanted to ensure the Council is striving to purchase goods or services using this mantra and when doing so are using the most appropriate methods and engaging with the right people. We were keen to see the example of the work being led by Social Services in relation to co-production, where they are getting partners, service users and the public to co-produce contract specifications for services.*’

Panel Members met with various external organisations such as SCVS and Business Wales, contractors, and several Cabinet Members along with officers from across council departments to gather detailed evidence on how procurement operates in Swansea.

The inquiry concluded that:

- Procurement must be built into the Council’s Recovery & Transformation Plan and clearly aligned to the Council’s key objectives moving forward.
- Adherence to legislation and ensuring local policy and practice is clear, effective, transparent and consistently applied is vital.
- Quality as well as value for money is necessary in order to get the best spend from the public purse.
- We need to consider how leaving the European Union will affect Procurement in Swansea.
- There is positive local procurement practice, which can be built upon and embedded further.
- Not only the Council, but those who enter into contracts with it need to meet the general equality duty.
- There is evidence of good Environmental and Ethical practice, which could be built upon and embedded further.
- There are benefits in collaborating with partners and others in our procurement activities.
- Effective procurement needs a good framework for monitoring performance and measuring success essential for continuous improvement.

The Inquiry Final Report is scheduled for agreement by the Scrutiny Programme Committee on the 15 March 2022. It will then go to Cabinet for consideration and those recommendations agreed, will be implemented.

The Panel will convene again 6-9 months after the Cabinet decision to see the impact of its recommendations.

Keeping a close eye on the Council's Budget Proposals

Scrutiny Councillors on the Service Improvement & Finance Panel continue to keep a close eye on the Council's budget and corporate arrangements and met in February to scrutinise the Annual Budget Proposals. This enabled the Panel Convener to feed back the views of scrutiny directly to Cabinet ahead of its decision-making.

(Lead: Councillor Chris Holley)

Overall, the Panel welcomed the large increase in budget provision, noting this was the largest such increase in recent years.

The Panel also welcomed an increase in spending in Education and Social Services, and additional spending to invest in services in Swansea that have experienced some reductions over recent years in line with constrained budgets. Panel Members expressed hope in that this year's funding will help with repairs to the infrastructure across Swansea.

Panel Members noted however that this will be a one-off large increase in funds and figures are not reflected equally across the three-year plan.

Concerns were raised to Cabinet following advice from the Education Scrutiny Panel regarding the potentially inadequate funding from Welsh Government for:

- The phased roll out of Free School Meal provision to all primary pupils
- The emerging implications of the Additional Learning Needs Act

Concerns were also raised about the potential change to the proxy measure that is based upon Free School Meal allocation which is the indicator used for extra funding in schools for vulnerable pupils. Members are keen to see how this will be addressed in upcoming policy changes from Welsh Government so vulnerable children do not lose out.

Ensuring the Council is improving how it meets its Equalities Duties

The Equalities Inquiry Panel met recently to look at the impact of and progress made with the recommendations arising from the Equalities Scrutiny Inquiry. Members were pleased with the positive impact of the inquiry and the commitment to it by the Cabinet Member for Better Committees and officers in Swansea.

(Lead: Councillor Lyndon Jones)

Panel Members were pleased with the overall work carried out in relation to the Inquiry's 18 recommendations.

The Panel heard that seven of the recommendations are now complete and that good progress has been made with those recommendations that are outstanding.

Panel Members were pleased to hear that a new Strategic Equality Plan for 2020/24 was developed, a new Strategic Equality and Future Generation Board has been established which has a key responsibility for the actions and recommendations within the Strategic Equality Plan and Scrutiny Inquiry.

In response to the recommendation to improve our workforce data, a new Workforce Equalities Group to support the delivery of equality solutions has been established, to support the Council in being an exemplar employer.

The Panel agreed to conclude their follow up involvement with the inquiry after finding that good progress has been made with all the recommendations. However, the Panel will refer to the Scrutiny Programme Committee to suggest the creation of a Working Group to look at the issue of co-production and how it is progressing.

Encouraging the Council to effectively monitor its efforts to tackle poverty in Swansea

The Scrutiny Programme Committee reviewed progress, achievements and implementation of the Tackling Poverty Strategy which is one of the Council's Corporate Priorities.

(Lead: Councillor Peter Black)

The Committee heard that the COVID-19 pandemic has disproportionately impacted low-income households, pushing more people into poverty, and those experiencing it, further into poverty resulting in an increase in demand for services including crisis support services and increased complexities for those in need.

Committee Members noted that there is an ongoing risk to service delivery caused by the heavy reliance on grant funding with only around 15% of the Tackling Poverty Service Budget being core funded.

The Committee acknowledged that there is a lot of good work being done but felt that the Council should be better placed to monitor, measure, and clearly demonstrate the success from all the clearly considerable efforts being made. Members felt that the suite of current corporate/national performance indicators alone does not adequately tell the story, and each of the objectives the Council has should have clear targets and an effective measure, so that the value from the resources being put in can be seen.

Committee Members discussed with the Cabinet Members the possibility of an improved 'performance and delivery' report in the future with supporting evidence to clearly demonstrate links between investment and activities/actions taken. Committee Members felt that measuring success is essential to check if actions were having the desired impact.

The Committee will re-visit work on Tackling Poverty to closely monitor progress, follow up on issues



Chair's Round up

This is my third and final roundup of the work of scrutiny for 2021/22, as Chair of the Scrutiny Programme Committee.

Scrutiny Work Programme

The work of scrutiny is now concluding as we approach the end of the municipal year and Council term.

The in-depth inquiry focusing on Procurement, led by Cllr. Chris Holley, is now complete. The Panel has agreed its conclusions and recommendations and following presentation of the Panel's Final Report to the Scrutiny Programme Committee in March it will be submitted to Cabinet for decision. The Equalities Inquiry Panel has also concluded its monitoring of the implementation of recommendations it made to Cabinet in 2019, following a meeting in January.

Final meetings of the six Performance Panels have been taking place, and in the last few months we have had meetings of the Workforce Working Group and Bus Services Working Group to complete those planned scrutiny activities.

Before wrapping things up Committee members, and Performance Panels, are taking the opportunity to reflect on the past year's work and observations that will help inform future scrutiny and its effectiveness.

Committee Work Plan

As well as monitoring the delivery of the work programme, the Committee has a varied work plan looking at a broad range of service / policy matters, targeting specific issues of concern and focused on addressing any gaps in the overall scrutiny work programme. The Committee will call in Cabinet Members as and when required to account for delivery of objectives, performance, and service improvement.

Since my last update we have asked questions on the performance of the Public Services Board and difference it is making, held a Q & A with the Leader of the Council, and carried out pre-decision scrutiny on a Cabinet reports on the proposed Community Hub development on Oxford Street, and on Covid Recovery & Investment, giving views ahead of Cabinet decision. As the Council's designated Crime & Disorder Scrutiny Committee, the Scrutiny Programme Committee has also discussed the performance of the Safer Swansea Community Safety Partnership. This session included questions on Partnership priorities, governance, the continued impact on activities from the pandemic, response to the Mayhill Riot, action on Child Sexual Exploitation, hate crime, knife crime and anti-social behaviour, and renewal of the Safer Swansea Partnership Strategy.

Regional Scrutiny – Corporate Joint Committee

Following establishment of the Corporate Joint Committee (CJC), which involves Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire Councils, as well as Brecon Beacons and the Pembrokeshire Coast National Park Authorities, the CJC has agreed to set up a CJC Overview & Scrutiny Sub-Committee which will consist of three elected members from each Council which will meet at least quarterly. The joint Overview & Scrutiny Sub-Committee, to be serviced by Neath Port Talbot Council, will scrutinise the decisions / actions of the CJC as it discharges its functions and performance in relation to policy objectives and targets. The Joint Scrutiny arrangement will not preclude scrutiny within constituent Councils in order to discuss the impact of the CJC on their Council and locality. The CJC will exercise functions relating to strategic land use planning, regional transport planning and the exercise of economic well-being powers.

Looking Forward

Attention will now turn to preparing for the new Council term. A Scrutiny Induction Session will be part of the Council's Councillor Induction Programme after the elections. Consideration will also be given to additional training and development needs for scrutiny councillors to support them in their role.

A Scrutiny Work Planning Conference will also be held to help inform the development of a new Scrutiny Work Programme, which will identify priorities for scrutiny for the coming year. All scrutiny councillors will be invited to participate in this. As well as new topics the work programme will need to consider the continuation of some current activities because of their importance or because work may be incomplete, as well as suggestions that have already been made during the last year about future work. The work programme will try to balance community concerns with issues of importance to the Council. Anyone living or working in Swansea can get in touch with us about matters of concern about services, policies and performance, as scrutiny may be able to help. We will see how best scrutiny could deal with it to make a difference.

Making the work of scrutiny transparent and accessible

Just a reminder that there is easy access to all scrutiny agenda packs, reports and letters as well as responses from Cabinet Members on the [Council website](#). To keep an eye on what is going see also the links below, subscribe to our newsletter, or even follow us on Twitter.

Connect with Scrutiny:

Web: www.swansea.gov.uk/scrutiny

Twitter: @swanseascrutiny

Email: scrutiny@swansea.gov.uk

Blog: www.swanseascrutiny.co.uk

Appendix 2 - Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Legal, Democratic Services & Business Intelligence

Directorate: Resources

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services

(b) Please name and fully describe initiative here:

Information report on the impact of Scrutiny, which highlights scrutiny activity and how scrutiny councillors are making a difference through this work.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further investigation
	+	-	+	-	+	-	
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix B - Integrated Impact Assessment Screening Form

Pregnancy and maternity

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Scrutiny activities described are open to the public, promoted via Council media channels, and enable all citizens to ask questions, raise issues and/or input views.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan's Well-being Objectives when considered together?
Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
Yes No
- c) Does the initiative apply each of the five ways of working?
Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

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

Yes

No

If yes, please provide details below

Q7 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

No impact.

Outcome of Screening

Q8 Please describe the outcome of your screening below:

- Summary of impacts identified and mitigation needed (Q2)
- Summary of involvement (Q3)
- WFG considerations (Q4)
- Any risks identified (Q5)
- Cumulative impact (Q7)

Appendix B - Integrated Impact Assessment Screening Form

There are no impact assessment implications associated with this report.

