

Swansea Public Services Board Annual Report 2019/20



Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



**Cyfoeth
Naturiol
Cymru
Natural
Resources
Wales**



Gwasanaeth Tân Ac Achub
Canolbarth a Gorllewin Cymru
Mid and West Wales
Fire and Rescue Service

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Message from Swansea PSB

It has been 2 years since Swansea Public Services Board published our first Local Well-being Plan in May 2018.

This Report aims to highlight not only the progress made towards the 'Swansea we Want' but also to reflect on how we have applied the sustainable development principle's ways of working and how we might better work towards well-being in the future.

Our first year of operation focused on research to understand Swansea's challenges and opportunities, while the second year concentrated on planning and prioritising areas where collectively we could make the biggest difference. This Report focuses on 2019/20 - our second year of progress and delivery.

In addition to the meaningful outcomes that have helped change lives in Swansea, we have also created and continue to develop a delivery infrastructure and governance system.

While we have achieved a great deal in our 2 years of delivery, Swansea PSB is not complacent and will continue to innovate and seek new ways to improve Swansea's well-being both today and for future generations.



Cllr Clive Lloyd
PSB Chair



Roger Thomas
Vice-Chair

Our Vision and Local Well-being Objectives

Swansea PSB - The story so far

The Well-being of Future Generations (Wales) Act 2015 created Public Services Boards so that local organisations could work together to improve the economic, social, environmental and cultural well-being of their area by contributing to the achievement of Wales's Well-being goals.

In 2016, the Public Services Board (PSB) started a conversation about well-being in Swansea. We carried out an Assessment of Local Well-being to understand what matters most to communities. The Assessment told us that for many reasons Swansea is a great place to live but that we need to work harder together to make sure everyone can live well, benefit from and be proud of Swansea.

Using information from the Assessment and by listening to people, in 2018, Swansea Public Services Board developed a Local Well-being Plan. This identified our four Well-Being Objectives and a cross-cutting action.

Last year, we completed our 1st PSB Annual Report which highlighted the areas of work that had happened since the implementation of the Well-being plan and how we are working together to make this happen.

This report aims to provide an update on the progress we have made towards meeting our objectives in 19/20, the lessons learnt and our future ambitions.

Our Vision

In Swansea, we believe in the rights of every person. Our vision is to work together to make Swansea a place which is prosperous, where our natural environment is appreciated and maintained and where every person can have the best start in life, get a good job, live well, age well and have every opportunity to be healthy, happy, safe and the best they can be.

To achieve our vision we have prioritised four Local Well-being Objectives. We hope that by focusing our collective efforts, we can make the biggest difference by working together.

Our Local Well-being objectives for 2040

Our four key long term areas of work are prioritised below



Early Years – To ensure that children have the best start in life to be the best that they can be.

Live Well, Age Well – To make Swansea a great place to live well and age well.

Working with Nature - To improve health, enhance biodiversity and reduce our carbon footprint.

Strong Communities – To build strong communities with a sense of pride and belonging

In addition, our cross cutting action for change underpins each of the local well-being objectives.

Sharing for Swansea – To work towards integrated public services in Swansea by sharing resources assets and expertise, in order to develop a common language and make every contact count.

This is being developed through the Objective Leads working together to identify where resources, assets and expertise can be shared as part of the development of the Objectives. For example, a Critical Incident Group (CIG) for the High street was formed, agencies took the lead in their specific knowledge areas and the partnership has extended beyond the statutory partners to support and assist in terms of assets, resources and expertise. In relation to the CIG- the police lead on communications as

well as anti-social behaviour and criminality. Barod and Womens Aid take a multi-agency approach to tackling Violence and substance misuse.

Public service hubs are being developed to co-locate and co-produce to ensure public services are accessible in one place as well as developing a common language and ensuring that every contact counts and deal with multiple queries in one place at first point of contact.

The Way We Work - Governance

The Sustainable Development Principle

Swansea PSB is committed to acting in a manner which seeks to ensure the needs of the present are met without compromising the ability of future generations to meet their own needs.

We do this by ensuring every decision we make or action we take considers the sustainable development principle's five ways of working.



Long term: The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.



Prevention: How to act to prevent problems occurring or getting worse may help public bodies meet their objectives.



Integration: Considering how public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.



Collaboration: Acting in collaboration with any other person (or different parts of that body itself) that could help the body meet its well-being objectives.



Involvement: The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body services.

The National Well-being Goals

We aim to make our actions deliver as much value as possible by ensuring we look for multiple outcomes in all we do. By ensuring we think about each of the national Well-being Goals below we maximise our contribution to the Wales We Want.

Goal	Description of the Goal
A prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including action on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.
A resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
A healthier Wales	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.
A Wales of vibrant culture and thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
A globally responsible Wales	A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

Our Commitments

In addition, all Swansea PSB Partners have signed up to a set of commitments. These commitments are below and go beyond the legal duties that the different organisations have and are reviewed taking account of advice from Wales' Commissioners.

- **Healthy City Status**

Swansea is part of the Healthy Cities network promoting good health and addressing health inequality in our communities.

- **Swansea as a Human Rights City**

Swansea Public Services Board supports the development of a Human Rights City approach in Swansea.

- **Children and Young People's Rights (UNCRC)**

The Board is committed to making sure that services have a positive effect on children and young people in Swansea and have embedded the United Nations Convention on the Rights of the Child (UNCRC) into the way we set our policies.

- **First 1000 Days Collaborative**

Swansea Public Services Board has joined the First 1000 Days collaborative, which supports families throughout pregnancy and the first two years of life.

- **Age Friendly Cities and Communities**

The Board endorses the principles and actions set out in the Dublin Declaration on Age-Friendly Cities and Communities in Europe.

- **Good Practice in Public Engagement**

The Board endorses the National Principles for Public Engagement in Wales and will follow them in all engagement and consultation. The Board is committed to engaging people who are interested in improving local well-being in the development of both the Well-being Assessment and the Well-being Plan and will strive to reflect the diversity of the population when doing so.

- **Participation of Children and Young People**

The Board is committed to the principles of the National Standards for Children and Young People's Participation.

- **Armed Forces Community Covenant**

The Board is committed to the Armed Forces Community Covenant and to nurturing understanding and awareness amongst the public of the issues affecting the armed forces community.

- **Convention on Biological Diversity**

The Board is committed to delivering the principles of the Convention on Biological Diversity as set out in the adopted Swansea Local Biodiversity Action Plan 2005.

