SUSTAINABLE DEVELOPMENT REPORT

2015/16



Sustainable Development Unit

City and County of Swansea Sustainable Development Report 2015/16

Sustainable Development at Swansea

Since 2012, sustainable development has been the 'central organising principle' that increasingly underpins the planning and delivery of all Council services.

The 'sustainable development principle' takes a long term perspective, is evidence based, seeks to balance economic, social, cultural and environmental costs and benefits, while prioritising a collaborative, citizen centred, preventative, approach. This is defined within the Council's Sustainable Development Policy as

'Development that meets the needs of the present without compromising the ability of future generations to meet their own needs'

This principle guides the Council in working towards its vision of a 'safer, greener, smarter, fairer, healthier, richer Swansea'.

The Well-being of Future Generations Act (Wales) 2015 also embraces this approach legislating that 44 devolved public sector bodies work together to improve the well-being of Wales in accordance with the 'sustainable development' principle.

Swansea is recognised as both a Welsh and UK leader in sustainable development. In 2015, the Council won several accolades for outstanding performance building on work recognised as an example of positive practice within the 2015 Wales Audit Office Corporate Assessment Report. This learning is freely shared with partners, while the Council's expertise in this area has also been successfully commercialised.



Reporting on Sustainable Development

This is the sixth year of reporting on sustainable development in Swansea. Progress is measured against seven priority areas for action defined within the Council's Sustainable Development Policy. Following the Report's adoption by Council, it is published alongside the Annual Statement of Accounts. This enables Council Members, Officers and the Public to benefit from a joined-up view of the year's outcomes in terms of impacts on well-being.

The current methodology was developed in 2012 with PwC influenced by CIPFA's 'Sustainability Reporting' guidance, The Prince's 'Accounting for Sustainability Connected Reporting' and, where practical, HM Treasury 'Public Sector Annual Reports: Sustainability Reporting Guidance'.

The reporting framework aims to connect strategy with material sustainability issues. Where possible the selected indicators are outcome rather than process focused. Indicators were selected and developed via relevance to the aims of the Council's Sustainable Development Policy and a Service Challenge Panel. All data presented within the report has been subject to a robust, internal and auditable certification and assurance process.

The report highlights key sustainable development issues and consists of two elements. A summary of sustainable development performance in the seven Priority Areas identified within the Sustainable Development Policy. This is followed by detailed information on individual metrics, grouped under Sustainable Development Priority Areas, analysed and displayed to best reflect their individual qualities.

The Well-being of Future Generations (Wales) Act 2015

The 'sustainable development principle' underpinning this Act increasingly defines how services are planned and delivered at Swansea. Our corporate priorities each contribute both directly and indirectly to the Act's well-being goals.



The Act also sets out five governance approaches by which these outcomes are to be achieved. These ways of working include taking account of the long term, prevention, integration, collaboration and involvement. All are clearly demonstrated as fundamental elements of Swansea's transformation programme which aims to create a Sustainable Swansea - Fit for the Future.

A Globally Responsible, Resilient and Prosperous Swansea

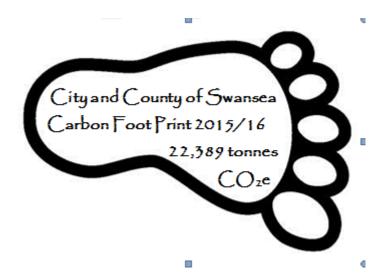
Effective carbon reduction and climate change impact management presents a range of social, economic and cultural as well as environmental challenges. Swansea can adapt and mitigate negative impacts and take advantage of the opportunities to best contribute to these goals.

One way to understand how the City and County of Swansea impacts climate change and therefore ensure decisions are made taking into account a broad information base is by considering our carbon footprint.

'A carbon footprint measures the total greenhouse gas emissions caused directly and indirectly by a person, organisation, event or product'. The Carbon Trust

Historically the Council's carbon footprint has mirrored energy consumption but over time has grown in scope to reflect transport impacts and construction waste as a wider information base becomes available.

In future, Swansea aspires to be able to report on metrics which are currently not available for measurement due to external constraints such as refrigerant gases and water consumption. The carbon impact of waste disposal undertaken by the Council as part of its operations is also currently being explored. In addition, future reporting could include the positive impacts of renewable energy generated by the organisation and impacts of secondary activity through suppliers and as a result of the full product life cycle.



The Future

The Local Authority was the first in Wales to report on carbon emissions and energy consumption alongside the Annual Statement of Accounts before extending the scope of reporting to include economic, environmental and social indicators. This sixth year of reporting will produce the final report. The next phase of embedding sustainable development practice focuses on a single corporate plan built around sustainable governance principles and evidenced at all levels of the organisation. Sustainable development is to be embedded as the organisation's standard operating procedure expressed through the goals and ways of working of the Wellbeing of Future Generations Act.

In challenging financial times, Swansea recognises the need to draw on all its resources. This includes often undervalued or under-utilised resources such as our natural environment, the capabilities and capacity of our citizens and partners, and the innovative ideas and thinking of service users, employees and residents. Sustainable development reporting was the first step towards a wider appreciation of how value is created in Swansea. The natural next step for Swansea will see the use of the balanced scorecard as a means of reporting on corporate priorities while considering wider resources throughout and beyond the organisation.