- Full IIA to be completed
- Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

Screening completed by:
Name: Brij Madahar
Job title: Scrutiny Team Leader
Date: 3 March 2022
Approval by Head of Service:
Name: Tracey Meredith
Position: Chief Legal Officer
Date: 3 March 2022

Agenda Item 9



Report of the Chair

Scrutiny Programme Committee – 15 March 2022

Scrutiny Letters

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

1. Introduction

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

2. Reporting of Letters

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

3. Letters Log

- 3.1 This report contains a log of scrutiny letters produced to enable the Committee to maintain an overview of letters activity over the current municipal year – see **Appendix 1**. The letters log will show the average time taken by Cabinet Members to respond to scrutiny letters, and the percentage of letters responded to within timescale.
- 3.2 The following letter(s), not already reported to the Committee, are **attached** for discussion:

	Activity	Meeting Date	Correspondence
a	Committee (Scrutiny of the Public Services Board)	18 Jan	Letter to Chair of the Public Services Board
b	Committee (Q & A Session with the Leader of the Council)	18 Jan	Letter to Cabinet Member for Economy, Finance & Strategy (Leader)

4. Legal Implications

4.1 There are no legal implications.

5. Financial Implications

5.1 There are no financial implications.

Background Papers: None

Appendices:

Appendix 1: Scrutiny Letters Log – 2021-22

Appendix 2: Scrutiny Letters / Responses

Scrutiny Letters Log (2021-2022)

Ave. Response Time (days):

18 (target within 21 days)

% responses within target:

72

No.	Committee / Panel / Working Group	Meeting Date	Main Issue(s)	Cabinet Portfolio	Letter Sent	Response Received	Days Taken
1	Working Group	11-May	Digital Inclusion	Business Improvement & Performance	26-May	n/a	n/a
2	Service Improvement & Finance Performance Panel	10-May	Welsh Housing Quality Standard Annual Report	Climate Change & Service Transformation	26-May	n/a	n/a
3	Education Performance Panel	13-May	New Curriculum and progress with ALN reform	Education Improvement, Learning & Skills	26-May	n/a	n/a
4	Child & Family Services Performance Panel	25-May	Update on CAMHS; Youth Offending Service	Adult Social Care & Community Health Services	14-Jun	n/a	n/a
5	Natural Environment Performance Panel	19-May	Climate Change Action Plan	Climate Change & Service Transformation	16-Jun	n/a	n/a
6	Adult Services Performance Panel	02-Jun	Transformation Programme; WAO Report actions; Review of Social Services Charges	Adult Social Care & Community Health Services	23-Jun	16-Jul	23
7	Service Improvement & Finance Performance Panel	11-Jun	Revenue Outturn, HRA Outturn and Capital Outturn and Financing 20-21	Economy, Finance & Strategy (Leader)	30-Jun	n/a	n/a
8	Child & Family Services Performance Panel	22-Jun	Regional Adoption Service, Initial feedback from CIW Assurance Visit	Children Services	01-Jul	n/a	n/a
9	Committee	15-Jun	Public Services Board	Chair of Public Services Board	16-Jul	n/a	n/a

10	Service Improvement & Finance Performance Panel	23-Jun	Welsh Language Annual Report	Education Improvement, Learning & Skills	22-Jul	n/a	n/a
11	Natural Environment Performance Panel	29-Jun	Air Quality	Environment Enhancement & Infrastructure Management	22-Jul	n/a	n/a
12	ERW Scrutiny Councillor Group	28-Jun	Education Partnership moving forward	Chair of ERW Joint Committee	20-Jul	28-Jul	n/a
13	Education Performance Panel	15-Jul	Delegated spend and the Behaviour Strategy and new Education Partnership	Education Improvement, Learning & Skills	02-Aug	23-Aug-21	21
14	Working Group	07-Jul	Bus Services	Environment Enhancement & Infrastructure Management	09-Aug	17-Aug	8
15	Adult Services Performance Panel	14-Jul	Performance Monitoring; Initial feedback CIW Assurance Visit	Adult Social Care & Community Health Services	09-Aug	14-Sep	36
16	Development & Regeneration Performance Panel	01-Jul	Project update report	Investment, Regeneration & Tourism	18-Aug	20-Sep	33
17	Committee	13-Jul	Highways & Engineering and Infrastructure Repairs & Maintenance	Environment Enhancement & Infrastructure Management	19-Aug	07-Sep	19
18	Child & Family Services Performance Panel	11-Aug	Performance monitoring; CIW Assurance Visit; Ty Nant CIW Inspection	Children Services	25-Aug	n/a	n/a
19	Natural Environment Performance Panel	26-Aug	Ash Dieback	Environment Enhancement & Infrastructure Management	16-Sep	n/a	n/a

20	Education Performance Panel	01-Sep	Estyn changes, Regional Consortia and Covid recovery	Education Improvement, Learning & Skills	17-Sep	n/a	n/a
21	Development & Regeneration Performance Panel	07-Sep	Project update report & Swansea University	Investment, Regeneration & Tourism	30-Sep	n/a	n/a
22	Committee	17-Aug	Tourism, Destination Management & Marketing and Business & City Promotion	Investment, Regeneration & Tourism	30-Sep	18-Oct	18
23	Child & Family Services Performance Panel	21-Sep	Child and Family Improvement Programme; Corporate Parenting Board; Appreciative Inquiry video	Children Services	04-Oct	22-Oct	18
24	Service Improvement & Finance Performance Panel	20-Sep	Q1 Budget Monitoring Report	Economy, Finance & Strategy (Leader)	12-Oct	n/a	n/a
25	Service Improvement & Finance Performance Panel	20-Sep	Peer Review & Self-Assessment (Local Government and Elections (Wales) Act 2021	Business Improvement & Performance	12-Oct	n/a	n/a
26	Committee	14-Sep	Litter & Community Cleansing	Environment Enhancement & Infrastructure Management	14-Oct	21-Oct	7
27	Education Performance Panel	30-Sep	Education Improvement	Education Improvement, Learning & Skills	18-Oct	n/a	n/a
28	Committee	14-Sep	Energy Policy	Climate Change & Service Transformation	20-Oct	n/a	n/a
29	Natural Environment Performance Panel	06-Oct	Water Pollution	Delivery & Operations	27-Oct	n/a	n/a

30	Natural Environment Performance Panel	06-Oct	Flood Risk Management	Environment Enhancement & Infrastructure Management	27-Oct	n/a	n/a
31	Education Performance Panel	21-Oct	Welsh in Education, New Curriculum	Education Improvement, Learning & Skills	04-Nov	01-Dec	27
32	Service Improvement & Finance Performance Panel	19-Oct	Q1 Performance Monitoring	Business Improvement & Performance	09-Nov	n/a	n/a
33	Adult Services Performance Panel	20-Oct	Workforce Support Programme; Update on management of Covid and Performance Monitoring	Adult Social Care & Community Health Services	10-Nov	n/a	n/a
34	Service Improvement & Finance Performance Panel	16-Nov	Pre-Decision Scrutiny - Swansea Airport	Delivery & Operations	17-Nov	n/a	n/a
35	Committee	19-Oct	Recovery & Transformation Plan	Economy, Finance & Strategy (Leader)	23-Nov	n/a	n/a
36	Committee	19-Oct	Corporate Safeguarding Annual Report	Adult Social Care & Community Health Services	24-Nov	n/a	n/a
37	Education Performance Panel	18-Nov	Morrison Comprehensive School	Education Improvement, Learning & Skills	24-Nov	01-Dec	7
38	Development & Regeneration Performance Panel	02-Nov	City Centre Travel Plan	Environment Enhancement & Infrastructure Management	01-Dec	21-Dec	20
39	Development & Regeneration Performance Panel	02-Nov	Dashboard Project Monitoring Report	Investment, Regeneration & Tourism	01-Dec	07-Dec	6
40	Service Improvement & Finance Performance Panel	16-Nov	Planning APR	Delivery & Operations	08-Dec	n/a	n/a

41	Committee	14-Dec	Pre-Decision Scrutiny - Proposed Leasehold Acquisition and Redevelopment FPR7 - 279 Oxford Street/25-27 Princess Way.	Joint Delivery & Operations & Investment, Regeneration & Tourism	15-Dec	11-Jan	27
42	Committee	16-Nov	Delivery of the Corporate Priority of Tackling Poverty	Supporting Communities	17-Dec	n/a	n/a
43	Adult Services Performance Panel	30-Nov	Update on management of Covid and performance monitoring	Adult Social Care & Community Health Services	20-Dec	20-Dec	0
44	Education Performance Panel	09-Dec	School meals, Performance against objectives (RAG), Swansea Skills Partnership and Partneriath	Education Improvement, Learning & Skills	21-Dec	n/a	n/a
45	Committee	14-Dec	Parking Policy, Control & Enforcement	Environment Enhancement & Infrastructure Management	05-Jan	26-Jan	21
46	Service Improvement & Finance Performance Panel	15-Dec	Recycling and Landfill Annual Performance Report 2020-21	Environment Enhancement & Infrastructure Management	06-Jan	n/a	n/a
47	Service Improvement & Finance Performance Panel	15-Dec	Revenue and Capital Budget Monitoring 2nd Quarter Report 2021/22.	Economy, Finance & Strategy (Leader)	06-Jan	n/a	n/a
48	Child & Family Services Performance Panel	13-Dec	Performance Highlight Report and Emergency Staffing; Update on Ty Nant	Children Services	10-Jan	26-Jan	16

49	Committee	18-Jan	Pre-Decision Scrutiny - Covid Recovery & Investment	Economy, Finance & Strategy (Leader)	19-Jan	n/a	n/a
50	Education Performance Panel	20-Jan	Penyrheol Comprehensive School	Education Improvement, Learning & Skills	28-Jan	n/a	n/a
51	Natural Environment Performance Panel	12-Jan	Weed Management / Green Space	Environment Enhancement & Infrastructure Management	28-Jan	n/a	n/a
52	Adult Services Performance Panel	12-Jan	Update on management of Covid and performance monitoring	Adult Social Care & Community Health Services	31-Jan	n/a	n/a
53	Inquiry Panel	26-Jan	Equalities Inquiry Impact/follow up report	Supporting Communities	03-Feb	n/a	n/a
54	Service Improvement & Finance Performance Panel	18-Jan	Budget	Economy, Finance & Strategy (Leader)	07-Feb	n/a	n/a
55	Development & Regeneration Performance Panel	25-Jan	Foreshore Developments	Delivery & Operations	07-Feb	15-Feb	8
56	Committee	18-Jan	Public Services Board	Chair of Public Services Board	09-Feb	n/a	n/a
57	Committee	18-Jan	Q & A Session	Economy, Finance & Strategy (Leader)	14-Feb	n/a	n/a
58	Service Improvement & Finance Performance Panel	15-Feb	Budget Scrutiny	Economy, Finance & Strategy (Leader)	16-Feb		
59	Child & Family Services Performance Panel	25-Jan	Performance Highlight Report and Emergency Staffing	Children Services	21-Feb	n/a	n/a
60	Service Improvement & Finance Performance Panel	15-Feb	Sustainable Swansea	Economy, Finance & Strategy (Leader)	02-Mar	n/a	n/a
62	Service Improvement & Finance Performance Panel	15-Feb	Property Investment Fund Strategy	Delivery & Operations	02-Mar	n/a	n/a

63	Working Group	02-Feb	Workforce WG follow up meeting	Delivery & Operations	07-Mar		
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**To/
Councillor Rob Stewart &
Councillor Andrea Lewis,
Joint Chairs of Swansea Public
Services Board
BY EMAIL**

cc: Vice-Chair of Swansea PSB

*Please ask for:
Gofynnwch am:*

*Direct Line:
Llinell Uniongyrochol:*

*e-Mail
e-Bost:*

*Our Ref
Ein Cyf:*

*Your Ref
Eich Cyf:*

*Date
Dyddiad:*

Scrutiny

01792 637257

scrutiny@swansea.gov.uk

SPC/2021-22/12

09 February 2022

Summary: This is a letter from the Scrutiny Programme Committee to the Joint Chairs of Swansea Public Services Board following the meeting of the Committee on 18 January 2022. It is about the performance of the Public Services Board. A formal written response is not required.

Dear Councillor,

Scrutiny Programme Committee – 18 January

We are writing to you following our Scrutiny session on the Public Services Board (PSB) with our views, reflecting on information presented, questions, and discussion.