- **One Public Sector**

The Board is committed to a culture that cuts across organisational boundaries and sectors. Where everyone involved in the delivery of public services in Wales is part of

this common endeavour, sharing common values and working together for the benefit of the people of Wales

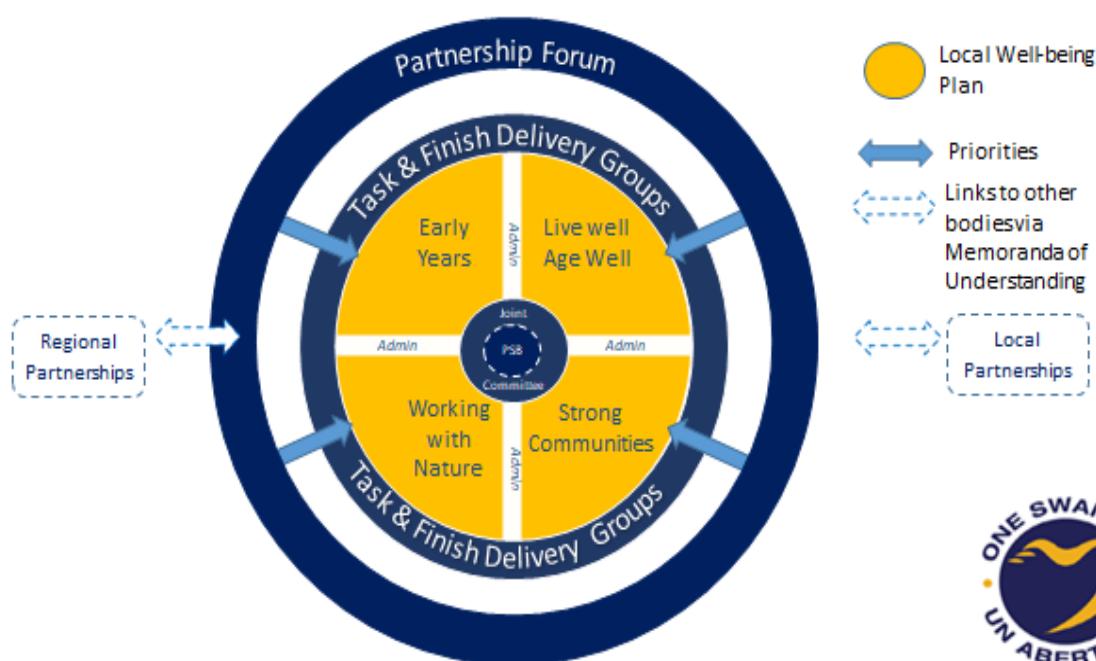
How we work

The limitations of the previous PSB governance structure were recognised and a Governance Review was undertaken to address this. The Review also took on board advice from the Future Generations Commissioner and a new Governance structure was put in place. The new Governance arrangements embraces sustainable ways of working and places the delivery of the Well-being Objectives at the heart of what the PSB is trying to do to make a difference.

The key principle of the review was that the work of the PSB is a core part rather than an addition to the existing work of its members. All levels of organisational staff should see PSB priorities as the day job not an additional responsibility.

The Statutory PSB members along with the wider Core Group have proposed that the PSB benefit from a streamlined governance process with the a new focus on delivery objectives as the driver of the PSB. This is a real opportunity to focus the PSB on making a difference by shifting the emphasis to the Objective Delivery Groups. Involvement can be more meaningful and involve a wider range of partners through the creation of a Partnership Forum. Task and finish groups will be formed in response to need and draw on the skills and expertise of the Partnership Forum organisations.

Decision making governance will be expedited at a strategic level via a Joint Committee consisting of the PSB Statutory members and invited participants. This group will also provide advocacy and support at a strategic level for issues raised by PSB partners through the Objective delivery groups each of which will be co-ordinated and facilitated by a statutory member. The PSB Joint Committee meetings are held bi-monthly and the Partnership Forums take place every 6 months.



Whilst Swansea PSB has consciously sought to improve how we involve “unusual suspects” there is still scope to include a wider stakeholder audience and opportunities to further involve the public more regularly moving forward.

Regional Working takes place via joint meetings between Swansea and Neath Port Talbot PSBs. Focus has been on Substance misuse/ drug related deaths/ county lines which is still being progressed, reviewed and monitored. This year we have been looking at suicide and self-harm prevention.

The Joint meeting that took place recently reported on progress being made on the suicide and self-harm prevention work for Swansea and Neath Port Talbot. It looked at the actions that are being progressed and future plans, including the new role for the Safeguarding Board in relation to data / intelligence function. To be aware of the challenges faced and need for continued multi-agency engagement and commitment to collaborative working to address the issues.

Swansea's Local Well-being

The previous annual report (2019) introduced an initial 'basket' of population-level measures, focusing on a selection of the Welsh Government's National Indicators, to inform an initial view of well-being in Swansea.

This chapter of the report summarises the latest situation in Swansea and recent local trends in these indicators, using the latest published statistics:

- The **healthy life expectancy gap** between the most and least deprived areas in Swansea (2010-14) was 21.9 years for males (Wales 18.7) and 16.3 years for females (Wales 18.2). Since 2005-09, the gaps have slightly reduced for males in Swansea (from 22.4 years), but increased for females (from 15.0). There have been no recent updates to the 2010-14 data at a local level. (*National Indicator 2*)
- 11.0% of adults in Swansea reported fewer than two (of the five) **healthy lifestyle behaviours** (Wales 10.1%) (National Survey for Wales data, 2017-19). Swansea is currently worse than the Welsh average for smoking (including e-cigarettes) and drinking (above guidelines), but better than the Welsh average on measures of eating fruit and vegetables, physical activity and healthy weight. (*NI 3*)
- **Air quality** in Swansea, as measured by annual average levels of Nitrogen Dioxide (NO₂) pollution exposure, has continued to improve; falling from 13.9 µg/m³ in 2008 to 9.5 in 2018 (modelled data – pollutants per cubic metre of air). However, average NO₂ concentrations in Wales are slightly lower (8.9 µg/m³ in 2018). (*NI 4*)
- In 2018-19, an estimated 14.5% of people aged 16+ living in households in Swansea live in **material deprivation** (that is, cannot afford particular goods and activities that are typical in society at a given point in time); above the Wales average (13.6%) but decreasing from 20.6% in 2017-18. However these are (national) survey-based estimates so short-term changes at a local level should be viewed with caution. (*NI 19*)
- 81% of adults in Swansea were moderately or very satisfied with their jobs in 2017-18 (Wales 82%), falling from 86% in the previous year (2016-17). Employed respondents are asked to rate their **job satisfaction** on a scale from 0 to 10, and this includes those that answered 6 or above. The question was not asked in the 2018-19 National Survey, so no update is available. (*NI 20*)
- In 2018-19, 76% of adults in Swansea **felt safe** (Wales 71%). Respondents were asked how safe they felt after dark at home, walking in the local area, and travelling (on a five point scale). Those that responded either 'very safe' or 'fairly safe' to all three questions were coded by the National Survey as 'feeling safe'. The Swansea figure has increased since the question was last asked in the survey (2016-17: 66%) (*NI 25*)
- In the National Survey 2018-19, 46.6% of people aged 16+ in Swansea agreed with all three statements related to **community cohesion** (Wales 52.2%):

