

**SCRUTINY PROGRAMME COMMITTEE 1 SEPTEMBER 2014  
OVERVIEW FROM THE DEPUTY LEADER**

**1 Areas of Responsibility**

**Portfolio:** Citizen & Community engagement & Democracy

- Developing Citizen Engagement Strategies, Consultation and the Promotion of Openness and Transparency;
- Developing Local partnerships for Service Improvement, including the Local Service Board
- Community Leadership
- Democratic Services
- Participation – CYP
- Petitions
- Staff Co-operation and Development
- Business Manager

**2 Priorities - Policy Commitments**

COMMITMENT	COMMENT
<p>Adopt a “can do” attitude</p> <p>Create a “Team Swansea” approach – a commitment to work with others</p>	<ul style="list-style-type: none"> <li>• Innovation Programme is designed to deliver these Commitments</li> <li>• Members are now being engaged and we plan to run some focus groups on what this means</li> <li>• A scrutiny panel is proposed on the Council’s culture</li> </ul>
<p>Implement a “Swansea Councillor” Charter...</p> <p>Introduce a “pledge on Standards”...</p>	<ul style="list-style-type: none"> <li>• Commitment has been delivered and the Charter and the Pledge are in place</li> <li>• However, the real outcome will take longer to achieve and to evidence</li> <li>• Evaluation to be undertaken after one year</li> </ul>
<p>Consult the Standards Committee and agree best practice... to promote efficiency of resources and equality of representation</p>	<ul style="list-style-type: none"> <li>• All Political Group Leaders and the Chief Executive have individually met with the Standards Cttee and members of the Standards Cttee now routinely attend Cllr training sessions, so they are trying to be more active with Cllrs to promote two way communication</li> </ul>

<p>Value Swansea's various communities... to create a positive and cohesive sense of community, social justice and respect</p>	<ul style="list-style-type: none"> <li>• Support implementation of Strategic Equality Plan, Welsh Language Scheme and associated plans. Equality Impact Assessments. Continue to develop engagement mechanisms with groups, e.g., LGBT Forum. Embedding community cohesion within the Communities First programme, the development and delivery of the Community Cohesion Delivery and the development of a hate crime strategy.</li> </ul>
<p>Follow the co-operative model and ensure the whole council work together to empower local communities, enabling their voices to be heard and allowing them to own local issues</p>	<ul style="list-style-type: none"> <li>• Discussions are taking place about establishing Swansea as a co-operative council</li> <li>• There are close links here with the aims in Sustainable Swansea, including looking at alternative forms of service delivery and how we support residents and communities to help themselves</li> </ul>
<p>Give a stronger voice to residents in the design of community based facilities....by ensuring there is full citizen engagement, including young people</p>	<ul style="list-style-type: none"> <li>• Work with schools and communities in identifying priorities for inclusion in area-based Safe Routes in Communities bids.</li> <li>• Public consultation is critical to progressing the Local Development Plan (LDP). The Preferred Strategy and Sustainability Appraisal has been produced and consultations have taken place. Deposit LDP now in preparation for consultation</li> </ul>
<p>Promote citizenship in schools, seek to involve young people in a range of activities in our communities and initiate a county-wide youth leadership programme.</p>	<ul style="list-style-type: none"> <li>• The Big Conversation (the new Youth Forum for Swansea) being rolled out.</li> <li>• Within the last year the Young Peoples Service (YPS) have delivered two Level 2 Youth Leadership Award courses for 16 – 18 year olds, targeting 30 young people across Swansea. The programme is run in partnership with YPS, Participation Team, the Professional Youth Network (PYN) and Menter Iaith. Two programmes have been run, one through the medium of Welsh.</li> </ul>

### **3 Action and Achievements**

#### **Customer Contact:**

- The Council's first Customer Contact Strategy has been approved by Cabinet and is being rolled-out to improve customer access to services
- This also forms part of the *Sustainable Swansea – fit for the future* programme
- This year's priorities include:
  - A new public website making it easier for customer to access services online
  - A digital inclusion programme giving the economically-inactive, those living in social housing and older people the skills and confidence to use computers
  - A new automated telephone system to make it easier for customer to resolve benefits and council tax issues.