SUMMARY OF SUSTAINABLE DEVELOPMENT PERFORMANCE

Priority Areas identified in Sustainable Development Policy 2012 and Direction of Progress	No & St	No & Status of Indicators		
♠ Improving, or at best performance ⇒No change, no prior or insufficient information , ♥ Declining	in Prior	ity Areas		
Climate Change / Decarbonisation (6 in total) 1-6 1	0 4	⇒ 0	0 2	

The City and County of Swansea (CCS) is a participant in the <u>Carbon Reduction Commitment Energy Efficiency Scheme</u> (CRC) and has developed a reporting system to ensure compliance. The data is also used to drive behavioural change and efficiencies aimed at reducing carbon emissions and associated energy costs. Investment in 'low carbon' technologies such as LED building &street lighting, renewable energy and electric vehicles demonstrate Swansea's ambition is to be among the greenest cities in the UK. Swansea was the first authority in Wales to sign the Climate Local Commitment. Initial feasibility studies have identified the viability of District Heating and Cooling Networks and there is an expectation significant developments network where possible.

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Sustainable Use of Natural Resources (8 in total) 7-14 0

Considerable efforts have been made to minimise the single use and disposal of finite resources and maximise the use of sustainable raw materials and energy in more efficient ways. A 'Municipal Waste strategy' has been developed to meet Welsh Government targets set out in the <u>Towards Zero Waste</u> Strategy and the 'Municipal Sector Plan'. The Authority has recently undertaken a Commissioning review into Waste Management and are planning to implement a number of new initiatives, including revamping its Household Waste Recycling Centres (HWRC) with a view to converting up to 4 of the sites to recycling only centres. Swansea works collaboratively as South West Wales Waste Partnership to find the most sustainable, cost effective and practical solutions to treat waste. New Welsh Government criteria has amalgamating funding previously issued to specific departments for specific tasks into a single Revenue Grant which requires a collaborative approach based on integrated objectives.

Natural Environment (4 in total) 15-18

Swansea has a wide diversity of landscapes and habitats that make up over 80% of the County's total area. The Council aims to maximise the economic and social value created by our urban and rural environments and ensure that these assets are safeguarded and sustainably managed for the future (whether by the Council or other organisations). The Council is continuing to work with Natural Resources Wales and other partners (including the Swansea Biodiversity Partnership) to develop an ecosystem approach to natural resource management. Increasingly cross organisational approaches are being adopted. Tree planting is being used to reduce flood risks through Coed Cymru and an urban tree survey aims to ensure climate change and pollution are mitigated. New sand dunes are being created on Swansea beach to reduce windblown sand and improve coastal defences. The new Environment Bill (April 2016) will strengthen protection for biodiversity and require all public bodies to publish a plan to setting out what it will do to comply with the Duty. The efforts of volunteer groups are valued and of increasing importance new ways of working have been trialled for example Adult Services' Neighbourhood Environmental Action Team (NEAT) have delivered projects in Parks.

Social Inclusion (3 in total) 19-21 1

0 2

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The Local Authority is committed to ensuring people from different backgrounds have similar life opportunities and that social exclusion based on income, access to services and participation poverty is addressed. The Poverty and Prevention Service ensures policies and strategies across the Council reduce social exclusion and mitigate the impact of welfare reform on the vulnerable. Services build the resilience of local communities equipping individuals with the knowledge and skills to create self-aware, independent, and resilient communities. Training and support for both staff and our partners builds capacity and highlights the direct and indirect impacts of poverty. There is also recognition of the need to support and work with the community both geographically and with communities of interest, by providing networks, local resources, and advice. The focus is on early intervention and preventative measures that reduce the long term need for more serious and costly action.

Economic Resilience (5 in total) 22-26 ()

 $\mathbf{0}$ 3

⇒ 2

0 0

Sustainable Swansea – Fit For the Future is a mechanism which ensures sustainable financial policies and procedures contribute to the continued financial viability of the City and County of Swansea as an organisation. 2015 saw the continuation of the biggest ever budget consultation with employees, the public and partners engaged in the continuously ongoing and rolling three year transformation programme which is set against a backdrop of distinctly challenging future public sector finances. The medium term financial plan (3 years) is an increasingly robust and responsive document which influences short term decision making. Longer term forecasting is still generally based on a service level analysis of trends although corporate level foresighting is in development. Collaborative economic planning led towards the development of the Swansea Bay City Region.

Governance (6 in total) 27-32 O

04

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Structures are adopted which ensure good government, management and leadership, characterised by openness, participation, accountability, predictability, and transparency. Extensive consultation takes place with residents on both corporate and service specific issues in line with the National Principles for Public Engagement and National Participation Standards. The Council is the first in Wales to adopt the United Nations Convention on the Rights of the Child placing a duty on the Authority to have due regard to the rights of children and young people placing them at the centre of decisions affecting them. The Swansea Standard sets customer service guidelines for staff was introduced following research undertaken with citizens.