As part of our ongoing scrutiny, the Committee considered the PSB Annual Report 2020/21 in relation to overall progress and performance of the PSB and put a spotlight on delivery of the 'Early Years' and 'Live Well, Age Well' PSB well-being objectives. We thank you for attending the meeting, and appreciated the input provided by Keith Reid, Executive Director - Public Health at Swansea Bay University Health Board on 'Early Years' and Adam Hill, Swansea Council Deputy Chief Executive, on both 'Live Well, Age Well', and work of the PSB Joint Committee.

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This was further evidence to the Committee on how the PSB is performing and making a difference for citizens, and follows on from the June 2021 PSB Scrutiny session, at which we heard from the other Statutory Members of the PSB: Mid & West Wales Fire & Rescue Service and Natural Resources Wales about their organisation's role and responsibilities in relation to the PSB, and on the delivery of PSB Well-being Plan objectives that they are leading on.

We also took the opportunity to follow up on previous issues raised by the Committee, communicated to you within previous letters.

Scrutiny Views

From our discussion, the Committee would highlight the following issues in terms of providing 'critical-friend' challenge to the PSB for improvement:

We recognise that the PSB plays a key role in partnership working and relationship building. Having raised this with you previously, there is still some confusion around what should be deemed to be PSB achievements versus achievements that could be attributed to individual organisations or other partnerships. This is a debate about the distinctiveness of the PSB.

We note that a lot of good work has taken place across work streams, and it may simply be a case of making the PSB more visible and promotion of the PSB as the body effecting positive change. We noted achievements which you felt relied upon the involvement of the PSB, such as commitment to Swansea as a Human Rights City, Charter on Climate Change, Community Safety improvements to the High Street, and focus on natural resources, as well as specific activities in response to Covid.

We accept that the work of the PSB is open to the public and information is available online, but perhaps pro-active messaging about the work of the PSB, and Joint Committee decision-making, would help to raise awareness and profile of the PSB. This would be for the benefit of councillors as well as the public.

We noted that the next meeting of the PSB Joint Committee would include a discussion on strategies for public engagement. We asked about PSB activity which has directly engaged with the public on and were provided with examples of community feedback and engagement events, in relation to PSB well-being objectives, to inform policy development and service improvement.

We have called upon the PSB to improve its performance framework to better evidence the tangible difference the PSB is making and improve the clarity of action and outcomes from meetings. The Committee was pleased to hear that this is being worked on. We heard that the Joint Committee will be having a focused discussion on this, and work has been carried out to improve the framework for delivery of work, baseline data, and the measuring of success, to support the reporting of performance, with clarity about the involvement of

the Joint Committee in work streams and what the PSB is adding. We look forward to hearing more on this, as it will help us to scrutinise performance more effectively. It will be good to have new arrangements, with a mix of meaningful quantitative and qualitative performance indicators, in place as the PSB prepares a new Well-being Assessment and develops a new Well-being Plan. The success of the PSB should be demonstrable.

We realise that almost the past two years have been dominated by the Covid response and has impacted on 'business as usual', but hopefully the PSB can now emerge from it and re-focus on the objectives, as we return to some sort of normality.

Your Response

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

Our next PSB Scrutiny session will take place in the new municipal year, arrangements for which will be communicated in due course.

Yours sincerely,



COUNCILLOR PETER BLACK

Chair, Scrutiny Programme Committee

✉ cllr.peter.black@swansea.gov.uk



**To/
Councillor Rob Stewart
Cabinet Member for Economy,
Finance & Strategy (Leader)**

BY EMAIL

cc: Cabinet Members

*Please ask for:
Gofynnwch am:*

*Direct Line:
Llinell Uniongyrochol:*

*e-Mail
e-Bost:*

*Our Ref
Ein Cyf:*

*Your Ref
Eich Cyf:*

*Date
Dyddiad:*

Scrutiny

01792 637257

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SPC/2021-22/13

14 February 2022

Summary: This is a letter from the Scrutiny Programme Committee to the Cabinet Member following the meeting of the Committee on 18 January 2022. It is about Brexit and the wider 'Levelling Up' Agenda, the City Centre, Delivering the Swansea Bay City Deal - Supporting Innovation and Low Carbon Growth Programme, Swansea Bay and West Wales Metro Programme, and Housing. A formal written response is not required.

Dear Councillor Stewart,

Cabinet Member Question Session – 18 January

Thank you for attending the Scrutiny Programme Committee on 18 January 2022 and answering questions on your work as Leader and Cabinet Member for Economy, Finance & Strategy.

The Q & A session gave us an opportunity to explore priorities and achievements in relation to your areas of responsibility. We appreciate you providing a written paper in support of your appearance at the meeting, which focused on issues of interest and concern to the Committee. Your report covered the following matters: COVID-19 response and Recovery Planning, Brexit and New Economic Relationships, the wider 'Levelling Up' agenda, Delivering the Swansea Bay City Deal and other regeneration programmes and projects across Swansea, Budget, Swansea Bay and West Wales Metro Programme, and Partnership Working.

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

This letter reflects on what we learnt from the discussion, shares the views of the Committee, and highlights any outstanding issues / actions for your response - main issues summarised below.

Brexit and the wider 'Levelling Up' Agenda

Your report provided some information on EU Replacement Funding and the wider 'Levelling Up' agenda. There is some debate around whether funding from the Shared Prosperity Fund (or equivalent) will achieve the levels provided under EU Structural Funds. We asked about previous levels of EU funding that benefitted Swansea, and whether you have received any assurances around Swansea not facing any shortfall. The Committee was concerned about the implications for Swansea and potential loss if future funding is considerably less.

You talked about the danger of Brexit having an even greater impact than the Covid pandemic, and concern that Wales will lose out, with negative impact on our economy. Had the UK remained in the EU, Wales would have been receiving around £375m of EU funding annually. To date Wales's share of post-EU funds (Community Renewal Fund) is just over £40m for 2021/22. Of this Swansea successfully bid for CRF funding totalling £2,471,029 for eight projects, including support for developing the Blue Eden project, the successor to Dragon Energy Island, and funds for projects in areas ranging from education and training opportunities for vulnerable groups to green community transport and regeneration schemes. You reported that detail on the Shared Prosperity Fund and the UK Government's 'Levelling Up' funding programme was still awaited, but there were fears of a £100m shortfall.

We noted that, through the WLGA, you are seeking assurance from the Secretary of State for Wales that Wales will receive the previous level of EU funding it received prior to the UK's departure from the EU and clarification around replacement capital funding, the prioritisation of bids and the flexibility of approaches based on local circumstances, and will continue to lobby the UK Government to ensure that Wales receives its fair share of funding from the UK Government.

City Centre

Despite regeneration plans and activity around the City Centre, the Committee was concerned about the growing number of empty shops / units, and impact on Swansea as a shopping centre. We asked about the future of the Debenhams unit in the Quadrant, and wider plans to improve Swansea as a shopping centre.

The Committee heard that all City Centres have been hit by the pandemic, with several national companies failing, however you stressed that Swansea had weathered a significant amount of that and stated that the numerous investments ongoing around the city, including Copr Bay, the Arena, Wind

Street, Castle Gardens, were helping to make Swansea an attractive place to invest. You argued that this was not a picture of a declining City Centre, but one that would be multifaceted destination not solely dependent on retail. You clarified that there were 7 vacant stores in the Quadrant, 4 of which have now been re-let and discussions were ongoing in respect of Debenhams. You stated that the investment and regeneration programme, which includes increasing the number of people living and working in the City Centre, should increase footfall in the City Centre, which in turn will attract new shops and businesses, and lead to a vibrant 24-hour city economy, that will have regular events attracting local people and visitors.

We noted that the Cairn Group have been identified as the preferred bidder for a planned four-star 150 room hotel adjacent to the Arena site. The importance of sufficient hotel provision was discussed. We referred to speculation in the media about the Dragon Hotel which has been closed. You stated that misinformation about the situation on social media has been rife, including that it would be used to house refugees and asylum seekers, but the Council has had assurance from the Home Office that this was not the case. You felt strongly that use of hotels for such purposes would not be in the best interests of refugees – there were better housing options that would offer community support for such groups of people. You stated that the re-opening of the Dragon Hotel was a matter for the owners. We have seen in recent local press that the hotel was shut for refurbishment and will re-open in the coming months and note plans for improvement to the facades of the hotel with the implementation of green walls, contributing to the overall plans for greening the central Swansea area.

You also referred to the appointment of Urban Splash as the Council's preferred development partner to lead a £750m redevelopment of several sites, including the Civic Centre, Swansea Central North on the former St David's Shopping Centre site, and a plot of land along the riverside in St Thomas. This would be substantially funded by the private sector, who you felt have confidence in the city, in part due to the City Deal projects being delivered.

You also mentioned the improvements to the public realm such as the work already taking place along Wind Street and planned for Castle Square / Gardens that will also add to Swansea's offering. On the re-imaging of Wind Street, we noted the progress made in relation to this £3 million public realm improvement scheme, which aimed to expand the appeal of the area and provide a safer, more accessible, and attractive environment. This has included a redesign of the road, new street furniture and lighting, enabling expansion into the outdoor space for businesses on the street. You told us that the Council has worked closely with businesses, and they have been positive about the improvements.

Delivering the Swansea Bay City Deal - Supporting Innovation and Low Carbon Growth Programme

You mentioned some of the key milestones marking the delivery of the Swansea Bay City Deal during 2021, including reference to the Supporting Innovation and Low Carbon Growth programme. This programme includes decarbonisation projects to establish a regional approach to decarbonise journeys in the region, including a low emission vehicle charging network, as well as air quality monitoring and a hydrogen stimulus project. We noted the installation of 70 air quality monitoring sensors which will use digital technology to monitor and understand air quality. That is very good news given the seriousness of air pollution. We know there are severe consequences from air pollution on our health and biodiversity. It is important that the data from these sensors, and those elsewhere around Swansea, informs policymaking, future transport planning, and decision-making on green infrastructure. We were keen to see local air quality data being accessible to the public, and you told us that would be intended.

Swansea Bay and West Wales Metro Programme

You reported that work is ongoing in relation to the development of the Swansea Bay and West Wales Metro programme – a regional project, being delivered in partnership with the Welsh Government and Transport for Wales, aiming to develop an integrated public transport system which will include a variety of modes such as heavy rail, tram-train, light rail, and bus, all of which can be accessible by walking and cycling.

The Committee welcomed the ambition and potential benefits to the city and wider area. We noted that discussions have been ongoing with a wide range of stakeholders, and a twelve-week public consultation was carried out by the Welsh Government during 2021. The next steps will include the development of a full business case. You stated that the project will be taken forward by the new South West Wales Corporate Joint Committee, which has now begun to meet, and is responsible for regional transport planning, and further statements would be made on progress in due course.

Housing

Whilst not specifically within your portfolio, we took the opportunity to ask about progress in relation to the future of the council housing estates on Heol Emrys and Tudno Place in Penlan and masterplan. We understood that a Steering Group had recently been set up and Committee members were interested to know more. Councillor Andrea Lewis was present and was able to advise on the current position. She stated that several consultation events had taken place to feed into the masterplan, but the pandemic had delayed progress. We heard that work will re-commence as soon as possible during 2022, including tenant participation with individuals and groups.

Your Response

We hope that you find the contents of this letter useful and would welcome any comments on any of the issues raised within; however, we do not expect you to provide a formal response.

