



## Report of the Swansea PSB, Chris Sivers

PSB Scrutiny Panel, 13<sup>th</sup> May 2018

# Swansea Public Service Board Local Well-being Plan

<b>Purpose:</b>	To provide a briefing on the Local Well-being Plan, consultation outcomes and next steps
<b>Content:</b>	An overview of the Local Well-being Plan, the consultation outcomes and next steps to implement the Plan.
<b>Councillors are being asked to:</b>	Feedback any comments or suggestions.
<b>Lead Councillor:</b>	Cllr Rob Stewart, Chair of Swansea PSB
<b>Lead Officer &amp;</b>	Chris Sivers
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## 1. Background

- 1.1 **The Local Well-being Plan** – The Well-being of Future Generations Act Wales (2015) (WFG Act) requires the publication of Swansea Public Services Board (PSB)'s first Local Well-being Plan by 4 May 2018. This Plan discharges the PSB's duty to "improve the economic, social, environmental and cultural well-being of its area by contributing to the achievement of the well-being goals" (WFG Act: 4:2:36). By responding to the 2017 Assessment of Local Well-being and listening to people, the Plan identifies positive, collective action to improve well-being. It sets out Local Well-being Objectives and the 'steps' necessary to achieve them.
- 1.2 **Publication of the Plan** – The involvement principle underpins the development of Swansea's Local Well-being Plan. As a result several versions of the Plan were commissioned to improve accessibility reflecting the diversity of our population. In addition to the full statutory Plan, 'a text only', easyread and 'youth' version were developed. During consultation, the simple, direct language of the Youth version

was felt to be so much more accessible (not only by children but adults) that it was adopted by the PSB as the primary version in common usage.

## **2. Consultation Outcomes**

- 2.1 Consultation took place between 21<sup>st</sup> November 2017 and 13<sup>th</sup> February 2018. In order to engage as widely as possible with citizens and stakeholders reflecting the diversity of Swansea's population, a 'Team Swansea' approach was employed. This involved partners in a workshop identifying best practice and used the intelligence to create support materials.
- 2.2 Partners were then empowered to use existing relationships, policies and processes so they connected in the most appropriate way with their service-users, staff, and stakeholders. Engagement focused on asking if the PSB had chosen the right objectives, discussing what steps need to be taken to achieve the objectives and asking how stakeholders can be involved in delivering the objectives.
- 2.3 The engagement mechanisms used included an online survey (146 responses), workshops with members of the public, an online participatory and community action platform – "Vocal Eyes", presentations and discussions with existing groups, networks and forums; focus groups with stakeholders designed to discuss the plan, staff briefings, the Swansea Leader, presentations and training for councillors, the Big Conversation and Pupil Voice.
- 2.4 Swansea's consultation process generated thousands of comments all of which were recorded, analysed and collated. Comments were reviewed by a cross-functional, multi-agency team over two days. This classified the feedback into four categories;
  - Comments which were immediately actionable;
  - Points for consideration by the PSB in future plans;
  - Action planning/project related ideas;
  - Comments which were already within the plan or which were not relevant or appropriate etc. so on which no further action was required.

The decisions were then reviewed by a planning group and further amendments taken forward and made to the Plan by the Objective leads and Co-ordination team. The resultant changes were reviewed by PSB Core and Partnership groups

- 2.5 Key outcomes resulting from consultation feedback are included in the table below

<b>Key concerns, themes and actions raised via consultation</b>	<b>The Swansea PSB Response</b>
Confusion over the involvement process by which the objectives were identified	The diagram in 'How did we get to the four objectives' section was simplified and additional explanation included in the appendices 'How the Plan has developed'
Lack of specific actions in short , medium and long term	Steps added include specifics identified via consultation e.g. Making every contact count, improving end of life care Short medium and long term steps have been identified.
Interchangeable use of opportunities, objectives, outcomes and challenges led to confusion	The term objectives has been adopted consistently
Lack of detail on 'how' organisations will change the ways they work	The creation of a new cross cutting action Sharing for Swansea focuses on implementing new ways of working
The plan needs to demonstrate how objectives interlink and are dependent on each other	'Making the Connections' identifies how the objectives interconnect and link
There is no explicit link to Western Bay Population Assessment and Area Plan or Community and Town Councils, so synergies can be used to best advantage and built upon in implementation	Both are now included in Appendices and will be engaged in action planning and implementation.
Who will deliver the plan?	The plan now specifies groups that will initially lead, this will be further clarified via a governance review and the action planning process with a focus on drawing on all available assets and casting the net wider than existing partners to deliver collective action
Why are there not more explicit references to promoting and celebrating the Welsh language	<p>Swansea has chosen to take an Intercultural approach where the links between cultures are celebrated. This recognises the official status of the Welsh and English languages and aims to promote the Welsh language as well as recognising the rich diversity of other languages and cultures in Swansea.</p> <p>Specific actions will be identified as part of the action planning stage and the Welsh language is integrated in all objectives through their delivery mechanisms.</p>
How does the Plan link to the Assessment of Local Well-being	The Plan now clarifies how both consultation and driver diagrams build