Procurement (3 in total, formerly 5 but information is no longer available) 33-35 O

3

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Sustainable Procurement aims to achieve more than simply obtain best value from the purchase of goods and services while acting legally, ethically and transparently to minimise risk. The 'Wales Procurement Policy Statement 'guides action in line with the Wellbeing of Future Generations Act. The Council aims to maximise Community benefit from projects. Swansea is committed to maximising the percentage of expenditure with micro, small and medium SMEs (without contravening EC Procurement Directives) and is proactive in local supply chain development. The principles of Sustainable Swansea are embedded in all procurement activity.

Total - 35 Indicators O

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Climate Change /Decarbonisation

Information, Initiatives and Targets

Progress

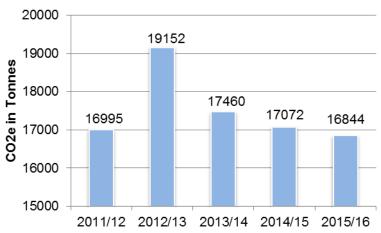
Greenhouse Gas Emissions (GHG)

(1) Scope 1
Includes fossil fuel use in buildings (gas and heating oil) and fuel used in the Council's fleet (5% biodiesel mix).

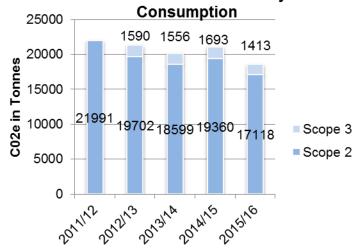
(2) Scope 2 Includes electricity use.

Note: In previous years, conversion factors combined electricity generation and transmission and distribution (T&D) data, (T&D is now recorded in Scope 3).

Scope 1 Greenhouse Gas Emissions



Greenhouse Gas Emissions Generated from Electricity



Both Scope 1 and Scope 2 emissions have fallen. This results from a more efficient property portfolio and investment in energy saving measures in corporate buildings.

The Council is currently developing projects to explore how community-scale renewable energy projects may be used as a platform to develop enterprise, skills for local people and potentially an income stream for CCS (Swansea Community Energy and Enterprise Scheme - SCEES).

CCS is a key player in Low Carbon Swansea, an initiative which coordinates carbon reduction across all sectors in Swansea. The Carbon Reduction Strategy 3% carbon emissions reduction target per annum has been set and met from a base year of 2009/10. This uses comparable conversion factors and excludes transport.

The fleet now includes 9 electric cars and 5 charging point locations. A driver behaviour system is being trialled to improve fuel consumption.