people agreeing that they belong to the area; people from different backgrounds get on well together; people treat each other with respect. The Swansea figures for the individual statements were 66%, 75% and 75% respectively, with the Swansea figure for 'belonging' the furthest below the Wales average (72%). (NI 27)

- **Volunteering** is undertaken by 26% of people aged 16+ in Swansea in 2017-18 (slightly below the Wales average of 28%). These figures reflect people who stated that they currently (at time of survey) give their time for free (formally and informally) to help a list of clubs or organisations. (NI 28)
- The National Survey also includes a set of six questions to assess levels of **loneliness**, calculated using the De Jong Gierveld loneliness scale. Based on these, 17% of people aged 16+ in Swansea (16% in Wales) were found to be lonely in 2017-18; slightly lower than in 2016-17 (19% in Swansea, 17% in Wales). This question wasn't asked in the 2018-19 survey, so no further update is available. (NI 30)
- The number of households for whom **homelessness** was successfully prevented for at least 6 months, as a rate per 10,000 households, is also a National Indicator. During 2018-19 the rate for Swansea was 81.8 per 10,000 households, up from 73.7 in 2017-18 (Wales: 54.0 in 2018-19; 44.9 in 2017-18). In November 2019, there were an estimated 37 rough sleepers in Swansea, within a Wales total of 405. (NI 34)
- In terms of **child obesity**, 74.8% of children in reception year (aged 4 to 5) were of healthy weight in 2017-18, above the equivalent Wales rate (73.6%). The Swansea figure has fluctuated but remained relatively constant overall since 2012-13 (74.2%). There have been no recent updates to this data. (*Thriving Places measure*)
- Last year's report included a measure of **children obtaining five or more GCSEs A* to C** including English or Welsh language and Maths in 2017-18. However, Welsh Government has since changed the reporting of their Key Stage 4 indicators, and currently use a set of interim performance measures. This has also resulted in changes to the equivalent *Thriving Places* measure for 2020. In 2018-19, the percentage of pupils achieving Level 2 inclusive in Swansea (equivalent to the volume of 5 GCSEs at grade A*-C including English/Welsh or Mathematics), at 57.3%, is higher than the Welsh average of 53.8%.

During last year there have been a number of publications related to the local measurement of well-being in Wales:

- In September 2019, Welsh Government published their latest annual *Well-being of Wales* report. As part of this release, some of the 46 National Indicators were also updated (where possible). This was a shorter, more-focused update report than previously; it is now Welsh Government's intention

to provide a more in depth analysis every 4-5 years, to take stock of longer term progress.

- In October 2019, as part of their on-going Measuring National Well-being (MNW) programme, the Office for National Statistics (ONS) published *Personal Well-being in the UK* – containing estimates of life satisfaction, feeling that the things done in life are worthwhile, happiness and anxiety from UK to local authority level, using data from ONS' Annual Population Survey. On all four measures, Swansea mean scores are slightly worse than the Wales and UK averages for 2018-19.
- In March 2020, Data Cymru published the latest version of *Thriving Places Wales*, developed in partnership with the Centre for Thriving Places (formerly Happy City). The tool measures the relative prevalence of conditions for well-being and quality of life at a local authority level in Wales, using a wide range of indicators (currently 55) across three 'domains' of well-being. In the 2020 index, Swansea has better conditions for well-being than the Wales average in the 'Sustainability' and 'Equality' domains, but is worse than the Wales average in the 'Local Conditions' domain.

Swansea's next Assessment of Local Well-being is currently scheduled to be completed and published by spring 2022; and preparations for the next assessment will begin during the year ahead. This will consider national advice and any other developments in the measurement of well-being.

Progress towards Our Local Well-being Objectives

Early Years



To ensure that children have the best start in life to be the best that they can be.

Lead – This work is co-ordinated by the Early Years Steering Group and led by Swansea University Health Board.

Partners/ Stakeholders Involved

Early Years Partnership	Early Years Steering Group	Swansea Council- Education	Flying Start Link Teachers/Foundation Phase Strategic Lead
Public Health Wales	Early Intervention Services	Childcare sector/ Family Information Service	Swansea Bay University Health Board
Primary Care Early Years Pilot	Healthy Pre School Scheme	Active Young People Team	Jig-So service
Early Years Progression Officer	Early Learning and Language Development Team	Health Visiting	University Wales Trinity Saint David
Families, Community groups	Flying Start childcare settings	Midwifery	

Since April 2019 there have been staffing changes within the Early Years workstream, which led to the role of the Objective Lead and the role of the Chair becoming vacant.

As an interim measure, operational officers of the sub-group maintained the activity agreed under the 18/19 action plan. The officers also undertook a review of activity to date in order to enable a take-stock appraisal with a view of refreshing the work plan for 20/21. This issue has now been resolved recently with the newly appointed Director of Public Health, Dr Keith Reid taking up the role of both Chair and Objective Lead for Early Years.

Overview of work within Early Years

Jig-so is a multi-agency and multi-disciplinary team involving health and local authority staff. The project aims to offer support to young or vulnerable parents (aged 24yrs and under) at the earliest possible opportunity - in the first 1000 days of their children's lives.

The team consists of 7 midwives, 4 nursery nurses, 3 early language workers and 5 parenting workers. All are co-located and work together as one team. Due to the multi-agency structure of the team, it is able to offer a greater level of individualised support than other agencies are able to provide. The success of the services is measured on reducing the number of children that enter the care system and reducing adverse childhood experiences.

