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| <b>Project Title: PSB Highlight Report</b>   | <b>Workstream: Live Well, Age Well</b>  |
| <b>Project Lead: Jane Whitmore</b>   | <b>Date: 31<sup>st</sup> March 2022</b>   |
| <b>Project Overview &amp; Key Success Measures</b>   | <b>Links to other workstreams or partners</b>   |
| <p><b><u>Description:</u></b> The Live Well Age Objective aims to make Swansea a great place to live and age well, where people are supported to be safe, healthy, independent and resilient in order for them to reach their full potential.</p> <p>To achieve this we need to develop approaches and services which support independence and resilience across communities, moving away from a service delivery model and changing the relationship between public and services.</p> <p>It is important we ask and understand what matters to individuals and what would help to build confident, healthy and resilient communities.</p> <p><b><u>Qualitative KPI's associated with the project:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Positive feedback from participants</b></li> <li>• <b>Facebook posts – Feedback</b></li> <li>• <b>Session Evaluations</b></li> <li>• <b>Participant case studies</b></li> </ul> <p><b><u>Quantitative KPIs associated with the project</u></b></p> <ul style="list-style-type: none"> <li>• <b>Listening to the voice of children &amp; young people consultation</b></li> <li>• <b>Listening to the voice of people 50+ consultation</b></li> <li>• <b>Survey data – Ageing Society Strategy – Partner Priority Setting Delphi Survey</b></li> </ul> | <p>Representatives from the 3 other PSB objectives are members/participants of the “Children’s Rights Network” &amp; “Ageing Well Steering Group” where membership of both was reviewed in July 2021.</p> <p>There is a link to the Early Years Objective to ensure there is a seamless approach and pathway across the age ranges.</p> <p>Links have been made with the Stronger Communities objective to understand the similarities between the two objectives to avoid duplication.</p> <p>As we all reflect on the focus of the objectives going forward we need to make sure there are strong links and understanding between the objectives as they are congruent.</p> |

**N.B: Qualitative & quantitative data in relation to engagement of children & young People along with people aged 50 + has been recorded as we build back mechanisms following the Covid pandemic and develop new and varied mechanisms to engage with members of the public and we plan to set KPI's from April 22 onwards.**

### **Project Outcomes/ Milestones**

#### **1. Embedding “The Right Way” approach:**

A substantial amount of work has been undertaken to explore how in Swansea we can embed a continuous approach to rights across the life stages, ensuring that all people have opportunity to access and enjoy their rights from the moment they are born, living well and ageing well throughout their life course, particularly in respect of being listened to and heard in decisions that affect them.

“The Right Way” approach is a nationally recognised framework which offers a five-principled approach to embedding rights based practise, (Participation, Empowerment, Embedding, Accountability, Non-discrimination). Use of “The Right Way” provides consistency in terms of language and measurement. (using the Children Commissioners for Wales matrix) Alignment to the process means opportunity to provide clear guidance, and tangible benchmarks for council departments to embed a whole council approach and evidence outcomes.

#### **2. Children’s Rights Scheme and Action Plan:**

Since its launch in November 2022, work has focussed on bringing people together to determine performance indicators for what making rights a reality looks like in practice for children and young people and how we measure that.

Thirty members of Swansea's Children's Rights Network came together in January 2022 to begin the process of co-production, drafting indicators based around the 5 principles of our agreed rights based approach. Two working groups have continued the process of production (one that focusses on Participation and Empowerment, and one that focusses on Embedding, Accountability and Equality), with a view for a first draft to be circulated for comment in May 2022.

Simultaneous to this, work has been undertaken to facilitate sessions with **233** children and young people from **11 schools** to determine what action they think the Council should take and what the measurements look like. All children predominately chose to focus on Equality & Non-Discrimination or Participation as their principles of choice. This work has been used by Children's Rights Network members to inform the development of performance indicators of the UNCRC Action Plan. The information has also been submitted on behalf of children to the Human Rights City consultation as a way of informing that work.