Yours sincerely,

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

COUNCILLOR PETER BLACK

Chair, Scrutiny Programme Committee

✉ cllr.peter.black@swansea.gov.uk

Agenda Item 10



Report of the Chair

Scrutiny Programme Committee – 15 March 2022

Annual Scrutiny Work Programme Review

Purpose:	Being the last scheduled Committee meeting of the 2021/22 council year and current Council term, this report is to help councillors: <ul style="list-style-type: none">• look back at the work done this year• reflect on the experience
Content:	The agreed work programme for 2020/22 is described and reviewed. The work completed by the Committee over the past year is attached together with a summary of the established Scrutiny Panels and Working Groups.
Councillors are being asked to:	<ul style="list-style-type: none">• consider progress, achievements, and the effectiveness of the scrutiny work programme, and scrutiny practice• consider how well the Committee has worked
Lead Councillor(s):	Councillor Peter Black, Chair of the Scrutiny Programme Committee
Lead Officer(s):	Tracey Meredith, Chief Legal Officer
Report Author:	Brij Madahar, Scrutiny Team Leader Tel: 01792 637257 E-mail: brij.madahar@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Paul Cridland

1. Introduction

- 1.1 The Scrutiny Programme Committee is responsible for developing the Council's scrutiny work programme, and managing the overall work of scrutiny to ensure that it is as effective as possible.
- 1.2 It is good practice at the end of each council year for the Committee to look back on the year's work and consider its effectiveness. This report is to help councillors take stock of the work done this year and reflect on the experience.

2. Scrutiny Arrangements

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

- provide an effective challenge to the executive
- help improve services, policies, and performance
- engage the public in its work

2.2 Current scrutiny arrangements, agreed by Council in October 2012, aimed to achieve the following:

- All work to be managed by a single Scrutiny Programme Committee through a single work plan. This will ensure that work is cross cutting and not restricted to departmental silos.
- Specific work will be undertaken both through the Committee and by establishing informal panels (for in-depth activities) or working groups.
- The Chair of the Scrutiny Programme Committee shall maintain overall responsibility for the work and timetable for scrutiny, and ensuring that the work is carried out, in conjunction with the committee itself.
- All backbench councillors should have the opportunity to participate in scrutiny work regardless of committee membership.

3. Work Planning

3.1 The Committee has needed to ensure that the work of scrutiny is:

- manageable, realistic and achievable given resources available
- relevant to council priorities
- adding value and having maximum impact
- coordinated and avoids duplication

3.2 Given the delayed start to the 2020/21 municipal year, following a Scrutiny Work Planning Conference in October 2020 the Committee agreed a work programme to cover activity up to May 2022, i.e., an 18-month plan, in lieu of holding another work planning event in June 2021.

3.3 Work planning helped guide what topics scrutiny should focus on, considering whether anything important was missing from the existing plan / current thinking, aligning scrutiny with corporate priorities and strategic challenges, thinking about community concerns, and achieving a balance of scrutiny across all Cabinet portfolios. Decisions by the Committee were guided by the overriding principles that:

- the work of scrutiny should be strategic and significant
- focussed on issues of concern, and
- represent a good use of scrutiny time and resources.

3.4 The Scrutiny Working Programme includes topics looked at by the Committee itself, or examined through various Panels and Working Groups, with activities prioritised, aligned with available scrutiny time and resources, to sharpen focus on the quality of scrutiny and impact. The agreed work programme for 2020/22 is shown at **Appendix 1**.

3.5 Non-executive councillors who are not members of the committee were given the opportunity to participate in Panels and other informal task and finish groups. New scrutiny topics, once agreed, were advertised to all non-executive councillors and expressions of interest sought. The membership of Panels and Working Groups were then determined by the Committee.

4. Summary of Work Completed

4.1 The work of scrutiny has been carried out primarily in three ways – through the Committee itself and by establishing informal Panels (for in-depth activities) or one-off Working Groups, engaging, at a minimum, with Cabinet Members and Council officers to explore issues of concern. The Committee will recognise that the pandemic has continued to affect the delivery of the work programme, and work of scrutiny, with some planned activities not able to be completed due to organisational pressures. The work of scrutiny has needed to be responsive and flexible as we have worked through the programme.

4.1.1 Formal Committee Meetings

4.1.2 A report was provided to each meeting to enable the Committee to maintain an overview of agreed scrutiny activities (including the work undertaken by the informal Panels and Working Groups established), monitor progress, and coordinate work as necessary.

4.1.3 As well as developing and managing the overall work programme and keeping an oversight on all scrutiny activities, a range of service / policy issues have been discussed by the Committee. This has resulted in the Committee communicating findings, views and recommendations for improvement through chair's letters to Cabinet Members. A copy of this year's completed Committee work plan is attached as **Appendix 2**.

4.1.4 The work can be summarised as follows:

- **Cabinet Member Questioning Sessions / Discussion on Specific Cabinet Portfolio Responsibilities**

A session with the Leader of the Council was held in January 2022. This enabled the Committee to hold the Leader to account and explore his work, looking at priorities, actions, achievements and impact. The Committee focussed their questions on Brexit and the wider 'Levelling Up' Agenda, the City Centre, Delivering the Swansea Bay City Deal - Supporting Innovation and Low Carbon

Growth Programme, and the Swansea Bay and West Wales Metro Programme.

As well as an overall Q & A Session with the Leader / Cabinet Member for Economy, Finance & Strategy, the Committee questioned other Cabinet Members on specific portfolio responsibilities, with discussion on:

- Highways and Engineering
- Infrastructure Repairs and Maintenance
- Tourism, Destination Management, and Marketing
- Business and City Promotion
- Energy Policy (incl. Generation, Supply & District Heating)
- Litter and Community Cleansing
- Parking Policy, Control & Enforcement

- **Recovery & Transformation Plan**

The Committee focussed on monitoring and challenging Council action / progress with the Council's Recovery and Transformation Plan 'Swansea – Achieving Better Together', including local impact of the pandemic, dealing with the immediate issues / challenges, as well as short, medium, and long-term planning. This is to be revisited by the Committee, with a further progress report given its importance. There was questioning around the governance arrangements, reporting lines and mechanisms, the effect of the pandemic on progress, headlines and tangible achievements to date, how the Council is learning from others in developing its recovery and transformation work, communications with councillors and the public, and key targets ahead.

- **Public Services Board**

The Committee is responsible for scrutinizing the performance of Swansea Public Services Board and how it is making a difference. This was discussed during meetings held in June 2021 and January 2022. In June, as part of the ongoing scrutiny, the Committee heard from two of the four Statutory Members of the PSB: Mid & West Wales Fire & Rescue Service and Natural Resources Wales about their organisation's role and responsibilities in relation to the PSB, and on the delivery of PSB Well-being Plan objectives that they are leading on. In January, the Committee considered the PSB Annual Report for 2020/21 and took the opportunity to focus on the work of the Health Board and Swansea Council as the other Statutory Members of the PSB, and progress with delivery of the Early Years and Live Well, Age Well PSB Well-being Plan objectives. It also followed up on issues arising from previous scrutiny sessions, and action taken. The Committee has continued to make suggestions to challenge improvement, including around visibility, the measuring and reporting of performance against objectives and impact, and public engagement.

- **Crime & Disorder Scrutiny - Safer Swansea Community Safety Partnership**

The Committee is the authority's designated Crime & Disorder Scrutiny Committee. In discharging this role, the Committee held its annual session in February focusing on the performance of the Safer Swansea Partnership, looking at partnership priorities, activities, and impact. Lead representatives from both South Wales Police and the Council, who are involved in the joint-chairing arrangement for the Safer Swansea Partnership Steering Group, attended to present information and take questions on the work of the Safer Swansea Partnership. This included questions on Partnership priorities, governance, the continued impact on activities from the pandemic, response to the Mayhill Riot, action on Child Sexual Exploitation, hate crime, knife crime and anti-social behaviour, and renewal of the Safer Swansea Partnership Strategy.

- **Annual Corporate Safeguarding Report**

The Committee annually monitors and challenges Council action in relation to Corporate Safeguarding, given safeguarding is one of the Council's top priorities, and enabled Committee members to comment on progress, achievements, and implementation of policy. Questions were asked about the pandemic's impact on safeguarding and our response in the face of acute pressures on health and social care services, how we are ensuring that those carrying out work on behalf of the Council comply with our Safeguarding Policies, and the provision of safeguarding training.

- **Delivery of Corporate Priority – Tackling Poverty**

Ensuring that all Council Priorities are sufficiently covered within the Scrutiny Work Programme, the Committee called for a report on the delivery of the Corporate Priority on Tackling Poverty. This provided the Committee with information on aims and objectives, a comparative assessment of poverty in Swansea, an outline of key plans and priorities, available resources, an overview of delivery and performance, case studies / examples of the difference made to people's lives, and key service achievements, as well as describing current challenges and risks, and future priorities. This led to questions and discussion on the difference the Council is making, work in relation to the setting up of a Swansea Poverty Truth Commission, Access to Advice & Support, Food Poverty, Employability and Earnings. It was agreed to re-visit work on Tackling Poverty at least annually within the Committee to enable it to keep close watch regularly on progress, follow up on issues raised, and enable scrutiny views to influence action and improvement.

- **Follow Up on Tourism Scrutiny Working Group Recommendations**

The Committee received an update on action following the Tourism Scrutiny Working Group, which reported to Cabinet during 2019, enabling the Committee to consider progress against recommended improvement and highlight issues where further action was required, including on the promotion of eco-tourism and improving the Council’s environmental messaging to attract visitors, potentially a quick win on the back of an increasing interest and concern in the climate, nature and biodiversity.

- **Pre-decision Scrutiny**

Taking into account strategic impact, public interest, and financial implications, the Committee carries out pre-decision scrutiny, unless delegated to relevant Panels. Four cabinet reports were subject to pre-decision scrutiny:

Report	Cabinet Member	Cabinet Meeting	Undertaken by
Update Management Report on Swansea Airport	Delivery & Operations (Deputy Leader)	18 Nov 2021	Service Improvement & Finance Panel
Leasehold Acquisition and Redevelopment FPR7 – 279 Oxford Street/25-27 Princess Way	Investment, Regeneration & Tourism; Delivery & Operations	16 Dec 2021	Committee
Covid Recovery and Investment	Economy, Finance & Strategy (Leader)	20 Jan 2022	Committee
Annual Budget	Economy, Finance & Strategy (Leader)	17 Feb 2022	Service Improvement & Finance Panel (with contribution from other Panels)

- Call-in of Cabinet decisions – None
- Referrals from Council (or other bodies) – None

Other Reports discussed:

- Corporate Complaints Annual Report 2020/21
- Scrutiny Annual Report for 2020/21 (reported to Council 2 Sep 2021)
- Scrutiny Dispatches – Impact Reports (a regular report showing the difference made by scrutiny councillors reported to Council and included within the Annual Report)
- Scrutiny Performance Panel conveners provided progress reports on the work and impact of their Panels

- Procurement Inquiry Final Report (to agree its submission to Cabinet for decision)
- **Co-ordination with the Governance & Audit Committee – Discussion between Chairs / Committees on the Audit / Scrutiny Relationship**

Although Scrutiny and Audit have distinctive roles, there are common aims in terms of good governance, improvement in performance and culture, and financial management, and so a regular conversation is held which helps to ensure we are working together effectively. The Chair of the Scrutiny Programme Committee addressed the Governance & Audit Committee on this in October 2021 and the Committee also heard from Paula O'Connor, Chair of the Governance & Audit Committee, at the Scrutiny Programme Committee that month. This has made sure there is good awareness of each other's work, avoiding duplication and gaps in work programmes, and the ability to refer issues between Committees. It was highlighted that some of the areas that will benefit from co-ordination between Committees include the new responsibilities arising from the Local Government and Elections (Wales) Act 2021 around Council performance, and around the systematic reporting of external audit reports, and respective role in considering and monitoring these.