	on the Assessment of Local Well-being. However in order to maintain the concise nature of the document the many direct and indirect links are not individually highlighted instead a table highlights key considerations and links to the document.
Coproduction needs to be explicitly addressed	Co-production and Engagement has been added as a step within the cross cutting action Sharing for Swansea.
What happens next? how will plan translate into practice, is it too aspirational and high level to work in practice	A clear pathway to action planning and implementation has now been set out in the Plan. The PSB has a positive, long term vision for Swansea and has identified clear steps addressing how to get there by 2040.
What does 'this' mean? A variety of terms were queried.	Additional entries to the glossary have been made acting on positive comments responding to its inclusion. In addition the language used throughout the Plan has been made clearer. In response to positive feedback and on the suggestion of so many people. Our 'youth version' will be adopted as the key document in use with a full technical document that meets Statutory requirements available for those wanting more detailed version.
Various vulnerable groups and characteristics etc. are not detailed specifically within the Plan	The plan is universal in scope but is inclusive and flexible enough to ensure careful planning and consideration is enabled to meet the needs of specific groups. The purpose of the Plan is to serve all of Swansea's people reflecting diversity of the population.
Some phrases had been grouped together inadvertently giving the impression they were linked eg good housing and healthy family relationships, substance misuse and mental health	These phrases were separated in separate sentences or phrases reworked.
A perceived lack of focus on the economy and City Deal	This has been clearly more defined as a theme throughout the plan rather than a specific objective in recognition of existing governance frameworks and the cross cutting nature of the theme.
An increased focus on culture, sports, recreation and the arts is needed	The objective 'Strong Communities' with a sense of Pride and Belonging' most strongly reflects Swansea's vibrant culture. The action planning

	<p>process will identify the ways in which sports, recreation and the arts inform the steps. These actions will address built, environmental, industrial and social heritage.</p>
<p>How do the objectives contribute to the Well-being Goals</p>	<p>The PSB partnership and Integrated Impact Assessment process each assessed the contribution made both individually to each objective and collectively considering all the objectives as a basket of interrelated measures. The outcome was highlighted in both words and pictures.</p>
<p>Housing is essential for well-being but it isn't an objective?</p>	<p>Housing is a common thread which runs as a theme throughout the Plan. Housing issues are detailed as part of what is necessary to achieve every objective.</p>
<p>Why isn't there a specific commitment to tackling poverty within the Plan</p>	<p>Tackling poverty is recognised as fundamental to the plan. It underpins the entire document and is powerfully integrated in everything the Plan aims to achieve. The plan has been informed by a Swansea approach to tackling poverty involving over 45 partners who work to tackle poverty. The Swansea Poverty Partnership Forum will be involved in the design and implementation of the Action Plan.</p>
<p>More focus is needed on the long term highlighting opportunities and risks of long term trends on the objectives and steps</p>	<p>The process of identifying well-being objectives started with foresighting and considering the future Swansea we want. The Plan, objectives and steps are a response to identifying 'Key Trends' set out within appendices. This approach will be continued in the design and implementation of action plans.</p>
<p>There is a need for an all ages approach and to present older people beyond a health and social care context</p>	<p>The PSB's commitment to live well, age well throughout the life course is reflected in improved language and illustrations throughout the document.</p>
<p>Remove jargon and make the Plan easier to read, particularly in relation to 'working with nature'</p>	<p>All terms used in the Plan were re-evaluated and changed, referenced in the glossary or explanatory links included</p>
<p>Concern over a focus on priorities rather than addressing all needs for example Early Years focuses on younger children potentially neglecting older</p>	<p>The Plan focuses on specific areas to target collective action in order to be most effective. The Early Years objective focuses on young children,</p>