Having been operational for 3 years, the project is now established. This year, an independent evaluation was undertaken by Swansea University which identified a number of the benefits by taking a multi-agency team approach. The year-long study found significant return on investment and positive outcomes for all families that accessed the service. This study used both quantitative and qualitative research methods and was funded by the Welsh School of Research grant.

Achievements

- Improved integrated working between generic midwives and Jig-so midwives which has enhanced the early identification of need and created a seamless referral pathway from universal midwifery services to more specialised provision.
- Improved interagency working with Action for Children which includes regular referral and case management meetings.
- Improved case management between social services and the Jig-so team parenting officers, enabling a comprehensive and flexible response to the complex needs of the most vulnerable families.
- Established pathways of support for families within the wider Early Intervention Service (EIS) area
- Joint work with the wider EIS service, to ensure the needs of parents, older than 24 years of age, are supported through a 'virtual' Jig-so model of support.
- Jig-so has been recognised and deemed as an example of good practice by Welsh Government in supporting families in the early years.
- The project was shortlisted for the Health Service Journal Award under the Health and Local Government Partnership Category.

- Demonstrable better health and social outcomes for the young parents and a large proportion who were referred to the Jig-so project.
- A reduction in children and families requiring social services support and removed from the 'at risk' register.
- Parents that had access the EIS reported feeling more confident and supported in their parental role.

The Challenges/ Barriers

- Continued project development and innovation.
- Overcoming the variation in multi-agency policies and procedures.
- Developing and maintaining the project in times of austerity.
- Managing service demand for the service against actual service capacity.
- Potential budget pressures for 2020/2021.

Future work

- Continue to develop and expand Jig-so
- Look at further opportunities to continue to demonstrate the impact of the project.

Jig-so stakeholders/ partners involved - Swansea Bay University Health Board and Local Authority, City & County of Swansea

Primary Care Child and Family Well-being Team (PCCFWT) (GP Network) is funded by 3 out of 5 GP Cluster Networks in Swansea. It is a collaborative initiative funded by health and delivered by staff within Swansea Council's Early Intervention Services. The project aims to improve family wellbeing and resilience through the offer of tailored, home based interventions for families with children from birth to the age of 11 years, who present at their local GP with concerns regarding children's behaviour and development.

The team consists of 2 full-time family workers that are employed by City & County of Swansea. The project is now established and has been in operation for 3 years. An independent evaluation of the project by Swansea University identified a number of benefits of this collaborative approach.

Achievements

- Improved multi-disciplinary working at GP cluster level
- Improved referral pathway's established between other early intervention services and third sector providers.
- This innovative service is the first of its kind in the UK.
- The project has evidenced significant cost avoidance for wider services that would have been incurred by the families engaging in this service .
- It has demonstrated a reduction in GP demand and appointment time.
- In May 2019 the project was shortlisted as a finalist in the Academi Wales Award for Improving Outcomes for People In Wales.

- The project won the NHS Wales Award under the category of Improving Patient Wellbeing.
- The project was shortlisted for the Royal College of General Practitioners - Cluster Innovation Award. The project came second in this award.

The project continues to achieve the service delivery outcomes. An evaluation was undertaken in 18/19 in collaboration with Public Health Wales, Swansea University, 1,000 Lives Improvement Collaborative, Wavehill Ltd, and Swansea University Health Board. The evaluation demonstrated the service produced a potential cost saving of £86,315 in upstream health and social services costs including an estimated £16,759 in GP appointments. Of the cases examined in the evaluation, 100% of families reported an improvement in all areas of wellbeing for both children and adults.

The project was unsuccessful for national Pacesetter funding and the priority is now to secure a new funding stream for this nationally recognised award winning service.

A funding proposal to scale up this service, across all GP cluster areas in NPT and Swansea, has been endorsed by the Children and Young Peoples Transformation Board (a sub-group of the Regional Partnership Board (RPB)).

Future Work

- To continue to manage capacity and demand.
- To continue to explore continuity funding options.

Primary Care Child and Family Well-being Team (PCCFWT) (GP Network)
Partners/ Stakeholders involved- GP Clusters, Swansea Bay University Health Board and City and County of Swansea

Additional Learning Needs (ALN) - Non flying Start Training

A suite of training was identified, planned and delivered. The training supported Swansea's Early Years Childcare settings (private and third sector childcare) to have a better understanding and provide due regard to the ALN Code.

The training aimed to raise awareness among the childcare workforce to understand their duties around ALN. The training supported staff to prepare and maintain individual development plans (IDP's) and support the workforce to collaborate with parents, specialist provision and the Local Authority.

The roll out of the training has been postponed until summer 2020 following early feedback from initial work that has been undertaken. The training strategy will take a 'train the trainer' approach to upskilling the workforce.

Training places will be offered to 160 members of the childcare workforce in Swansea. Since the delivery of the initial training sessions, the Education Psychologist and Childcare Opportunities Manager are developing an enhanced training plan after additional training needs around ALN were identified. The initial awareness raising sessions highlighted that the childcare workforce requires a greater intensity of training around understanding ALN, the pathways to support, and referral processes.

Challenges/ barriers

One of three ALN training sessions has been delivered to over 40 childcare managers and Special Education Needs Coordinators (SENCO) within the non-maintained sector. It has become clear that the non-maintained workforce requires additional training and support around their understanding of ALN and the referral pathways.

Future work

- Since the delivery of the initial sessions, the Additional Learning Needs Coordinator, and Childcare Opportunities Manager are in the process of developing an enhanced training plan that will take a 'train the trainer' approach to upskilling the workforce.

Additional Learning Needs Training Initiative- Partners/ Stakeholders involved
Flying Start, Education, Health and Speech and Language.

Additional Learning Needs Grant – 30 Hour Funded Childcare Offer- This is funding awarded through the ALN Grant for childcare providers to provide increased access to childcare for 3 & 4 year olds and support each child's individual developmental needs.

The funding can also be used to help upskill the workforce with training such as support for dealing with specific medical needs or more general training that is directly linked to the provision of care for a specific child.

SKIP Meithrin – Early Physical Development

SKIP Meithrin is the evidence based early years movement programme that we have developed and delivered alongside Dr Nalda Wainwright from the University of Wales Trinity St David, the Wales Institute of Physical Literacy, Swansea Active Young People Team & The Family Resource Team.

The programme's ambition is to upskill the childcare workforce so they can provide a range of developmentally appropriate movement experiences of the children in their care. The outcome of the programme is to support the development of the physical competency among the early years and achieve the optimal outcomes in physical development and educational attainment.