A Children & Young People's Partnership & Involvement Officer was recruited in June 2022 and has been working across Swansea with partners, schools and community groups to develop varied opportunities for children and young people to come together and have a say on issues that impact on their lives. Development of varied opportunities/mechanisms to engage children and young people across Swansea has been based on feedback from the "Listening to Children & Young People Survey" which was live throughout July and August 2022. The feedback collated suggested the need for multiple and varied opportunities to be developed for children and young people (CYP) to have a say in order to ensure that mechanisms were inclusive of all CYP and mindful of gathering the views of those quiet voices.

### **3. Working in Partnership to make Swansea Age Friendly:**

The Ageing Well Steering Group was re-launched in July 2022 with meetings held every month. Work has taken place to expand its membership to include community groups and individuals, service representation across Council

directorates, representation from all members of the Public Service Board, third sector organisation and support groups as appropriate.

The Ageing Well Steering Group has been working to take forward the feedback from the public consultation in August 2022 and has focussed its partnership work on increasing public engagement to improve service delivery and development, increase opportunities for social participation and positively impact on social isolation, improve communication and information and co-ordinate multiple mechanisms to hear the voice of people 50+ in Swansea.

The Ageing Well Steering Group currently has three task groups and these include:

- **Data sharing across services and partnerships to inform “Ageing Society” strategy development:** Members of the “Ageing Well Steering Group” have been working with Dr Martyn Hyde at CADR (Centre for Ageing & Dementia Research) in Swansea University to analyse local data to provide an analysis of gaps and priorities to agree opportunity for partners to work together to address identified need. In March 2022 a Delphi Survey was conducted with members of the “Ageing Well Steering Group” and participants of weekly engagement sessions to establish local priorities to shape our “Ageing Society Strategy” & Implantation Plan.
- **Improving Information & Communication to people 50+:** The focus of this group is to identify opportunities for improved communication via digital and hard copy literature & was also utilised to respond to the Older Person’s Commissioner For Wales who exercised **her legal powers (18.11.21) to issue formal guidance to local authorities and health boards in Wales, setting out the action they should be taking so that older people can access information and services in an increasingly digital world**
- **Hoarding Services and Support Review:** Based on concerns raised at the February 22 steering group meeting. Agreed membership with

additional services and organisations invited to contribute as experts in the field.

An “Ageing Well Networking Event” was co-ordinated in the sports hall of Swansea LC2 in March 2022. The event brought together 43 organisations, services and community groups who are members of the “Ageing Well Steering Group” and who hosted information stalls throughout the day. Freedom Leisure also provided taster sports and leisure opportunities from their “Active Older Adults Programme”. The event was promoted widely to the public as an opportunity to re-connect with services post Covid and was visited by several hundred participants throughout the day.

An Older Person’s Partnership & Involvement Officer was recruited in July 2022 and has been working across Swansea with partners and community groups to co-ordinate weekly engagement and drop in sessions. Development of varied opportunities/mechanisms to engage community members aged 50 + has been based on feedback from the “Listening to People 50+ Survey” where it was requested that engagement mechanisms be regular, informal and held within the community.