Scope 1



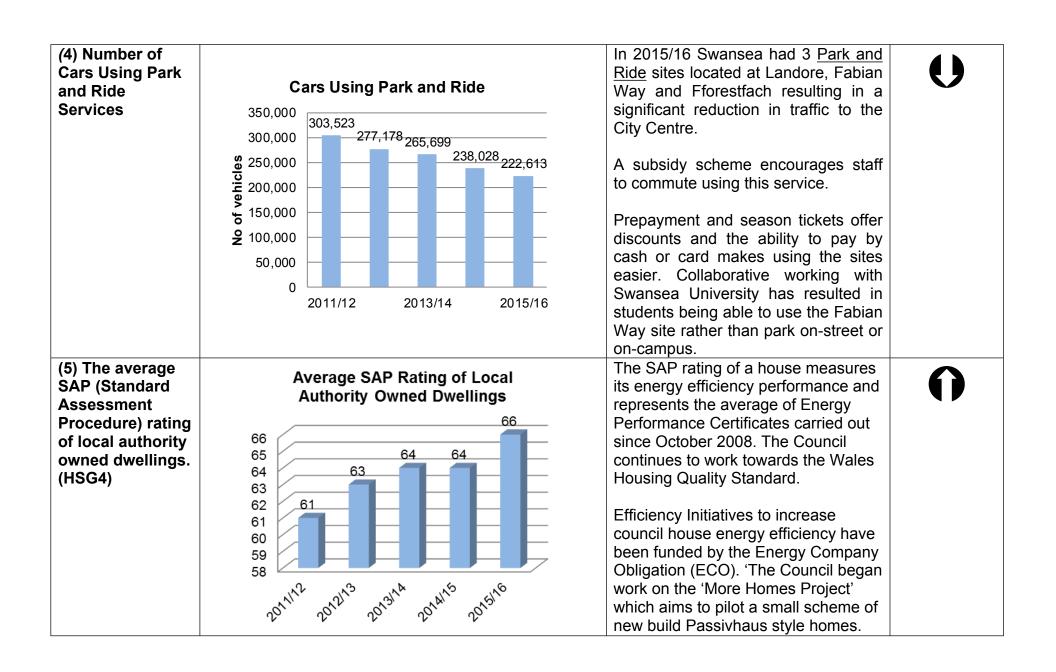
Scope 1 emissions have decreased

Scope 2



Scope 2 emissions have decreased

(3) Scope 3 Includes business mileage, indirect electricity emissions and disposal of construction waste	2015/16 2014/15 2013/14 2012-13	Business Travel Mileage (miles) 3,329,194 3,220,074 3,648,983 3,654,429	Emissions Generated (tonnes CO ₂ e)	(£) 3 1,500,1 2 1,579,7 7 1,984,8 5 1,973,8	24 22 75 49	There has been a slight increase in the use of own vehicles for business use. The Council's pool bike scheme operates at the Civic Centre and Guildhall sites. Construction waste emissions have also fallen by 7 tonnes to 20 tonnes CO ₂ e.
	2011-12 *In 2012 the me	3,865,675 ethodology was	1,273 s improved to			Indirect carbon emissions resulting from the transmission and distribution of electricity are account for 1,413
						tonnes CO ₂ e.
The City and						This figure represents the total Greenhouse Gas
County of				Tonnes		emissions resulting from the organisation's
Swansea Carbon	Source			CO₂e		measurable activity at present. The component
Footprint	Scope			16,844		elements are measured with Scope 1, 2 and 3 detailed above.
	Scope			17,118		An Energy Strategy has been developed. The
	•	3 T &D		1,413		objectives of which aim to reduce energy
		3 construction	n waste	20		consumption, secure community access to affordable
		ess Mileage	.••	98		low carbon/renewable energy, invest in renewable
	Total	Carbon Footpi	rint	36,393		technologies and maximise commercial opportunities and to facilitate community well-being.
Notes						Illing information, some of which will be estimated. Oute figures and is not corrected for weather.
		ssii iuei (yas siness travel	,	•		onute rigures and is not corrected for weather.
					•	opriate Defra/DECC GHG Conversion factors for
		mpany Repo			9 - 1-1-1	
		rbon dioxide ential of diffe	•	/		sal unit of measurement that allows the global warming



(6) Average
Display Energy
Certificate (DEC)
rating in the
Council's public
buildings

	Rating	Grade
2015/16	88.4	D
2014/15	87.1	D
2013/14	86.5	D
2012/13	92.6	D
2011/12	94.6	D

A 'D' Grade is awarded to sites with a Display Energy Certificate rating of between 76 to 100.

All public buildings over 1000m² must display a DEC. Buildings are graded from "A" to "G" with an "A" rating being the most energy efficient. An average grade of "D" has been maintained however the rating on which this grade is based has significantly improved since 2010.

In addition all public buildings over 500m² have a ten year Display Energy Certificate and some smaller buildings have been issued with Voluntary DEC's.



The average rating score has increased slightly but met target by maintaining a D grade scoring below 100

Sustainable Use of Natural Resources

Information, Initiatives and Targets

(7) Water and sewage expenditure Includes an informed estimate relating to a minority of schools

in prior years

2015/16	£1,092,000
2014/15	£1,160,000
2013/14	£1,318,000
2012/13	£1,040,872
2011/12	£961,266

While data over the past five year's is not fully comparable it reflects work to improve the accuracy and scope of reporting. A more meaningful comparison of expenditure is now possible in relation to a 2013/14 baseline.

Discussions are ongoing with Welsh Water to introduce centralised billing and automatic metering (AMR). In the absence of these tools it is not possible to fully understand water consumption other than in terms of expenditure.

Detailed billing is currently only recorded for key corporate buildings precluding greater analysis and the effective monitoring and control of consumption.

Progress



Recorded expenditure has decreased

(8) Consumption
of water at key
civic offices
(Civic Centre and
Guildhall)

Civic Centre	Expenditure £	Cubic metres	Guildhall	Expenditure £	Cubic metres
2015/16	£35,379	11,957	2015/16	£23,307	7,583
2014/15	£31,273	10,304	2014/15	£18,228*	5,433
2013-14	£30,528	10,244	2013-14	£77,336	26,444
2012-13	£28,237	9,732	2012-13	£16,603	5,740
2011-12	£30,651	11,013	2011-12	£16,114	5,811

The increase in usage and expenditure at both sites is accounted for by an increase in staffing numbers and density at both sites. Previous usage at Oldway and Penllergaer was not reported so meaningful comparisons are not possible. Additional events held at the reopened, refurbished Brangwyn Hall and beach also use these water supplies.

(9) Number of schools attaining Eco Schools International Green Flag Programme Awards



The Eco Schools programme is a student led, environmental management system which provides a structure for sustainable development activities in schools.

Approximately 95 schools are involved with eco schools in Swansea. The activity in Swansea demonstrates schools' а clear commitment from participants with higher numbers of higher level awards, 16 Swansea schools hold the Platinum Award. Future work will focus on process and progression.



Water
consumption
has
increased at
both key civic
offices but
may have
decreased
elsewhere



The number of schools gaining awards increased this year

(10) Waste recycled at Civic Centre



	2011/12	2012/13	2013/14	2014/15	2015/16	
Total Rubbish and Recycling (tonnes)	194	231	203	212	212	
Total Recycling (tonnes)	140	169	148	153	147	
Recycling Rate %	72	73	73	72	69	

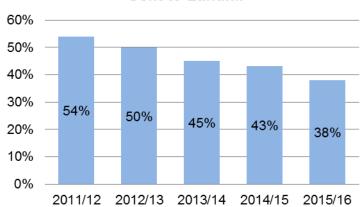


The total amount of waste produced has remained static this year but the % recycled has reduced.