By helping develop children's fundamental motor skills we are helping children to build a movement vocabulary that will serve them going forward and help them be the best that they can be in respect of their physical development and physical activity and readiness for school. The aim is to develop a good foundation of movement skills to provide children with opportunities to engage well with physical activity over the course of their life.

Achievements

- 3 mentors have undertaken the Level 4 **Developing and Supporting Physical Development in Early Childhood** module.

- A 12 week intervention programme delivered in 11 early years settings across Swansea.
- The evidence to support the expansion of the SKIP Meithrin programme across Swansea has recently been submitted and agreed by Welsh Government.

Challenges/ Barriers

- Capacity to roll out 12 week programme to all early years settings is limited to staff time and maintaining setting ratios.
- Financial uncertainty around supporting training and resources.

Future Work

- The rollout of support to early years' settings is progressing, with 3 additional settings joining the programme and receiving 12-week support. It is an aim to achieve complete coverage across all early years' settings in time.
- To improve the mentoring of the staff working with the children in settings.
- To continue to mentor the setting that have accessed the SKIP Meithrin training to ensure that the learning translates into practice.

SKIP Meithrin- Partners/ Stakeholders involved

University of Wales Trinity St David (UWTSD), Flying Start, Non maintained day nurseries, Active Young People Team, Family Resource Team, City and County of Swansea, Public Health Wales

Welsh Government Pathfinder Early Years Integration is a Welsh Government sponsored transformation programme that seeks to create a streamlined local early years' system, from conception to age 7 and enables every child in Swansea and Neath Port Talbot to have the same outcomes and the same opportunities.

Swansea PSB are now collaborating with Neath Port Talbot PSB as part of the Early Years Pathfinder Programme. It is the vision that local services are seamless and sufficiently agile in responding to the impact of social adversity and escalating need.

Achievements

- The appointment of the Pathfinder Co-ordinator.
- The organisation of a mapping event looking at services across the four areas of focus.
- The development and submission of the Project Initiation Document agreed by the Project Board in November 2019
- The identification of Llŵchwr as the pilot area of focus. Two successful mapping events took place in December 2019 which has mapped all the services across, Health, Play, Learning and Family Support from conception to age 7. Draft pathway maps have been developed and the workforce are currently engaging with the process through surveys and a consultation in March.
- With the approval of the programme board, a financial proposal has been submitted to Welsh Government to test an integrated service model at Llŵchwr

primary care cluster area. The project board has received feedback from Welsh Government and the proposal is currently being refined and due for resubmission.

- Draft pathway maps have been developed that capture the early years' pathway across health, play, learning and family support. A consultation event took place on the 10th of March.
- Llŵchwr primary care cluster integration project has received positive feedback from Welsh Government and the proposal is currently being refined and due for imminent resubmission.

Welsh Government Pathfinder Early Years Integration- Partners/ Stakeholders involved- NPT Local Authority, Swansea Bay University Health Board, Public Health Wales.

To summarise, significant progress has been made in all the above mentioned areas. The action plan is currently being refreshed in order to build upon the progress that has taken place to date and to secure partnership endorsement to pursue the plan during next year.

Live Well, Age Well



To make Swansea a great place to live well and age well.

Lead – This work is co-ordinated by the Live Well, Age Well working group and led by Swansea Council.

Partners/ Stakeholders Involved

Swansea Bay University Health Board	Dementia Friendly Swansea	Mid & West Wales Fire & Rescue Service
West Glamorgan Regional Partnership Board	Swansea Council- Education	Swansea Council- Social Services
Swansea University	South Wales Police	Alzheimer's Society
Pobl	Schools	Housing Associations
Universities	Health	Coastal Housing
Voluntary sector	Private Sector	

Overview of work within Live Well, Age Well

Progress has been made against many of the 'steps' outlined in the Well-being Plan as demonstrated below.

Culture change – To start a debate across generations about what it means to live and age well and develop a campaign based on the feedback.

To drive forward this step, citizen engagement and participation has been a key feature through mechanisms such as the Big Conversation, Live Well, Age Well Forum and other Intergenerational Opportunities.

Big Conversations

1,521 people had opportunities to have their voices heard. Having them involved has made a real difference to our plans and services. Engagement in events during this period has also taken place with children aged 7-11 from 32 primary schools, young people aged 11-18 from 13 secondary schools and with 12 adults from a range of day services, adult forums and residential care settings.

In the academic year 2018-19 focused on each of the objectives contained within the well-being plan. For academic year 2019/20 it focused on the four guiding principles of the UNCRC therefore children, young people and adults have worked together to explore participation and best interests (reports for each were circulated to the PSB).

14 Councillors and Senior Officers also attended to participate in question and answer sessions, enquiries and sessions:

- **Big Conversation County-wide Forums:** 795 children, young people and older people participated in Big Conversations exploring topics such as LGBTQIA+, alternative education, ALN codes of practice, city redevelopment, housing and homeless, stronger communities and working with nature, (3 of which were for children of primary school age, 3 for young people of secondary school age, and 2 intergenerational Big Conversations).
- **Big Conversations for those who have experienced care:** 67 children took part in forums to let us know what is important for children in care and those who have been, and have now left.
- **Big Conversations to discuss Community Cohesion:** 50 young people took part in opportunities for facilitated discussions around issues such as extremism, rumours in communities, community cohesion, racism and prejudice.
- **School Project Work:** 609 children worked with through visits to schools, to school councils and other school clubs.

2019 saw the celebration of the 5th anniversary of Swansea's Children's Rights Scheme in Swansea.

The event was a celebration of Swansea's Rights journey so far and of the many people from schools, communities and services who work together to make Swansea's commitment to rights a reality for children and young people.

204 children, young people and service providers participated and 72 children, young people and service providers facilitated stall and activities at the National Waterfront Museum, where rights were celebrated through activities, speeches, information stalls and consultation opportunities.

What difference has listening made?

People are valuable in helping to create better services. Decision-makers and workshop providers gave feedback on topics children discuss in the form of "You Said - We Did - This Means". Some of the outcomes are below:

Equalities: Councillors held discussions with children and young people focusing on experiences of inequality. These views helped inform Swansea's Equalities Scrutiny Report.

Alternative Education: Young people had a say on the new site for Alternative Education Provision in Swansea. Their ideas helped inform the design process of the buildings.