4.2.1 Informal Scrutiny Panels and Working Groups

4.2.2 A number of Scrutiny Panels were established to carry out in-depth inquiries or undertake in-depth monitoring of particular services.

- a) Inquiry Panels: to undertake discrete in-depth inquiries into specific and significant areas of concern on a task and finish basis. These would be significant topics where scrutiny can make a real difference. Inquiry panels are expected to take no longer than six months to complete and would produce a final report at the end of the inquiry with conclusions and recommendations for Cabinet (and other decision-makers), informed by the evidence gathered.

The following Inquiry Panel, carried over from 2019/20, and delayed by the pandemic and impact on resources, was resumed in June 2021 and completed the Inquiry in February 2022.

Inquiry	Status
Procurement (convener: Cllr Chris Holley): What is the Council doing to ensure it procures locally, ethically, and greenly while being cost effective and transparent in its practices?	Final Report presented to Scrutiny Programme Committee 15 March 2022 – to agree submission to Cabinet for decision

Follow up of Previous Scrutiny Inquiries – Inquiry Panels reconvene to follow up on the implementation of agreed recommendations and cabinet action plans, and the impact of their work. A meeting will usually be held around 6-12 months following cabinet decision, with a further follow up arranged if required. The following previous scrutiny inquiries were followed up during the year:

Inquiry	Monitoring Status
Equalities (convener: Cllr Lyndon Jones)	COMPLETE Original follow up meeting was held in Jan 2021 with a further follow up deemed necessary. This was held on 26 January 2022.

- b) Performance Panels: to provide in-depth monitoring and challenge for clearly defined service areas. Performance Panels are expected to have on-going correspondence with relevant cabinet members in order to share views and recommendations, arising from monitoring activities, about services. Performance Panel conveners provide a regular update to the Committee to enable discussion on key activities and impact.

Performance Panel	Convener*
Service Improvement & Finance (monthly)	Cllr Chris Holley
Education (monthly)	Cllr Lyndon Jones
Adult Services (6-weekly)	Cllr Susan Jones
Child & Family Services (6-weekly)	Cllr Paxton Hood-Williams
Development & Regeneration (every two months)	Cllr Jeff Jones
Natural Environment (every two months)	Cllr Peter Jones

* Performance Panels were asked to confirm their convener for the municipal year

- 4.2.3 Working Groups - Although the majority of scrutiny work would be carried out through the Committee and Panels, the Committee can also establish informal Working Groups of councillors. This has supported flexible working where it is considered that a matter should be carried out outside of the Committee but does not necessitate the establishment of a Panel. This method of working is intended to be light-touch – effectively a one-off focused meeting to consider a specific report or information, resulting in a letter (or report) to the relevant Cabinet Member(s) with views and recommendations.

4 one-off Working Groups were included in the 2020/22 work programme.

- **Workforce** (convener: Cllr Cyril Anderson)

Original meeting held in March 2021 with agreement to hold a further meeting. This was held on 2 February 2022, completing this Working Group.

- **Digital Inclusion** (convener: Cllr Lesley Walton)

Completed in May 2021 however further oversight of work on Digital Inclusion recommended, as things develop, perhaps annually, whether through the Working Group or other method of scrutiny. This will be factored into future work planning discussion.

- **Bus Services** (convener: Cllr Lyndon Jones)

Meeting held on 7 July 2021 with agreement to hold follow up meeting to enable follow up on the Group's recommendations and see what changes / improvements had been made. Meeting held 14 March 2022 to complete this work.

The planned Healthy City Working Group could not be held due to Covid pressures on necessary participants, and despite efforts to convene, in its place, a Working Group on Road Safety (from the reserve list) this could not be carried out within 2021/22.

4.2.4 **Chair's Letters** - these are an established way for scrutiny, across all activities, to communicate findings, views and recommendations for improvement directly to Cabinet Members (and other decision-makers), reflecting discussion at meetings. Letters sent by the Committee, Inquiry Panels and Working Groups, and those by Performance Panels where action required from the Committee, and responses to letters were published within the Scrutiny Programme Committee agenda for discussion.

Response times are monitored and currently (as at 8 March) show that:

- the average response time is 18 days (against target of 21 days) – this is improvement on 2020/21 which was 24 days
- of the 18 letters which required a Cabinet Member response 72% have been responded to within time – this is improvement on 2020/21 (55% / 20 letters)

4.3.1 **Scrutiny of Regional Bodies**

4.3.2 **Education / School Improvement**

Swansea scrutiny was involved since 2016 in an informal regional scrutiny arrangement with the four (formerly six) councils participating in the 'Education Through Regional Working' (ERW) school improvement consortium. A Scrutiny Councillor Group has met to

provide challenge to ERW, coordinate scrutiny work across the region and ensure a consistent approach, with Swansea represented by the chair of the Scrutiny Programme Committee and convener of the Education Performance Panel. A meeting took place in June 2021. The Swansea Scrutiny Team has been providing the support for this group as the Council's contribution to ERW.

Following decision to wind down the ERW regional consortium a new South West Wales Education Partnership has been established, called 'Partneriaeth' consisting of Swansea Council, Carmarthenshire Council and Pembrokeshire Councils. Taking on board views of the ERW Councillor Group about future scrutiny arrangements, a Joint Scrutiny Councillor Group, comprising of Education Scrutiny Chairs and Vice Chairs or equivalent will scrutinise the work of the new regional Partnership which will support the delivery of school improvement, and ensure greater public accountability over decisions made. Scrutiny will seek reassurance and consider if the Partnership is operating according to the Joint Committee Agreement, and its Business Plan, and is being managed effectively. Responsibility for scrutiny support, as well as responsibility for other functions, will be determined in due course by the Partneriaeth Joint Committee, comprising the Leaders of the three Councils, as the strategic decision-making body.

4.3.3 Swansea Bay City Region City Deal

The Swansea Bay City Region Joint Scrutiny Committee, approved by Council in July 2018, involves three councillor representatives from each of the four Councils involved in the City Deal, meeting to scrutinise the work of the Joint Committee responsible for delivering the City Deal Programme. Swansea's Councillor Representatives are: Jan Curtice, Phil Downing & Jeff Jones. Although originally scheduled to meet quarterly meetings, additional meetings are being arranged as required. Meetings took place in July and November 2021 and January and 2022. As per Joint Agreement, the Scrutiny Committee is serviced by Neath Port Talbot Council.

4.3.4 South West Wales Corporate Joint Committee

Following establishment of the Corporate Joint Committee (CJC), which involves Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire Councils, as well as Brecon Beacons and the Pembrokeshire Coast National Park Authorities, the Committee has agreed to set up a CJC Overview & Scrutiny Sub-Committee which will consist of three elected members from each Council which will meet at least quarterly. The Joint Overview & Scrutiny Committee, to be serviced by Neath Port Talbot Council, will scrutinise the decisions / actions of the CJC as it discharges its functions and performance in relation to policy objectives and targets. The Joint Scrutiny arrangement will not preclude scrutiny within constituent Councils in order to discuss the impact of the CJC on their Council and locality.

The CJC will exercise functions relating to strategic land use planning, regional transport planning and the exercise of economic well-being powers.

- 4.4 **Appendix 3a** provides a timetable of all scrutiny activities carried out in 2021/22. Lead councillors and officers are also noted within.
- 4.5 **Appendix 3b** provides a snapshot of progress with all of the informal Panels and Working Groups established by the Committee and their current position.
- 4.6 Being the last year of the Council term, for completeness a summary of the work carried out over the past five years is also provided (see **Appendix 4**) showing the main topics that have been examined by scrutiny during that time.
- 4.7 Although much of the work of scrutiny is carried out by informal Panels and Working Groups these meetings have been accessible to the public. Agendas, reports and letters relating to all such scrutiny activities are published, in the same manner as the Committee, on the Council's modern.gov online platform:
<https://democracy.swansea.gov.uk/ieDocHome.aspx?bcr=1&LLL=0>

5. **Public Requests for Scrutiny / Public Engagement**

- 5.1 In accordance with the Local Government (Wales) Measure 2011 the Scrutiny Programme Committee has a protocol to deal with requests for scrutiny from individual councillors (who are not members of the committee) and/or members of the public.
- 5.2 Also, councillor calls for action (CCfA) specifically enable councillors to refer issues of local importance to an overview and scrutiny committee, however as a means of "last resort" in a broad sense, with issues being raised at a scrutiny committee after other avenues have been explored.
- 5.3 In accordance with these protocols, the chair of the Scrutiny Programme Committee is required to consider any requests received and bring about a proposal about how to deal with these to the Committee for consideration.
- 5.4.1 Summary of activity over the year, to date:
 - Three public / councillor request for scrutiny was received:
 - A public request for scrutiny of issues relating to planning services was received by the Convener of the Service Improvement & Finance Scrutiny Performance Panel, Councillor Chris Holley. It was agreed that issues raised would be explored during consideration of the Annual Planning Performance Report by the Panel at a meeting planned for 16 November.
 - An issue was raised by a member of the public regarding waste/coastal debris being left on Rhosilli and Broughton /

Whitford sands, and not being cleared, and its impact on nature and visitors. The issue was referred to the Cabinet Member for Environment Enhancement & Infrastructure Management who was asked to respond directly to the member of the public. It has been clarified that these beaches are not under the ownership of the Council and therefore it does not have responsibility for removing waste from them or maintaining them. This responsibility rests with the landowners. The Cabinet Member provided a response, as requested, to the member of the public. There was no action required from the Scrutiny Programme Committee.

- An issue was raised by a member of the public regarding difficulties for those without off street parking to charge electric vehicles at home, and solutions that would help to encourage electric vehicle take up in Swansea. This was referred to the relevant Cabinet Members, Councillors Andrea Lewis and Mark Thomas (as it refers to both EV charging and highway issues) for direct response to the member of the public. Following their response it was suggested that the Committee may wish to scrutinise the Council's draft strategy for implementing electric vehicle charge points, which will take into account the issue of on street charging as part of the strategy, as it becomes available.
- On one out of nine occasions, questions were submitted by members of the public to the Committee, as part of Public Question Time, with these people speaking at the meeting. These related to the discussion with Cabinet Member on Highways & Engineering and Infrastructure Repairs & Maintenance.
- As video of remote Committee meetings are published on-line we can see on average meetings are generating around 40 views (YouTube). The most watched were the discussion with Cabinet Member on Tourism, Destination Management, and Marketing and Business & City Promotion (August 2021), and meeting in January 2022 on the Public Services Board, Pre-decision Scrutiny of report on Covid Recovery & Investment, and Q & A Session with Leader of the Council.
- 44% of Committee meeting agendas included some form of public input (this includes questions being asked during Public Question Time at one meeting)
- 56% of Committee meetings generated media coverage (this related to the discussion within meetings on: Energy Policy; Tackling Poverty; Parking Policy, Control & Enforcement; Covid Recovery & Investment; and Crime & Disorder)

6. The Scrutiny Experience / Improvement & Development

- 6.1 At the conclusion of the year's work it is good practice to reflect on achievements and issues that have arisen. Committee members are encouraged to share their views on how their experience has been (positive and negative), and whether there are aspects of practice / process that could be improved.