A waste analysis has been completed and action plan to improve recycling at civic buildings is under development

(11) The percentage of municipal waste sent to landfill (WMT004b)

The Percentage of Municiple Waste Sent to Landfill



Waste sent to landfill has reduced due to initiatives including the 3 bag limit, an increase in both the amount of waste recycled and the levels of waste sent for energy recovery.

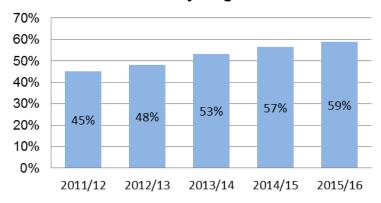
The popular Reuse Shop reclaims and sells items destined for landfill improving reuse levels. The SWAT Team break down household items for recycling. Sammy Seagull heads up the schools recycling programme, while targeted campaigns help students recycle effectively. Surveying followed up by targeted door-knocking campaigns, thanks and helps residents recycle.

1

In 2015/16
performance
more than
met the target
of 42%.
A target of
41% or below
is in place for
2016/17.Land
fill tax was
set at £82.60
per tonne in
2015/16

(12) The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled. including source segregated biowastes that are composted or treated biologically in another way (WMT009b)

Waste Collected by Local Authorities and Prepared for Reuse and/or Recycling



Recycling targets are increasingly challenging and require the support of the public if they are to be met. The overall re-use/recycling/composting statutory target rose to 58% for 2015/16 and is set to rise to 64% by 2019/20. Whilst the Authority has met the statutory target of 58% in 2015/16 much work needs to be undertaken to ensure the Authority meet the future statutory targets. Public engagement has focused on the 'keep it to 3' strategy. A free smartphone app 'Connect Swansea' helps people access recycling information now has almost 8000 users.



The 2015/16 performance target was set at 58% and achieved. In 2016/17 the target is set at 59%.

(13) The
percentage of
local authority
collected
municipal waste
used to recover
heat and power
(14) Percentage

The percentage of waste used to recover heat and energy for 2015/16 was 10.5% which is made up of the tonnage of food waste sent for anaerobic digestion and material sent for incineration with heat/energy recovery. This achieves the target of 5% set for 2015/16.



Target has been achieved

(14) Percentage of biodegradable municipal waste landfill allowance used

Year	Allowance used (%)
2015/16	79.6
2014/15	75.8
2013/14	85.1
2012/13	81.2
2011/12	72.6

This significant reduction is credited to the Keep It to Three campaign, door knocking campaigns and a focus on commercial waste recycling.

The Authority has an annual Landfill Allowances Scheme allowance which governs the amount of biodegradable municipal waste it can send to landfill in any given year. An increase in the tonnage of biodegradable waste recycled together with an overall reduction in waste landfilled will help the authority meet the allowance. This allowance reduces each year making each year more challenging. The authority risks fines if it fails to meet its target.



The target of less than 100% has been achieved

Natural Environment

Information, Initiatives and Targets

(15) Number of Green Flags and Blue Flags awarded to local authority operated areas The Keep Wales Tidy Green Flag Award was again awarded to Parc Llewelyn, Cwmdonkin, Victoria, Brynmill, Clyne and the Botanical Complex at Singleton Park. Also volunteer groups working with Councilowned sites were supported to apply for Green Flag Community Awards. There are now over 30 Friends of Parks groups. **Swansea Friends Forum** supports volunteer activity within green-spaces underpinned by a 110 member 'Facebook' group promoting the flow of information between the Council and volunteer groups.

Four beaches were awarded the Blue Flag, Port Eynon, Caswell, Langland and Bracelet. Swansea Marina has also received the award in 2016. At Swansea Bay predicted water quality information is posted thrice daily at the slip, meeting EU standards.



3 community awards bring the total of Green Flag Parks to 9.

(40) N
(16) Number of biodiversity training session
delivered, action plans produced
and employees trained
(17) Number of Local Nature
Reserves (LNR)

A limited number of awareness raising sessions took place in 15/16, and more work has been done to develop the 'Wild about Your Ward' Biodiversity profile packs. Staff also attended Biodiversity training organised by NRW and Welsh Government. This action aims to help the Local Authority to understand their obligations for biodiversity under the Natural Environment and Rural Communities Act 2006, and to provide information and advice on ways in which they can adopt relevant working practices which help to conserve and enhance biodiversity. The Authority's Biodiversity Champion continues to be actively engaged in promoting awareness of biodiversity across the Council. Further training is needed to raise awareness of the new obligations for maintaining and enhancing biodiversity and ecosystem resilience as set out in the new Well-being of Future Generations Act and the Environment Act 2016.



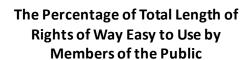
Resource constraints meant that **NERC** training could not be maintained.

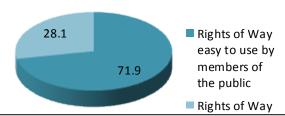
The Authority currently has 6 Local Nature Reserves which are managed by the Council in partnership with other organisations with help from local volunteers. LNRs are areas of high biodiversity value which are accessible to people and provide opportunities for people to enjoy nature where they live.