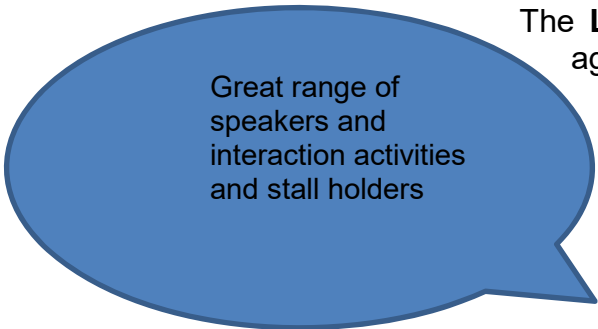
Period Poverty: Schools have introduced schemes where pupils can access free sanitary products at any point in the school day to help combat absenteeism resulting from period poverty.

Resources: "The Family that learnt to listen", a Children's storybook and "I Have a Voice", a video resource, has been developed by Care Experienced Children and Young People.

Recruitment: Young people who receive a service from Children's Services devised, facilitated, scored and evaluated a young person's section of recruitment process for Principle Officer Posts

Counter Extremism: Young people and volunteers from groups, schools and clubs in Swansea and Neath Port Talbot met to discuss counter-terrorism and are working on community action projects to counter far-right narratives locally

Children's Rights Scheme: Consultation with children, young people and adults has begun the process of reviewing Swansea's Children and Young People's Rights Scheme to ensure rights based practice is relevant, appropriate and fit for purpose in Swansea.

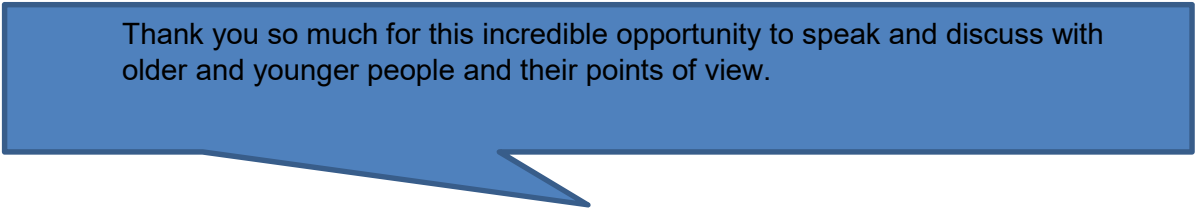


Great range of speakers and interaction activities and stall holders

The **Live Well, Age Well Forums** for citizens aged 50+, co-ordinated by Swansea Council, have been attracting greater numbers of participants over the last year, with each forum/event attracting between 60 and 80 people. 2019/20 has so far seen topics chosen by participants and co-ordinated in a variety of ways, offering presentations, discussions and debate along with

workshops and market place information and advice stalls. There is always an area set aside for 'a cuppa and chat', which is valued by all. The themes of Digital Inclusion, Communication and Information, Health and Well-being, Transport & Getting about & Staying Safe were covered in 2019/20.

As noted above, **Intergenerational Big Conversations** were initiated during the year, to which representatives of the 50+ age group were invited, along with other members of the public. Good feedback was received with all participants taking something positive from the events.



Thank you so much for this incredible opportunity to speak and discuss with older and younger people and their points of view.

The **Live Well, Age Well newsletter** is sent to those on our mailing list, Third Sector organisations and community groups and it is produced quarterly. The content is based on the five ways to wellbeing, namely Connect, Give, Keep Active, Learn and Take Notice*. Relevant diary dates are included along with consultation opportunities, information, links to organisations, research and volunteer opportunities etc. relevant to the season and the themes above. (* developed by the New Economics Foundation)

Innovative approaches to health and social care – Supporting Dementia Friendly Communities

Dementia Friendly Generations is a digital storytelling project to bring together the young and older people of Swansea, to create an understanding of Dementia and to explore issues around being young and old, to learn from each other and to celebrate those moments through finding and telling our stories.

The Dementia Friendly Generations project aims to support people with dementia to improve their sense of wellbeing and to have a stronger sense of control and a voice in sharing their life experiences with the younger generation while more fully engaging and participating as members of their community.

The project was funded by the Integrated Care Fund (ICF) with the vision to develop a “Dementia Friendly Generation” and raise awareness of dementia across Swansea. Council teams work in partnership with the Alzheimer’s Society to develop this project.

The “Dementia Friendly Generations” project was split into two parts, Dementia Friendly Schools & Dementia Friendly Homes. Central to the project were intergenerational music and storytelling sessions. This work was facilitated by a community arts organisation called People Speak Up. The organisation has been commissioned to facilitate several storytelling sessions bringing young and older people together through stories, song and conversation. The aim of the Dementia Friendly Schools pilot was to encourage peer mentoring from pilot schools to schools within clusters and across Swansea. The Dementia project has worked with 4 primary schools (Gendros, Bishopston, Sketty, St Joseph’s), 2 secondary schools (Pontarddulais & Pentrehafod) 110 pupils and 30 residents/service users from “The Hollies” and “St John’s Day Service” have been engaged. Five Dementia Champions have been trained and have provided Dementia Information Sessions to teaching staff, pupils, care home/service staff and residents/service users.

Pontarddulais Comprehensive School have become the first school in Swansea to receive official recognition by the Alzheimer’s Society and become a Dementia Friendly School.

The project was visited last year by the Older People’s Commissioner for Wales and the Welsh Assembly Deputy Minister for Health and Social Services.

The “Dementia Friendly Homes” project involved the commissioning of People Speak Up (PSU) and Sound Memories Radio to deliver a Dementia Friendly Generations pilot project ‘To be in the Now’- A dementia inclusive life story project empowering 4 older people living in Swansea, their families and their carers to enhance community communication, resilience and connectivity and enable older people living with dementia to be part of their own solution.

The project involved collaboration between Social Services, People Speak Up, Swansea Bay University Health Board Community Resource Team, Local Area Co-ordination and Swansea Carers Centre.

A booklet involving three families was produced by People Speak Up (PSU) and Sound Memories Radio to celebrate the project. The booklet is called “To be in the now” and was about creating bespoke life story resources for older people living at home with Dementia. The three participants (Violet, Margaret & Arthur) and their stories can be seen in the link below:

<https://www.flipsnack.com/teachchanting/to-be-in-the-now.html?fbclid=IwAR3EOFs06hOf-J-rJsEyAGmz5eGkj-jEdnF-9Q-ChypHNrDsYNVxHu-yOOK>

Innovative approaches to health and social care – Maximising existing approaches and exploring evidence-based approaches to end of life care

Adult Social Services and Care Home Managers have been working in partnership with the Macmillan end of life care coordinator in Swansea Bay University Health Board to review and enhance end of life practices within Local Authority homes. This has included using the Western Bay Regional Quality Framework to guide developments, introducing 'End of Life' champions across care homes, developing a robust reference file around end of life practice and innovation and developing a pack which includes information for carers.