children	although other objectives support older children and young people.
A small number of offensive comments were made regarding Swansea's approach to diversity, etc.	Swansea is a City of Sanctuary and is proud to celebrate a long history of embracing diversity
Human rights attracted both strong negative and positive comments with several responses requesting more information asking 'what does this mean?'	Part of a human rights approach is about communicating what human rights are and how they are relevant to and protect everybody. Early work is exploring what a Human Rights City approach might be for Swansea. How the public can be involved is at the heart of initial discussions. It is a work in progress, not yet complete.
Several comments highlighted the importance of parents rights to 'stay at home'	The plan in focusing on improving access to good employment does not remove the choice to stay at home.
Many comments referred to issues already addressed or picked up at other points within the Plan	The Plan is intended to be viewed and implemented as an integrated whole rather than as a series of isolated objectives.
There is need for an environmental assessment of the Plan	An Integrated Impact Assessment was conducted by peers and experts. This is informed by relevant elements of environmental assessment as well as other assessments so interlinking connections can be made.
The Plan does not contain sufficient context background evidence or identify performance measures or specific targets.	In order to remain concise and reader friendly, background evidence is detailed via a link to the Assessment of Local Well-being. Appropriate measures will be developed alongside the development of action plans.
There is no money, the Plan can't work in austerity	The Plan is a response to the need to change the ways we work, not only to draw on untapped assets and work more effectively avoiding duplication but to get better outcomes for people. Delivering the Plan is an integral part of each partner's day to day operation rather than additional set of requirements.
The PSB needs to plot what is going on at organisational and regional levels and identify how it will connect to achieve outcomes	This is an integral part of the action planning process and will inform each step and action
Noise pollution, student population impact, future co-funding, HMO impacts, gaps in knowledge identified in the Assessment of Local Well-being and	These and other issues will be considered by the PSB moving forward. Future reviews of the Assessment of Local Well-being will aim to expand on

plan	many gaps in data.
A variety of action based suggestions, evidence and ideas were shared via the consultation process. These ranged from time-banking, participatory budgeting, cycle training in schools, help for homeless people, community beehives, compost toilets, fossil fuel divestment, action reducing plastics, street parties, community gardens, tool libraries, air quality initiatives, support for carers, better mental health services, reducing car use, toilet provision, life skills training, welcoming asylum seekers, action on dog fouling, protection for natural spaces, expand cultural events, sharing welsh language resources in the workplace and play areas in addition to many other ideas.	The Local Well-being Plan is too strategic and high level to include specific actions. However all the ideas raised in the consultation will be actively considered as part of the process developing action plans. They will inform, influence and where appropriate become part of how the Plan is put into action.

### 3. Next Steps

- 3.1 Each Objective and the cross-cutting action has been assigned an Objective Lead whose role it is to co-ordinate implementation. Guidance on action plan development highlights the need to consider involving both new and existing partners in developing and delivering the Action Plan.
- 3.2 The practical detail of how the objectives and associated 'steps' will be implemented will be set out in detailed action plans. These plans will be agreed and put into practice as soon as possible. In some cases, delivery has already began, while in others steering groups are in the process of being formed to scope potential collective action. As a result, action planning in relation to all steps will not be completed at the same time, potentially delaying publication of an integrated full 'Action Plan' for several months.
- 3.3 The conversation will be continued as consultation feedback relating to action is considered by each Objective Lead. Longer term and strategic consultation feedback is to be tabled for the PSB to consider in future Plans. Where possible, the additional involvement of stakeholders is encouraged.
- 3.4 In developing the action plan, the potential for duplication must be avoided, regional links and best practice examples considered. Driver diagrams will also be taken into account. The contribution each step makes to the seven goals and the five ways of working must always be maximised and impact on other action plans considered.

3.5 Action Plans will be used to help identify measures for the Local Well-being Plan and short term outputs that will inform the 2018/19 Annual Report.

**Background papers:**

Swansea's Local Well-being Plan 'Working Together for a better Future  
[Swansea.gov.uk/psb](http://Swansea.gov.uk/psb)

**Appendices:**

None