Progress toward the designation of a seventh LNR at Garth Farm is on target. A draft management plan has been prepared and consultation is underway.



(18) The percentage of total length of Rights of Way which are easy to use by members of the public





The result is erratic due to the nature of the survey methodology but gives a good indication over a period of the state of infrastructure and helps direct future work.

The Council is responsible for over 400 miles of public rights of way. Partnership working with stakeholders helps fund this work. While the active engagement of citizens and groups as volunteers helps improve existing and develop new routes. Initiatives such as the Love Your Countryside festival. Swansea Nature Network Countryside Connections Proiect promote access, understanding and enjoyment of local green spaces and wildlife sites. Rural assets are leveraged to provide urban economic, social and other outcomes.



The percentage has improved from 60.4% the previous vear. This is likely to become more challenging in future years as resources decrease.

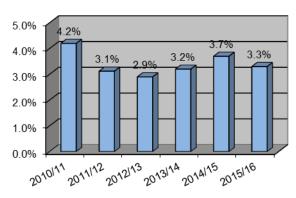
Information, Initiatives and Targets

Progress

(19) Percentage of young people (at 16 years) not known to be in Education, Employment or Training (NEET)

(this is a local measure which includes children educated other than at school rather than the nationally published figure)

The Percentage of Young People Known to be NEET



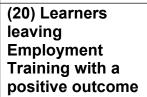
Percentage of Learners Leaving

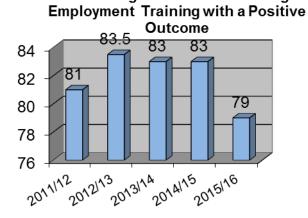
Intensive support and appropriate, education, employment and training opportunities account for the decrease in NEETS. However to support those with sustained or recurring NEET status, the NEET Board is working with stakeholders to analyse why people are NEET, how unmet needs can be addressed and how an integrated service delivery approach can support those with complex needs and those hardest to help. These findings will inform the development of a future support programme.

Lifelong Learning and Employment Training Service (LLETS) provided voung people and adults with apprenticeship opportunities from foundation to highest levels. This themes crosscutting included 'Environmental and Sustainability Global Citizenship' and 'Welsh Culture'. The Language and Council's provision of Employment Training was transferred to Gower College Swansea in April 2016.



Aspirational target of 3% not met.
However the rising trend in NEETS since 2012/13 has been reversed. The aim is to minimise the % of NEETS.







The traineeship programme's end mid academic year impacted the proportion achieving positive outcomes

(21) Percentage of pupils of statutory age claiming Free **School Meals** (FSM)

Snapshot data reported at January 2016 indicates Free School Meals are claimed by 19.3% of statutory age pupils. This rate is lower than estimated entitlement to this benefit, a situation attributed to cultural and language factors. While the rate of claims has fallen over a percentage point over the past three years, this positive trend may not translate into an improvement in child poverty. Schools report the impact of welfare reform has reduced entitlement to FSM. Changes in entitlement to benefits which trigger FSM have impacted eligibility although family circumstances have not changed. School based initiatives motivated by the link to the Pupil Deprivation Grant ensure parents and carers are aware of this benefit and have the opportunity to apply.



Small decrease of 0.5%

Economic Resilience

10,000

9,000

8.000

7.000

6,000

5,000 4.000

3,000

2.000

1,000 0

2012

2013

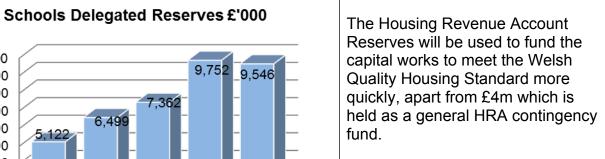
2014

2015

2016

(22) Level of funds in reserve (£,000)

Information, Initiatives and Targets

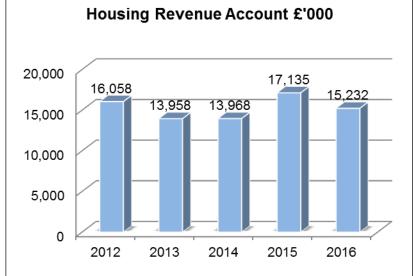


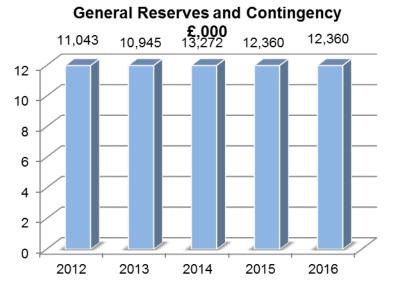
Schools have delegated budgets balances in reserve for future years.



Progress

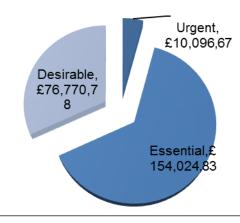
and are permitted to hold surplus





(23) Asset
management _
The total value of
required
maintenance for
the Local
Authority's
buildings
assigned to
works of priority
level

The total value of required maintenance for the local authority's buildings assigned to works of priority level



The total value of required 2015/16 maintenance in was £240.892 million approximately compared to approximately £245.133 million in the previous year.