Champions have been identified across services and staff members have been identified to be the service leads in specific areas. The teams have additional training, mentoring and 6 weekly support group meetings to enhance practice and keep up with the latest developments and best practice. This has enabled exploration of advance care planning and the challenges to having what can be quite difficult conversations for some.

Information packs “Your life matters” have been developed which begins with the important issue of finding out who the person is and what matters to them in life and then to experience a good death.

Community based approaches – Exploring a range of initiatives to tackle social isolation and build personal resilience across PSB and voluntary sector

The Local Area Co-ordinators approach continues to work in our communities. They help anyone build relationships within their community and it also supports older, disabled, people with mental health problems and their families.

Local Area Coordination in Swansea has expanded with 5 new colleagues joining the team. The interview process involved community collaboration across five areas of Swansea, with input from people from all walks of life (including men's sheds, friends of parks groups, walking groups, mental health support groups, craft groups, bereavement support groups, churches and partner organisations: Coastal, Pobl, Citizens Advice Bureau and SCVS (Swansea Council for Voluntary Service).

The community involvement in the process is vital and allows there to be community ownership of the role from the start. The relationship building and learning that happens during the community discussion sessions is carried over when the new local area coordinator is getting to know their area and the residents of the community.

The areas that will now be covered include the communities of Morriston, Clase, Llangyfelach, Clydach, Birchgrove, Hafod, Plasmarl, Landore, Treboeth, Gowerton, Penclawdd and Loughor bringing the total number of local area coordinators to 16. For the past 4 and a half years, people and communities throughout Swansea have benefited from having a coordinator walking alongside them as they identify and work towards their version of a good life.

Anyone can be introduced to a coordinator if they live in an area that is covered. Local Area Coordinators work in a strength-based way and take time to get to know people, their families and communities.

St. John's Day Service have also been working together co-productively to develop community services and placing the service at the heart of the local community, building lasting relationships with people, challenging stereotypes and breaking down barriers so that people feel able to ask for help and support. These initiatives have a preventative impact and help to reduce the need for formal support in the local area.

Three initiatives have been particularly highlighted around St John's

- Further developing the Community Garden - St John's has recently set up a men's shed "Action Shack" to support men experiencing issues around loneliness or mental health. Part of the garden is now home to a new memorial space, and St John's is custodian of two memorial plaques listing the names of local brave heroes who lost their lives during the First World War
- Cae Rowland Community Transport Scheme -St John's has developed a community transport scheme which is supported by volunteers and is very busy. Vulnerable people need to access the community, whether this is attending an appointment, visiting friends or family, shopping or going out for coffee. St John's has a link with Neath and Port Talbot hospital's rapid response unit to enable people who have no other support to get to their appointments on time.
- St. John's values volunteers and has many people who come to the service from all walks of life, including adults with a learning disability, retired people, young people looking for work experience, people who have been out of work for many years. They have been integral to the work within the day service and the wider community.

St John's projects were visited before Christmas by the Older People's Commissioner for Wales, Helena Herklots and also the Welsh Assembly Deputy Minister for Health and Social Services, Julie Morgan. Both were pleased to learn more about the projects.

Innovative housing and technology – To explore options for people with additional care needs that help them remain independent at home

A review around this area will be undertaken in 20/21.

Making every contact count – The development and sharing of joint messages and resources that support people remain safe and independent in their homes. The concept of making every contact count will be explored in 20/21 through the Health Literacy working group which will be discussed further on within the report.

During 19/20 the main focus has been to revisit existing steps in the Wellbeing Plan under this objective to establish what is business as usual and what actions would benefit from a collective partnership approach.

A mapping exercise of existing work on “Ageing Well” was carried out and relevant areas fed into the Live Well Age Well objective to ensure nothing was lost and a series of partnership workshops were held to reflect the journey and identify key areas of work going forward.

Achievements

- Ensured there is a link to the Early Years Objective to ensure there is a seamless approach and pathway across the age ranges.
- Ensured there is a link with the Stronger Communities objective to understand the similarities between the two and avoid duplication.
- Good Partnership buy in around the objective.
- Huge amount of work around this area is already underway.
- Expanded knowledge base through existing involvement out to wider partners.

Challenges/ Barriers

- Not joining up existing work so that we are able to make sure it adds value and not duplicate business as usual.
- Not having the right people around the table to take the necessary action or make a decision to be able to deliver the outcome.
- How to expand the lens and age range of this objective.

Future Work

A more thematic approach has been and will be taken around three key priorities, which encompass all elements of the original steps outlined to move forward.

The Live Well Age Well Objective Group has used the information gathered to identify three key priorities and establish SMART targets and actions for each of these priorities.

The agreed three priorities to focus on for 20/21 are as follows,

- **A City for All** - Map existing City status and their associated commitments; identify opportunities, overlaps and commonalities with a strengths based focus and understand what a “City for All” means for citizens of Swansea
- **Active Travel** – Carry out an audit to determine obstacles, barriers and problems, utilising the Older People’s External Residential Assessment Tool (OPERAT) Model and pilot

- **Health Literacy/Healthy Ageing** – Colleagues from Public Health Wales, Swansea Council and the third sector are exploring two priorities:
 - A shared health literacy checklist (looking at top 5 such as Dementia, Smoking, Sugar free, Green space, best start) and agree top 5 themes and establish if there is a quality mark/standard to roll out across the PSB
 - To support the new report on “Healthy Ageing” and the “Dementia Risk Reduction Campaign” which was launched at the end of January 2020. The campaign aims to encourage people to live healthier lifestyles. The campaign follows research by Prof Peter Elwood at Cardiff University, who found a healthier life can reduce a person's risk of getting early onset dementia. His study - over 35 years looking at people in Caerphilly - found a "huge benefit".

Three separate working groups have been established to drive forward the priorities and partnership leads identified to take actions forward between January – March 2020 to inform delivery for 20/21.

Each priority has a specific working group with a nominated lead and a draft action plan with expected outcomes and timelines.

Partners/ Stakeholders involved- PSB partners, wider partners outside of the PSB, operational leads and citizens across the age ranges.

Working with Nature



To improve health, enhance biodiversity and reduce our carbon footprint.