6.2 The following questions may be worth considering:

- Have things worked well within the Committee over the past year?
- Has the Committee's work and overall work programme focused on the right things?
- What, if anything, could be done better?
- What have we learnt that will help us to improve and develop future scrutiny?

6.3 A range of relevant statistics about scrutiny activity, covering the last year, are attached as **Appendix 5** to help the Committee consider, to some degree, the performance of scrutiny. For example, councillor attendance at the Committee (not including co-optees) is 84% across nine meetings held to date this year, against an overall average of 79%.

6.4 Committee members are encouraged to reflect on the work of the Committee and work programme, and identify any improvement and development issues. Based on self-evaluation and reflection, the Committee can consider whether, and what, action should be taken to improve scrutiny.

6.5 Committee members will be aware that a number of scrutiny improvement objectives and action plan were agreed by the Committee in January 2019. This included actions to address the three proposals for improvement made by the Wales Audit Office following its review of the Council's scrutiny arrangements in 2018. The Committee has regularly reviewed and considered progress against the action plan, last in May 2021. The review of the current improvement plan showed only a small number of outstanding actions:

- Development and delivery of a scrutiny training and development programme (as suggested by Wales Audit Office)
MARCH 2022 UPDATE: this will be arranged post-May 2022 at an appropriate time during the new Council, in addition to the Scrutiny Induction Session that will be held around June 2022.
- Developing a method of direct post-meeting evaluation from those attending scrutiny meetings (Cabinet Members, officers, external persons etc.) that will help strengthen our evaluation of the impact and outcomes scrutiny activity.
MARCH 2022 UPDATE: this was developed and rolled out in October 2021. We are now inviting post-meeting feedback from scrutiny participants, i.e., Cabinet Members, officers, external invitees, and public attendees, about their experience and satisfaction. They will be invited to complete a short anonymous survey shortly after each scrutiny meeting. This will provide us with valuable information that will help us to evaluate the quality and effectiveness of scrutiny practice and inform the improvement and development of scrutiny in Swansea.

- Developing a specific Facebook page for scrutiny that should improve visibility of the work of scrutiny and sharing of stories, and active public engagement

MARCH 2022 UPDATE: following discussion with Corporate Director it was agreed that the Council's Facebook page could be used to post information and stories about Scrutiny, rather than a setting up a separate account, which should ensure a bigger audience. This has been utilised and is available for future use.

6.6 All Scrutiny Performance Panels have also been invited to reflect on their work and observations that may inform future scrutiny and its effectiveness.

6.7 An internal audit of scrutiny was carried out in 2021, the outcome of which was a high level of assurance and no recommendations, with no key issues / risks found. The audit looked at the role of Scrutiny, its work programme and reporting lines, the relationship between the scrutiny and audit committees, scrutiny of partnership arrangements, coverage of corporate risks in the risk register, examination and follow-up of external reviews, and compliance with the Wales Audit Office discussion paper - Six Themes to Make Scrutiny Fit for the Future. The outcome was reported to the Governance & Audit Committee in June.

7. Scrutiny Annual Report

7.1 The key achievements from the scrutiny work carried out over the past year and its impact will be featured in the Scrutiny Annual Report which will be published in the next few months.

8. Developing the Work Programme for 2022/23 and beyond

8.1 A Work Planning Conference will take place in the new municipal year that will help the Committee to consider and identify priorities for scrutiny for the coming year. All scrutiny councillors will be invited to participate in this. As well as new topics the work programme will need to consider the continuation of some current activities because of their importance or because work may be incomplete, as well as suggestions that have already been made during the last year about future work.

8.2 The following work may therefore need to be considered when discussing a new Scrutiny Work Programme:

- Inquiry Panels (identified but not started)
 - *Anti-Social Behaviour (Terms of Reference to be agreed but could focus on how we can reduce anti-social behaviour in our communities, look at factors behind rising anti-social behaviour; inter-agency working, the role of elected members, reporting, etc.)*

- Follow up of Previous Scrutiny Inquiries
 - Procurement (*pending report to Cabinet / Cabinet decision*)
- Performance Panels
 - Service Improvement & Finance
 - Education
 - Child & Family Services
 - Adult Social Services
 - Development & Regeneration
 - Natural Environment
- Working Groups
 - Road Safety (*planned but not completed*)
 - Healthy City (*planned but not completed*)
 - Co-Production (*recommended by the Equalities Inquiry Panel further to its follow up on the scrutiny recommendations*)

Follow Up on previous Working Groups – to be carried out by the Committee

 - Workforce
 - Digital Inclusion (*possible annual item*)
 - Bus Services
- Regional Scrutiny
 - Swansea Bay City Region Joint Scrutiny Committee (*already established and in progress*)
 - South West Wales Corporate Joint Committee Overview & Scrutiny Sub-Committee (*currently being set up*)
 - Partneriaeth Joint Scrutiny Councillor Group (*currently being set up*)

8.3 The Committee is welcome to share ideas about any other topics that might need to be looked at by scrutiny in future.

9. Financial Implications

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

10. Legal Implications

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

Background papers: None

Appendices:

Appendix 1: The Agreed Work Programme 2020/22

Appendix 2: Scrutiny Programme Committee - Completed Work Plan 2021/22

Appendix 3a: Work Programme 2021/22 – Timetable of Activity

Appendix 3b: Progress Report – Current Scrutiny Panels and Working Groups

Appendix 4: The Work of Scrutiny 2017-22

Appendix 5: Scrutiny Performance Data

Appendix 1 – Agreed Scrutiny Work Programme 2020/22

New Inquiry Panel (time-limited in-depth scrutiny – six months)	New Working Groups (light-touch scrutiny / one-off meetings)	Performance Panels (ongoing in-depth performance / financial monitoring & challenge)	Issues for Scrutiny Programme Committee (Overall work programme management; discussion of broad range of policy and service issues)
<p>1. Procurement (previous Terms of Reference / Key Question to be reviewed / updated - What is the Council doing to ensure it procures locally, ethically, and greenly while being cost effective and transparent in its practices?)</p> <p>2. Anti-Social Behaviour (Terms of Reference to be agreed by Panel but would focus on how we can reduce anti-social behaviour in our communities, look at factors behind rising anti-social behaviour; inter-agency working, the role of elected members, reporting, etc.)</p> <p>Follow Up of Previous Inquiries:</p> <p>1. Equalities</p>	<p>1. Workforce (how the Council supports health & well-being of staff; issues around home working; staff sickness; staff turnover; use of agency staff, pressures, etc.)</p> <p>2. Digital Inclusion (follow up on previous discussion around digital transformation, the Council's digital inclusion strategy, and how well prepared both the Council and the public is to use and communicate / engage via digital technology to avoid exclusion / poor access, etc.)</p> <p>3. Bus Services (discussion about bus network coverage and levels of service; community transport provision; integration with other forms of transport, etc.)</p> <p>4. Healthy City (exploration of activities, promotion, particularly physical activities, including provision of outdoor sport and activities and opportunities for young people, etc.)</p>	<p>1. Service Improvement & Finance (monthly)</p> <p>2. Education (monthly)</p> <p>3. Adult Services (every 6 weeks)</p> <p>4. Child & Family Services (every 6 weeks)</p> <p>5. Development & Regeneration (every two months)</p> <p>6. Natural Environment (every two months)</p> <p>Specific issues to cover within wider work plans:</p> <ul style="list-style-type: none"> • Service Improvement & Finance: <ul style="list-style-type: none"> - Corporate Plan – Review / Progress - Council Byelaws - Budget Scrutiny - Performance Management - Waste Management & Recycling – incl. questioning on fly-tipping experiences & council activity - Welsh Housing Quality Standard • Education: <ul style="list-style-type: none"> - 21st Century Schools - Additional Learning Needs - Children Educated at Home - Delivery of Corporate Priorities - Remodelled Education Other Than at School Provision • Adult Services: <ul style="list-style-type: none"> - COVID-19 and Community Mental Health - Delivery of Corporate Priorities - Domestic Abuse 	<ul style="list-style-type: none"> • COVID-19 Council response and Recovery Plan / Transformation • Brexit Preparedness • Specific reports: <ul style="list-style-type: none"> - Children & Young People's Rights Scheme - Corporate Safeguarding - Delivery of Corporate Priority – Tackling Poverty Homelessness Strategy – progress (incl. discussion on Young People's Supported Housing Provision) • Leader Q & A Session(s): <ul style="list-style-type: none"> - Brexit - Partnership Working - Great Western Gateway • Other Cabinet Member Q & As (issues to pick up): <ul style="list-style-type: none"> - tbc • Public Services Board • Crime & Disorder (Community Safety)Scrutiny: <ul style="list-style-type: none"> - Incl. Community Cohesion / Hate Crime • Wales Audit Office Reports • Follow Up on Previous Working Groups: <ul style="list-style-type: none"> - Tourism

Appendix 1 – Agreed Scrutiny Work Programme 2020/22

	<p>Reserve List:</p> <ul style="list-style-type: none"> • Road Safety (hot spots; work to improve safety; preventative measures; speed controls; safety of cycling routes; partnership working, etc.) • Active Travel (are we meeting obligations of Welsh Government Active Travel Act; encouragement of cycling / walking; particular focus on cycling given experience during pandemic – are we making the most of opportunities to embed increased cycling, etc.) • Accessibility for the Disabled / Elderly (to look into concerns around mobility around city centre and access, e.g. and whether there is sufficient curb dropping to help mobility scooters, and other facilities to improve access and wellbeing, etc.). 	<ul style="list-style-type: none"> • Child & Family Services: <ul style="list-style-type: none"> - Delivery of Corporate Priorities - Forced Marriages – Safeguarding issues • Development & Regeneration: <ul style="list-style-type: none"> - City Deal and effects of COVID-19 - Delivery of Corporate Priorities - Economic Regeneration Strategy - Foreshore Developments - Historic / Listed Buildings • Natural Environment: <ul style="list-style-type: none"> - Climate Change - Delivery of Corporate Priorities - Environment Bill 2020 Implications - Nature Conservation – regular monitoring of activity and performance
<p>Regional Scrutiny</p> <ul style="list-style-type: none"> • ERW (Education through Regional Working) Specific issues to pick up: ERW Replacement organisation – post April 2021 • City Deal (Swansea Bay City Region Joint Scrutiny Committee) 		

Scrutiny Programme Committee – Completed Work Plan 2021/22

ACTIVITY	15 Jun 2021	13 Jul 2021	17 Aug 2021	14 Sep 2021	19 Oct 2021	16 Nov 2021
Scrutiny Work Programme					Audit / Scrutiny Relationship – Discussion w/ Chair of Governance & Audit Committee	
Cabinet Member Q & A Sessions						
Specific Cabinet Member / Officer Reports	Scrutiny of Public Services Board	<ul style="list-style-type: none"> Highways and Engineering Infrastructure Repairs and Maintenance 	<ul style="list-style-type: none"> Tourism, Destination Management, and Marketing Business and City Promotion 	<ul style="list-style-type: none"> Energy Policy (incl. Generation, Supply & District Heating) Litter and Community Cleansing 	<ul style="list-style-type: none"> Recovery & Transformation Plan Progress Update Annual Corporate Safeguarding Report 	Delivery of Corporate Priority – Tackling Poverty
Scrutiny Performance Panel Progress Reports		Education	Service Improvement & Finance	Adult Services	Child & Family Services	Development & Regeneration
Pre-decision Scrutiny						
Final Scrutiny Inquiry Reports / Follow Up on Scrutiny Recs.			Follow Up on Tourism Working Group recommendations			
Scrutiny Reports to Council	Scrutiny Dispatches Impact Report		Draft Scrutiny Annual Report 2020/21	Scrutiny Dispatches Impact Report		