4% of this work is of a high priority, 64% is essential and 32% is desirable.



Total value of required work has decreased.

(24) The percentage of void properties in the City Centre

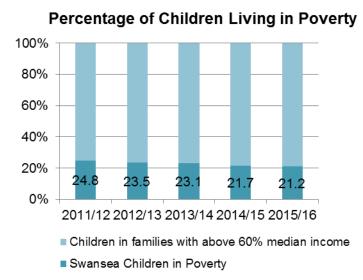
The percentage of void properties in the City Centre averaged 13.2% during 2015/16. The quarterly survey looks at ground floor commercial and retail properties within the primary and secondary retail zones in the City Centre. Formerly figures included the wider city centre area.

The Council works closely with Swansea's Business Improvement District (BID) to actively promote a vibrant City Centre to overcome the national trend in increasing empty properties. The City Centre's development presents both a risk and long term opportunity regarding the concentration of the retail core, development of City Living and designation of the Kingsway as an area designated for business and office use. This can be seen in the appearance of voids on the Kingsway as retail relocates.



Not comparable to previous years due to change in survey methodology

(25) Percentage of children in Poverty (under 16)



The 'Children in Low Income Families Measure' defines a child as being in relative poverty if they live in a household where income is less than 60 per cent of the national median income. This includes working families in receipt of tax credits as well as families claiming out of work benefits.(Snapshot August 2013) This indicator mirrors national trends by decreasing each year. However, the recorded improvement is a comment on 'relative rather than absolute' poverty. In an environment where average living standards have declined and welfare reforms have been made to tax credits, the decrease does not reflect an improvement in the circumstances of Swansea's children.

While the "poverty line" is 60% of the median, most household types actually require nearly 75% of median income to have an acceptable standard of living in the UK. Swansea's Poverty Profile gives a wider insight into the impact and impacts of poverty in Swansea.



Decrease in relative poverty of 0.5%

(26) The percentage of clients returning home after residential re-ablement

This indicator demonstrates how Social Services are being redesigned with service users to be more resilient in the face of rising demand.

A residential re-ablement service has been developed to help older people who need a short period of care to help them recover after a fall or illness. In 2015/16, 52.91% of people receiving a residential re-ablement service returned home rather than being admitted to long term or hospital care.

The nature of pressures on the NHS has led to patients with a high level of need and lower potential for reablement being discharged into re-ablement beds (aka assessment beds.) Improved performance in the latter half of the year resulted following a decision to restrict use of assessment beds to those with genuine potential for re-ablement and also a change in the management of the service.

The Promoting Safer Independence programme for older people and vulnerable adults in Swansea aims to safely reduce or prevent the need for citizens to require a formal adult services intervention or 'managed care' and to improve safety and independence for Swansea's most vulnerable citizens.

The Western Bay Health and Social Care Programme facilitates collaborative working with health partners based on a regional strategy and analysis of demand.

Improvement will be maintained by continuing the appropriate selection of admissions.



While the target of 62% was not met. performance has improved considerably on the 51.16% result the previous year. The majority of clients are now returning home following residential reablement and verv few are entering residential care

Governance

Information, Initiatives and Targets

(27) % of Swansea Residents satisfied or very satisfied with the Council and its services (CUST6)

A new means of listening to residents has been introduced to provide a more comparable source of reputational and customer satisfaction awareness than the Swansea Voices citizen panel which previously gave a biennial snapshot of resident satisfaction.

The new Reputation Tracker telephone survey provides a more frequent and comparable source of intelligence relating to residents' views. A target result of 60% was set and has been achieved with 69% of Swansea Residents satisfied or very satisfied with the Council and its services.



Progress

Not comparable to previous years due to change in survey methodology

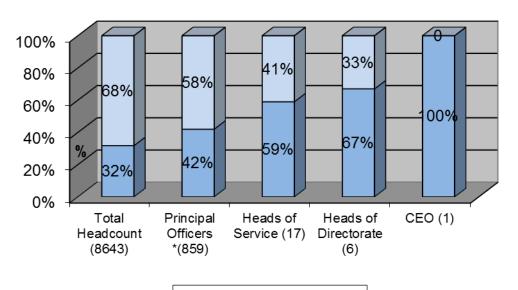
(28) Number of complaints upheld	Complaints provide a valuable opportunity to improve services by learning from this information. In 2015/16, 945 corporate complaints were recorded by the Authority. A new central recording mechanism was adopted by all Service Areas in 2013 which is now providing a much richer analysis of complaint outcomes than has ever previously been available. For complaints received in 2015/16, 23.6% of complaints were found to be justified, 19.4% were part justified and 42.3% were not justified. Outcomes were not specified in 9.4% of cases, where complaints were either discontinued, withdrawn or no response was required. During the year, 93 corporate complaints were referred for further investigation to 'Stage 2' of the complaints process. The Public Services Ombudsman for Wales Annual Report states 44 complaints were received in respect of Swansea, 1 of which was upheld.				
(29) Attendance at meetings by Councillors	Average attendance at Committee meetings (for which agendas are published online excluding scrutiny) has averaged 75.59%. This is an improvement of the attendance of 74% recorded the previous year.				
(30) The gender of Councillors (% female)	The Member Support Unit recorded 72 members of whom 27 or 37.5% are female councillors. This statistic has not changed. However, Cabinet consists of 10 Members, 4 of whom are female, including the Deputy Leader. This represents an increase in female leadership.				
(31) The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence (CHR/002)	Number of Working days /shifts per full time employee lost to sickness absence 15 10 5 2011/12 2012/13 2013/14 2014/15 2015/16	The Council aims to be an excellent organisation to work for and in, by creating a culture that encourages employees to attend work and in doing so provides the best possible services to our customers. Early intervention and preventative approaches include the delivery of mandatory Employee Health and Wellbeing training to 539 managers, stress management interventions monthly Health Fairs and a proactive, supportive professional occupational health service.	Increased supportive contact with employees with short term sickness is planned for 2015/16		