#### **Consultation and Engagement:**

- Supporting and implementing consultation and engagement on *Sustainable Swansea – Fit for the Future (2013/14)*
- Developing an new approach to Staff Engagement within the authority, including implementing the staff survey which is currently out now
- Supporting the LSB Engagement Group including developing a new approach to the group which focuses on making best use of existing resource with a focus on the population outcomes
- Reputation Audit – developing a new approach (including a re-look at how we use Swansea Voices) to measure how the public rate us on key issues
- Working with the WLGA (and participation Cymru) on effective public engagement in difficult situations. A Welsh-pilot established which includes training sessions for all Members, Directors and Heads of Service
- *Sustainable Swansea: Continuing the Conversation* – developing the approach for engagement on the next phase of *Sustainable Swansea*

#### **Equality Impact Assessments:**

- We have widened the process further to incorporate carers as well as an increased emphasis on poverty, community cohesion and Welsh language.
- Currently, work is under way on integrating the UNCRC into the process too – this work is currently being piloted.
- Developed a protocol with our Legal department to ensure that EIAs are tracked and monitored through the Council's reporting and decision making process.

#### **LGBT Forum:**

- Established in February 2012. The Forum is run by the Council in partnership with South Wales Police. Membership includes employees or volunteers from local and national organisations who represent the interests of LGBT citizens. The Forum has taken part and supported events such as Swansea Sparkle, IDAHO Day, LGBT History Month,

Swansea Pride and Bi-visibility Day marking each occasion by flying the Rainbow Flag outside the Civic Centre building.

- The Transgender flag was also flown for Transgender Remembrance Day and for Swansea Sparkle in 2013.

#### **BME Forum:**

- April 2013 – Swansea Bay BME Forum established. Quarterly meetings have been well supported by community members and voluntary/public sector organisations.
- March 2014 - Eliminate Race Hate! event delivered in partnership with SW Police and BME Forum membership to mark the International Day for the Elimination of Racial Discrimination and to raise awareness of hate crime reporting mechanisms.

#### **Older People:**

- May 2013 – Launch of Third Phase of Strategy for Older People in Wales. Members of Swansea's Network 50+ celebrated at the Grand Theatre having contributed to the consultation.
- October 2013 – UK Day of Older People – an annual celebration held at the Grand Theatre and featuring information stalls from local organisations, skill sharing and technology workshops and a performance from the U3A's ukulele band.

#### **Stonewall:**

- We have been members of Stonewall's Diversity Champions and Education programmes for the past two years. We have worked with Stonewall to establish ways in which we can address homophobic bullying and promote a safe and inclusive learning environment for all young people.
- Diversity Champions programme - helps employers to benchmark themselves in terms of providing a welcoming and productive environment for LGB employees. Both programmes require surveys to be completed which help us to know where we are in terms of achieving these goals.

#### **Monitoring in schools:**

- Work has begun between colleagues within Access to Services and Education on developing a monitoring protocol for schools to record identity-based bullying and harassment which incorporates all of the protected characteristics.

#### **Other:**

- May 2014 – Access to Services assisted with the creation of a Hate Crime Awareness E-Learning package which was formally launched by Jeff Cuthbert, Minister for Communities and Tackling Poverty in June 2014.

#### **Welsh and other languages:**

- Implementing Yr1 of Mwy na Geiriau/More than just Words – the Welsh Government Strategic Framework for using the Welsh Language in Health and Social Care.

- Installation of the Sign Translate system in the Contact Centre to provide an on-the-spot BSL service.

### **Single Status:**

- Actively involved in negotiations with TU's – JCC and attendance at Steering Group meetings
- Successfully implemented Single Status on 1<sup>st</sup> April 2014
- Settled first phase on equal pay claims
- Now focused on the implementation of Single Status and dealing with appeals

### **Democratic Services**

- Constitution simplification and rationalisation underway
- European Election delivered
- Individual Elector Registration work still underway
- Support the Policy Commitments for the highest standards in the democratic process and the role of Members
- Head of Democratic Services to streamline the decision lifecycle