ACTIVITY	14 Dec 2021	18 Jan 2022	15 Feb 2022	15 Mar 2022	
Scrutiny Work Programme				Work Programme Review	
Cabinet Member Q & A Sessions		Leader / Economy, Finance & Strategy (focus on COVID response / recovery, Brexit effects / response, Budget, City Centre Regeneration, Developments in Partnership / Regional Working)			
Specific Cabinet Member / Officer Reports	Parking Policy, Control & Enforcement	Scrutiny of Public Services Board, incl. Annual Report	Crime & Disorder Scrutiny - Safer Swansea Community Safety Partnership	Corporate Complaints Annual Report 2020/21	
Scrutiny Performance Panel Progress Reports	Natural Environment	Education	Service Improvement & Finance		
Pre-decision Scrutiny	Leasehold Acquisition and Redevelopment FPR7 – 279 Oxford Street/25-27 Princess Way	Covid Recovery and Investment			
Final Scrutiny Inquiry Reports / Follow Up on Scrutiny Recs.				Procurement Inquiry Final Report	
Scrutiny Reports to Council	Scrutiny Dispatches Impact Report			Scrutiny Dispatches Impact Report	

Scrutiny Work Programme 2021-22 – Projected Timetable of Meetings (actual dates shown)

Activity / Month	MAY 2021	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	
SCRUTINY PROGRAMME COMMITTEE Lead Scrutiny Councillor: Peter Black Lead Scrutiny Officer: Brij Madahar Lead Cabinet Member: cross-cutting Lead CMT: cross-cutting Lead Head of Service: cross-cutting	18 2020/21 year	15	13	17	14	19	16	14	18	15	15		
INQUIRY PANELS:		Planning	Evidence Gathering					Findings/Final Report		SPC	Cabinet		
Procurement Lead Scrutiny Councillor: Chris Holley Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: David Hopkins Lead CMT: Adam Hill Lead Head of Service: Chris Williams		24	27	16	13 27	20	10 24		31**	21	15		
Equalities Follow Up *COMPLETE* (Cabinet decision: 21 November 2019) First follow up - 28 Jan 2021 Lead Scrutiny Councillor: Lyndon Jones Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: Alyson Pugh / Louise Gibbard Lead CMT: Adam Hill / Sarah Lackenby Lead Head of Service: Lee Wenham									26				

Appendix 3a

Activity / Month	MAY 2021	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
PERFORMANCE PANELS:												
Service Improvement & Finance (monthly) Lead Scrutiny Councillor: Chris Holley Lead Scrutiny Officer: Emily Davies Lead Cabinet Member: Rob Stewart / Andrew Stevens Lead CMT: Adam Hill / Ben Smith Lead Head of Service: cross-cutting	10 & 17* <small>2020/21 year</small>	11 & 23			20	19	16	15	18	15 Budget		
Education (monthly) Lead Scrutiny Councillor: Lyndon Jones Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: Robert Smith Lead CMT: Helen Morgan-Rees Lead Head of Service: cross-cutting	13 <small>2020/21 year</small>	24	15		1 30	21	18	9	20	14 Budget	15	
Adult Services (every 6 weeks) Lead Scrutiny Councillor: Sue Jones Lead Scrutiny Officer: Liz Jordan Lead Cabinet Member: Mark Child Lead CMT: Dave Howes Lead Head of Service: Amy Hawkins / Helen St John		2	14			20	30		12	14 Budget (Joint with CFS)	2	
Child & Family Services (every 6 weeks) Lead Scrutiny Councillor: Paxton Hood-Williams Lead Scrutiny Officer: Liz Jordan Lead Cabinet Member: Elliot King Lead CMT: Dave Howes Lead Head of Service: Julie Davies	25	22		11	21			13	25	14 Budget (Joint with Adult)	9	

Activity / Month	MAY 2021	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Development & Regeneration (every 2 months) Lead Scrutiny Councillor: Jeff Jones Lead Scrutiny Officer: Emily Davies Lead Cabinet Member: Rob Stewart / Robert Francis-Davies Lead CMT: Martin Nicholls Lead Head of Service: Phil Holmes			1		7		2		25		8	
Natural Environment (every 2 months) Lead Scrutiny Councillor: Peter Jones Lead Scrutiny Officer: Emily Davies Lead Cabinet Member: cross-cutting Lead CMT: Martin Nicholls Lead Head of Service: cross-cutting	19 2020/21 year	29		26		6			12		15	
WORKING GROUPS:												
Topic 1 – Workforce *COMPLETE* First meeting – 29 March 2021 Lead Scrutiny Councillor: Cyril Anderson Lead Scrutiny Officer: Liz Jordan Lead Cabinet Member: David Hopkins / Andrew Stevens Lead CMT: Adam Hill Lead Head of Service: Sarah Lackenby										2		
Topic 2 – Digital Inclusion *COMPLETE* Meeting held 11 May 2021 Lead Scrutiny Councillor: Lesley Walton Lead Scrutiny Officer: Michelle Roberts Lead Cabinet Member: Andrew Stevens Lead CMT: Adam Hill Lead Head of Service: Sarah Lackenby	11 2020/21 year											

Activity / Month	MAY 2021	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Topic 3 – Bus Services Lead Scrutiny Councillor: Lyndon Jones Lead Scrutiny Officer: Liz Jordan Lead Cabinet Member: Mark Thomas Lead CMT: Martin Nicholls Lead Head of Service: Stuart Davies			7								14	
REGIONAL SCRUTINY:												
ERW - Education through Regional Working (quarterly) Lead Scrutiny Councillors: Lyndon Jones / Peter Black Lead Scrutiny Officer: Michelle Roberts Lead ERW: Ian Altman / Greg Morgan / Gareth Morgans Lead Cabinet Member: Jennifer Raynor Lead CMT: Helen Morgan-Rees Regional Lead: Phil Roberts (Lead Director for ERW)		28										
Swansea Bay City Region Joint Scrutiny Committee (every 2 months) Lead Scrutiny Councillor: Rob James (Carmarthenshire Council) Swansea Scrutiny Councillors: Jan Curtice / Phil Downing / Jeff Jones Lead Scrutiny Officer: Stacy Curran, Neath Port Talbot Council Lead Cabinet Member: Rob Stewart Lead CMT: Phil Roberts / Martin Nicholls Lead Head of Service: Phil Holmes			20				9 23		25			

* denotes extra meeting

** not public

Progress Report – Current Scrutiny Panels and Working Groups

1. Inquiry Panels:

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

a) **Procurement** (convener: Cllr Chris Holley)

Key Question: What is the Council doing to ensure it procures locally, ethically, and greenly while being cost effective and transparent in its practices?

Progress Bar:

Planning				Evidence Gathering				Draft Final Report			

The Panel met on 21 February to agree a final report. It is being presented to the Scrutiny Programme Committee on 15 March to ask the Committee to agree that the final report can be submitted to Cabinet for decision.

(NB - Inquiries may take up to six months to complete, as they will call for wide ranging evidence, and will lead to a report with conclusions and recommendations that will be presented to Cabinet)

2. Follow Up on Completed Inquiries:

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

Inquiry	Cabinet Decision	Recommendations			Follow Up Panel Meeting
		Agreed	Partly	Rejected	
Equalities	21 Nov 2019	18	0	0	28 Jan 2021 26 Jan 2022 MONITORING NOW COMPLETE

3. Performance Panels:

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

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

This Panel meets every month. The Panel at its last meeting on the 15 February looked at the Annual Budget Proposals for 2022/23 and the Medium-Term Financial Plan. They also received a verbal update on Sustainable Swansea. There is no further meeting planned for this municipal year.

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

This Panel meets every month. On the 14 February the Panel met with to discuss this years Annual Budget as it relates to Education. On the 15 March, the Panel's final meeting of the municipal year, they will discuss education for Asylum Seeker and Refugee pupils and will receive an update on three of their watching brief items, namely, Education Other Than At School (EOTAS) Services, the Implementation of the New Curriculum for Wales and Additional Learning Needs Reform.

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

This Panel meets every 6 weeks. A Joint Social Services Panel met on 14 February to discuss this year's draft annual budget as it relates to Social Services. The Adult Services Panel last met on 2 March to receive an update on the West Glamorgan Transformation Programme. It also discussed the Performance Monitoring Report for December 2021 and received a verbal update on management of Covid. There is no further meeting planned for this municipal year.

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

This Panel meets every 6 weeks. The Panel last met on 9 March to discuss the recently published IICSA report on Child Sexual Exploitation by Organised Networks. Representatives from the Police and Education attended for this item. The Panel also received a briefing on the Youth Justice Inspection report and an update on Emergency Staffing. There is no further meeting planned for this municipal year.

e) **Development & Regeneration** (convener: Cllr Jeff Jones)

This Panel meets every two months. The Panel last met on 25 January, receiving an update presentation from Swansea BID. The Panel also held some discussions regarding Foreshore Developments.

The Panel meeting on 8 March discussed the South West Wales Regional Economic Delivery Plan, as well as the regular Project Monitoring Update Report. For information only, the Panel will also receive a briefing note regarding the 'Impact of Brexit on Rural Development Programme and Funding Update (Post 2023)'. There is no further meeting planned for this municipal year.

f) **Natural Environment** (convener: Cllr Peter Jones)

This Panel meets every two months. The Panel last met on 12 January to discuss Management of Green Space / Weed & Verge Management.

As its final meeting of the municipal year, on 15 March the Panel will receive an update from the Nature Conservation Team regarding ongoing and planned projects.

4. **Regional Scrutiny:**

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

a) **Regional Education Partnership**

Following approval of a legal agreement by each Council's Cabinet, the new regional education partnership called 'Partneriaeth' includes Swansea, Carmarthenshire and Pembrokeshire Councils. Within the agreed governance structure, there will be a Joint Scrutiny Councillor Group, similar to that which existed to scrutinise the Education Through Regional Working (ERW) Regional School Improvement Consortium. We are awaiting confirmation by the Partneriaeth Joint Committee on responsibility for functions / organisational support for the Partnership and other arrangements, so that the scrutiny can be organised and commence.

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

The Joint Scrutiny Committee met on 25 January and focussed on the Skills & Talent regional project and reviewed quarterly programme monitoring documents.

The meeting that was due to take place on 7 March, for quarterly programme and financial monitoring, was cancelled.

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

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

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

The Corporate Joint Committee (CJC) held its first meetings in January. The CJC involves Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire Councils, as well as Brecon Beacons and the Pembrokeshire Coast National Park Authorities, and will exercise functions relating to strategic land use planning, regional transport planning and the exercise of economic well-being powers. Cllr Rob Stewart (Swansea Council) was appointed Chair and Cllr Emlyn Dole (Carmarthenshire Council) appointed Vice Chair of the CJC. The Committee has agreed to set up a CJC Overview & Scrutiny Sub-Committee which is in the process of being set up. It will consist of three elected members from each Council which will meet at least quarterly. The Joint Overview & Scrutiny Committee, to be serviced by Neath Port Talbot Council, will scrutinise the decisions / actions of the CJC as it discharges its functions and performance in relation to policy objectives and targets. The Joint Scrutiny arrangement will not preclude scrutiny within constituent Councils in order to discuss the impact of the CJC on their Council and locality. The next CJC meeting is scheduled for 15 March 2022.