Closer collaboration with external agencies/providers to ensure the wellbeing culture of the authority continues to grow.

Innovative approaches include the volunteer based 'Helping Hands' service which delivers mindfulness & yoga workshops and groups, and a therapy garden) and social inclusion groups such as walking club and staff events.

(32) The gender of senior staff (% female)

Gender of Staff in the Non-School Workforce



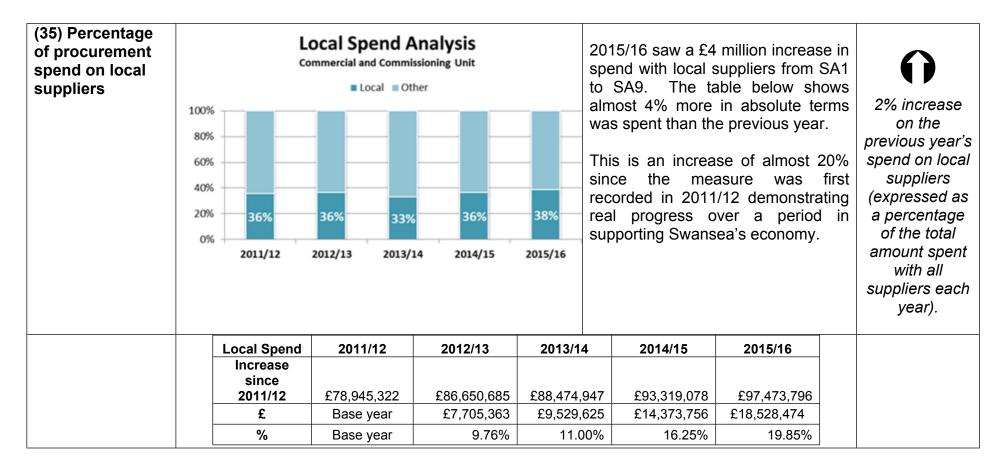
■% of Men ■% of Women

The general workforce columns exclude employees on alternative salary schemes (e.g. Soulbury). CEO, Directors and HOS are also on a separate scheme. *Principal Officers are based on Salary points 36-55. This data is based on ISIS Non schools workforce data on 4 April 2016 (includes educational psychologists, advisors, inspectors and social workers).



The percentage of female staff has increased from 62% to 68%. The percentage of women acting as Heads of Service has also increased by 6%. The balance in other management and leadership roles has remained static.

Procurement	Information, Initiatives and Targets	Progress
(33) Increase in the number of projects with social benefit clause & Beyond Bricks and Mortar in their contracts (BBMA1)* now includes previous indicator 34 as same outcomes)	The Beyond Bricks and Mortar scheme uses social benefit clauses in public sector contracts to maximise benefits of Council's regeneration programme by providing work experience, jobs and training for the economically inactive and unemployed. Collaborative work with the Local Service Board and Economic Regeneration Partnership resulted in 20 projects in 2015/16. This equates to £43.95million in value. Social benefit clauses have resulted in over 1800 person weeks of training taking place during the financial year and 48 new people benefiting from opportunities to train and work. This indicator includes both Council and wider public sector contracts. It has merged with the previous indicator measuring the Increase in the number of appropriate Council contracts that contain social benefit clauses (BBMA2). This reflects increased collaborative working and integration in Swansea's public sector. Preparation work was completed in 2015/16 for the Swansea Community Benefit Policy. This Council policy formally extends the scope of the Beyond Bricks and Mortar Initiative beyond construction to services and supply contracts such as social services. It ensures that Community Benefit Clauses are written into all procurement activities where community benefits add value maximising the opportunities for Swansea.	This is an increase of 1 on the previous year's 19 projects.
(34) Percentage of e-invoices as a percentage of total invoices	E-Invoices refer to transactions where invoices are electronically received and processed resulting in a more effective use of human, financial and natural resources. Additionally included are internal interfaces and Purchasing Card transactions from departments. Electronic transactions result in efficiencies and reduced environmental impact. While this year's target of 40% was not achieved, there was a significant increase of 4%. The forthcoming rollout of a new invoice solution and employment of an e-procurement officer is expected to further increase the use of e-invoicing in future years.	Increased to 37% of transactions



For further information please visit www.swansea.gov.uk/sustainabledevelopmentreporting