## Key Updates this period

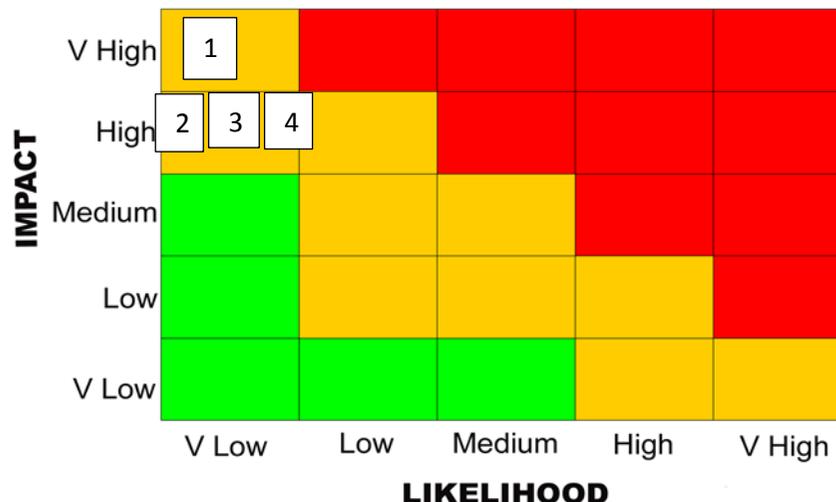
### KPI Results

1. The “Children’s Rights Scheme” has been refreshed in line with the “Right Way Approach”
2. Mapping of Partners & Public priorities is underway to support the development of a local “Ageing Society Strategy” and wider PSB commitment to Swansea working towards “Age Friendly City” recognition.
3. Following consultation with Children, Young People (CYP) and their families in relation to developing inclusive engagement mechanisms to ensure their voices are heard and views contribute to local strategy development/service delivery plans etc.... Local priorities have been identified by CYP and engagement opportunities provided through facilitated sessions in schools and within community settings.
4. Following consultation with people aged 50+ in relation to developing inclusive engagement mechanisms to ensure their voices are heard and views contribute to local strategy development/service delivery plans etc.... Priorities have been identified by people aged 50+ and regular community engagement opportunities have been facilitated and continue to be expanded based on themes identified and communities of need.

| KPI description   | Result                             | Target                       | Comment                                    |
|---|------------------------------------|------------------------------|--|
| <a href="#">CR Scheme Actions Identified</a>                                      | <a href="#">Setting April 2022</a> | <a href="#">To be agreed</a> | <a href="#">Progress made in all areas</a> |
| <a href="#">Priority Mapping for Ageing Society Strategy</a>                      | <a href="#">As Above</a>           | <a href="#">To be agreed</a> |  |
| <a href="#">Inclusive Engagement Opportunities/Mechanisms for CYP</a>             | <a href="#">AS Above</a>           | <a href="#">To be agreed</a> |  |
| <a href="#">Inclusive Engagement Opportunities/Mechanisms for People aged 50+</a> | <a href="#">As Above</a>           | <a href="#">To be agreed</a> |  |

## Overview of key risks

### Risk Matrix (RAG Status)



1. Risk 1
2. Risk 2
3. Risk 3
4. Risk 4

**Highlights – Achievements / Outcomes**

- Highlight a - Good partnership buy in around this objective
- Highlight b - Expanded the knowledge base through existing involvement with wider partners
- Highlight c – Reviewed public engagement mechanisms to ensure inclusive and accessible opportunities are facilitated for people to have a say and influence decision making processes that impact their lives.

**Challenges/ Barriers**

Area 1 - Not joining up all existing work to make sure the Live Well Age Well Objective adds value and not duplicates business as usual

Area 2 - Not having the right people are around the table to take action and deliver outcomes

Area 3 - How to expand the lens and age range of this objective

**Priorities for next period**

- **Priority 1** - Ensuring a partnership approach is taken to encourage wider involvement and delivery of the priorities across the PSB and at all levels.
- **Priority 2** - Establish a plan for public engagement & consultation

**Stakeholders Involved & Communication undertaken**

Stakeholders involved include PSB Partners, wider partners outside the PSB, operational leads and citizens across the age range.  
Communication is ongoing through our forum work with citizens and through our Live Well Age Well partners

**Any Actions for PSB: (Please tick as appropriate)    Note    Action    Decision**

- **Action 1**    **Action 1** - Can the PSB consider Culture Change & Involvement to be moved to a cross cutting theme across the 4 objectives? At the moment it just sits within the Live Well Age Well objective and it ~~this~~ was strongly recommended by all present at the Live Well Age Well Objective workshop that this was a output, which should be evidenced across all of the work of the PSB
- **Action 2**
- **Action 3**

**Report Prepared by: Julie Gosney**