5. **Working Groups:**

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

a) **Workforce** (convener: Cllr Cyril Anderson)

This Working Group met on 29 March 2021 and asked about the impact of the pandemic on the health and wellbeing of staff; how the Council is supporting this; issues around home working; staff sickness; staff turnover; use of agency staff and pressures. A range of information was considered by the Working Group, with input from relevant Cabinet Member(s) and officer(s). A letter with the Working Group's conclusions and recommendations was sent to the relevant Cabinet Members and this letter together with the Cabinet Members response was reported to the Committee in June.

The Working Group met again on 2 February in order to revisit the topic and consider the latest position, information and experience including the results of the further staff survey carried out by the

Council. The outcome of the meeting will be reported in due course to the Committee.

b) Digital Inclusion (convener: Cllr Lesley Walton)

This Working Group met on the 11 May where they congratulated officers for the good work done so far in relation this, especially through the difficult Covid period. Overall the Working Group were of the view that the Council is on the right track with its Digital Inclusion Strategy and do recognise that the Council is keen to make the right improvements moving forward. The Digital Inclusion Framework/Strategy and the Council Website is currently being reviewed and members of the Working Group asked to be included in this process. The letter from the Working Group to the Cabinet Member for Business Improvement & Performance was reported to the Committee in June.

The Working Group felt that further oversight of work on Digital Inclusion is necessary as things develop, perhaps annually, whether through the Working Group or other method of scrutiny. This will be factored into future work planning discussion.

c) Bus Services (convener: Cllr Lyndon Jones)

This Working Group met on 7 July when a range of information was considered, including bus network coverage and levels of service, community transport provision and integration with other forms of transport. Relevant Cabinet Member and officers participated in the meeting together with representatives of First Cymru and Cardiff Bus.

A letter with the Working Group's conclusions and recommendations was sent to the relevant Cabinet Member and this letter together with the Cabinet Members response was reported to the Committee on 19 October. It was agreed that a further meeting of the Working Group be held before the end of the municipal year to enable follow up on the Group's recommendations and see what changes / improvements had been made. This further meeting would be held on 14 March.

d) Road Safety (convener: Cllr Steve Gallagher)

Following adjustment to the Scrutiny Work Programme this Working Group was brought forward.

The meeting will enable information, questions and discussion to understand the Council's role and responsibilities on road safety, e.g., asking about hot spots; work to improve road safety; preventative measures; speed controls; safety of cycling routes; partnership working, etc.

A meeting was planned for February 2022 but has had to be cancelled due to service pressures affecting ability to report and support the

meeting at that time. This topic will be carried forward and held at the earliest opportunity, subject to agreement of a new Scrutiny Work Programme after May 2022.

e) **Healthy City** (convener: Cllr Jennifer Raynor)

This will enable information, questions and discussion on Swansea as a healthy city, exploring in particular the provision, and promotion of, outdoor sport and activities and opportunities for young people, etc.

Due to Covid pressures this Working Group will no longer be held in this municipal year.

Reserve Working Group List:

- Active Travel
- Accessibility for the Disabled / Elderly

Appendix 4 – The Work of Scrutiny 2017-22

Scrutiny Programme Committee (every 4 weeks) (Overall work programme development & management; discussion of broad range of policy and service issues)			
1. Cabinet Member Q & A Sessions on overall Portfolio Responsibilities 2. Crime & Disorder – Safer Swansea Partnership 3. Annual Corporate Safeguarding Report 4. Children & Young People’s Rights Scheme – Annual Compliance Progress Report 5. Oceana Building Demolition 6. Sustainable Swansea Programme – Commissioning Reviews: Service Areas – Post Implementation Updates	7. Scrutiny of Specific Cabinet Member Portfolio Responsibilities: - Highways and Engineering - Infrastructure Repairs and Maintenance - Tourism, Destination Management, and Marketing - Business and City Promotion - Energy Policy (incl. Generation, Supply & District Heating) - Litter and Community Cleansing - Parking Policy, Control & Enforcement	8. Consultation on Draft Homelessness Strategy and Action Plan 2018-2022 9. Housing Commissioning Review Progress 10. Swansea Public Services Board 11. COVID-19 Pandemic - Update on Impact and Response 12. West Glamorgan Regional Partnership - Overview of the Regional Response to COVID focussed on Care Homes	13. Council’s Recovery & Transformation Plan 14. Active Travel Consultation Process 15. Delivery of Homelessness Strategy 16. Delivery of Corporate Priority – Tackling Poverty 17. Co-ordination with the Governance & Audit Committee 18. Follow Up on Scrutiny Working Group Recommendations 19. Complaints Annual Report 2020/21
Inquiry Panels (time-limited in-depth scrutiny – one per year)	Performance Panels (regular meetings to provide ongoing in-depth performance / financial monitoring & challenge)	Working Groups (light-touch scrutiny / one-off meetings)	
1. Regional Working 2. Natural Environment 3. Equalities 4. Procurement Inquiries pre 2017/18 followed up: <ul style="list-style-type: none"> • School Governance • Building Sustainable Communities • School Readiness • Child & Adolescent Mental Health Services • Tackling Poverty 	1. Service Improvement & Finance (corporate performance & financial monitoring, budget scrutiny, specific service performance / improvement reports) 2. Adult Services (Adult Social Services performance) 3. Education (formerly Schools) (schools performance / standards, pupil attainment, local education authority priorities & support to learning) 4. Child & Family Services (Child and Family Social Services and Poverty and Prevention performance) 5. Development & Regeneration (monitoring Council development and regeneration programme, Swansea Bay City Deal – local projects) 6. Public Services Board (ended 2020 – work added to Committee work plan) (performance of multi-agency Swansea Public Services Board and difference it is making) 7. Natural Environment (commenced 2019) (natural resources, biodiversity, climate change issues)	1. Emergency Planning & Resilience 2. Car Park Charges 3. Tethered Horses 4. Roads & Footway Maintenance 5. Local Flood Risk Management 6. Renewable Energy 7. Homelessness 8. Community Cohesion & Hate Crime 9. Air & Noise Pollution 10. Welfare Reform 11. Environmental Enforcement 12. Anti-Social Behaviour 13. Tourism 14. Brexit 15. Workforce 16. Digital Inclusion 17. Bus Services	

Pre-Decision Scrutiny & Call-In of Cabinet Decisions (carried out by the Committee unless delegated to relevant Performance Panel)

<p><u>Pre-decision Scrutiny:</u></p> <ol style="list-style-type: none"> 1. Adult Services Commissioning Reviews Consultation Outcome 2. Catering Services Commissioning Review 3. Planning & City Regeneration Commissioning Review 4. Public Protection Commissioning Review 5. Castle Square Regeneration 6. Family Support (Children with Additional Needs & Disability) Commissioning Review 7. More Homes Pilot Scheme 8. Liberty Stadium 9. Transfer of Management of Allotments 10. Highways & Transportation Commissioning Review 11. Council Budget (annually) 12. Residential Care and Day Services for Older People Commissioning Review 13. More Homes Parc Yr Helyg Site Options Appraisal 	<ol style="list-style-type: none"> 14. Cultural Services Commissioning Review 15. The Future Structure and Delivery of the Ethnic Minority Achievement Unit 16. Outcome of Residential Care & Day Services for Older People Consultation 17. Homelessness Strategy and Action Plan 2018-2022 18. Swansea Central Phase 1 Project Update and FPR7 19. Small School Review & School Organisation Linked to the Welsh Education Strategic Plan 20. Enterprise Resource Planning (ERP) System Business 21. Housing Commissioning Review Option Appraisal Report 22. Foreshore Sites - Public Consultation and Procurement Responses Summary and Next Steps 	<ol style="list-style-type: none"> 23. COVID-19 Emergency Surge Hospital 24. Proposed Lease to Mumbles Community Council under the Community Asset Transfer Policy 25. Development of 71/72 The Kingsway & 69/70 The Kingsway – Business Case (FPR7) 26. Update Management Report on Swansea Airport 27. Leasehold Acquisition and Redevelopment FPR7 – 279 Oxford Street/25-27 Princess Way 28. Covid Recovery and Investment 	<p><u>Call-In:</u></p> <ol style="list-style-type: none"> 1. 21st Century Schools Programme - New Build For Gorseinon Primary School
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Regional / Joint Scrutiny (collaborative scrutiny with other Local Authorities for topics / issues of shared interest or concern, and models of regional working)

1. Education Through Regional Working (ERW) Scrutiny Councillor Group – ended 2021 (Scrutiny of new 'Partneriaeth' Education / School Improvement Partnership to be arranged in 2022)
2. Swansea Bay City Region Joint Scrutiny Committee (commenced 2018 to scrutinise the Swansea Bay City Deal Programme)
3. South West Wales Corporate Joint Committee Overview & Scrutiny Sub-Committee in process of being set up 2022 (to scrutinise the CJC which will exercise functions relating to strategic land use planning, regional transport planning and the exercise of economic well-being powers)

Previous Years:

	No. of SPC Meetings (not including mtg for election of chair/vice-chair)	No. of Inquiries Completed	No. of Working Groups	No. of Panel / Working Group meetings	Number of backbench councillors actively involved in scrutiny	Average councillor attendance across all scrutiny meetings	How many reports presented to Cabinet	Inquiry Recommendations accepted or partly accepted by Cabinet	No. of scrutiny letters sent to Cabinet Members	Media Coverage
Page 140 2020/2021	6 ↓ (90% attendance ↑)	0 ↓	2 ↑	30 ↓ (27 Performance Panel 1 Inquiry Panel 2 working Group)	67% ↑ (39 out of 58 cllrs)	87% ↑	Inquiry (0↓) Pre-Decision Scrutiny: (3↓)	n/a	42 ↓ (22 did not require response. Of the 20 which required response average response time is 23/21 days. 55% responded to within 21 days)	29% ↓ of meetings attracting media coverage 10 ↓ scrutiny discussions reported upon
	% of meetings with public observers	% of meetings with public input								
	23% ↓	14% ↓								

NOTE: 2020/21 was a shorter Council year than usual due to the pandemic

	No. of SPC Meetings (not including mtg for election of chair/vice-chair)	No. of Inquiries Completed	No. of Working Groups	No. of Panel / Working Group meetings	Number of backbench councillors actively involved in scrutiny	Average councillor attendance across all scrutiny meetings	How many reports presented to Cabinet	Inquiry Recommendations accepted or partly accepted by Cabinet	No. of scrutiny letters sent to Cabinet Members	Media Coverage
Page 141 2019/ 2020	18 ↑ (75% attendance ↓)	1 ↓	1 ↓	54 ↓ (50 Performance Panel 3 Inquiry Panel 1 working Group)	62% ↓ (36 out of 59)	73% ↑	Inquiry (1↓) Pre-Decision Scrutiny: (5↓)	100% =	77 ↑ (21 did not require response. Of the 46 which required response average response time is 22/21 days. 69% responded to within 21 days)	33% ↑ of meetings attracting media coverage 26 ↓ scrutiny discussions reported upon
	% of meetings with public observers	% of meetings with public input								
	50% ↑	21% ↓								

NOTE: 2019/20 was a longer Council year than usual due to the pandemic but with scrutiny activity significantly curtailed between March – August 2020