Lead – This work is coordinated by the Working with Nature Task Group and led by Natural Resources Wales (NRW) and Swansea Environmental Forum (SEF).

Partners / Stakeholders Involved

Natural Resources Wales (NRW)	Swansea Environmental Forum	Swansea Council
Swansea University	Swansea Local Nature Partnership	Mid and West Wales Fire and Rescue
Swansea Bay University Health Board	Low Carbon Swansea Bay network	The Environment Centre
Swansea Community Green Spaces Project	Swansea Tree Forum	Welsh Government
Green Infrastructure Consultancy		

Overview of work within Working with Nature

The Working with Nature objective highlights the importance of the natural environment to health and well-being and sets out proposals for increasing green infrastructure and biodiversity, reducing our carbon footprint and improving our understanding of natural resources and sustainability.

Swansea's natural environment is one of outstanding quality and beauty. The diversity of landscapes, habitats and species it supports makes it one of the most attractive and ecologically rich counties in the UK.

A Working with Nature Task Group has been established with representatives of PSB members and other partners to develop and deliver an action plan for this objective.

The following sections outline progress that has been made related to action areas in the Working with Nature Action Plan.

Green Infrastructure



Green Infrastructure (GI) is a term used to describe all the features of the natural environment between and within our towns and cities.

Natural Resources Wales came together with Swansea Council realising that we needed to have a strategic approach to urban greening across the city centre.

Swansea residents and businesses have helped draft a key plan to help deliver a greener city.

Their ideas and thoughts, gathered through public consultation this year have been woven into Regenerating our City for Wellbeing and Wildlife, a draft Swansea city centre green infrastructure strategy. The overwhelming message from our public engagement was that city nature is important to people; it increases their enjoyment and the time they spend in the city centre.

The draft strategy developed by Swansea Council, Natural Resources Wales (NRW) and the Green Infrastructure Consultancy was presented to the council's cabinet on October 17. It promotes a joined-up approach to incorporating green infrastructure in future city centre regeneration work. The strategy explores the benefits and cost-effectiveness of green infrastructure in terms of flood-risk reduction, cleaner air and water, reductions in noise, gains in biodiversity and reduced CO2 emissions. This strategy also sets out a vision for central Swansea to be much greener, creating green spaces and using a combination of street-level features like street trees and rain gardens as well as vegetation on buildings, including green roofs and green walls. Green cover in the city is currently estimated at 13 per cent but the aim is to increase this to 26 per cent by 2030. It aims to help deliver:

- a greener city, with fewer hard surfaces, to help create a city centre that is a more attractive place in which to live and more resilient to climate change;
- inclusion of more nature to provide spaces for wildlife, bring people pleasure and offer an improved experience for visitors and traders.
- a more economically prosperous hub for the region in years to come by encouraging strategically planned green infrastructure enhancements in new and existing developments.

It will help developers improve the city centre by bringing nature into their developments. This will create spaces people want to visit and improve wellbeing, the economy and the environment.

The head of South Wales operations for NRW said "We're excited that this strategy has benefitted from not just the ideas and advice of specialists but that the local community has had a chance to have their say on the kind of green city they want to see. Green infrastructure provides an opportunity for Swansea to bring nature into the heart of the city and widen its appeal to residents and visitors alike. This will bring multiple benefits, such as boosting biodiversity and improving climate change

resilience. This project will give us the opportunity to create a vibrant city that improves the wellbeing of residents and visitors, whilst making a home for wildlife. We're thrilled to be a part of this project and look forward to working with our partners to bring these ideas to life".

Other major projects are planned and the new strategy will guide developers on how nature can be integrated into their designs.

The Green Infrastructure Strategy will complement the council's Swansea Central Area Regeneration Framework (SCARF), the Welsh Government's Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

Green Infrastructure Achievements

- GI Stakeholder Engagement events have included workshops for private, public and 3rd sectors. Targeted sessions with key Council departments, existing partnerships and Council Members. **630+ face to face** conversations with the public.
- Developers already engaging in the pre-publication GI Strategy – to factor into future plans, and using the 'Green Space Factor Tool'.
- Work on publishing the 'Swansea Central Area Green Infrastructure Strategy' is moving forward at a pace with a story featured in BBC news <https://www.bbc.co.uk/news/uk-wales-50303472>
- GI being progressed as part of the Regeneration Investment Grant funding (e.g. green wall/roofs) – Morriston Post Office likely to be first example of adoption of green roof. A green wall is to be part of Arena car-park.
- Work has been undertaken with Pobl and Coastal social housing groups, driving wider staff engagement, embedding the principles of GI, offering support and providing links to a network of GI specialist advice. Coastal are developing a green roof at their city centre Head Office and Pobl have GI as key theme in their regeneration master planning for their housing stock.
- Business Improvement District seeing GI as means to enhance visitor and trader experience. Other proposals on the horizon, including installing biodiverse green roof bin shelters.
- The Welsh Government funded *Connecting Green Infrastructure – South West* project has also provided support for a number of Green Infrastructure projects including habitat management and access improvements at Local Nature Reserves and wildlife sites.

Green Infrastructure stakeholders / partners involved – Natural Resources Wales (NRW), Swansea Council, Green Infrastructure Strategy Project Group, Green Infrastructure Consultancy.

Urban Tree Planting

There has been a surge in tree planting schemes across Swansea organised by various organisations and communities. Whilst this is welcomed, the Working with Nature Task Group is keen to ensure that appropriate trees are planted in appropriate locations. The newly established Swansea Tree Forum is playing a key role in this and

facilitating collaboration between community groups, voluntary sector organisations and public bodies.

The first phase of identifying suitable sites for tree planting on Swansea Council land has been carried out and Glastir funding has been secured for four sites to be planted.

Almost 150 trees have been planted alongside streets in Swansea's Penlan area and 250 will follow next year. The new trees will soften the look of the area and will greatly benefit the local biodiversity. The semi-mature trees represent a wide variety of native and ornamental species. They have been chosen to be suitable for the residential area where they will stand. Local residents can enjoy the new additions for generations to come.



Swansea Council, Swansea Tree Forum and The Woodland Trust are working together on a plan to boost the city's biodiversity.

Young people helped to replant trees in a Swansea community after a spate of vandalism resulted in newly planted trees being ripped up. It sends out a positive message to other young people in the city that they can contribute to a greener, improved community environment.



Steps have been taken to tackle Ash trees affected by Ash Dieback. The fungal disease - which was first detected in the UK in 2012. The disease prevents Ash trees absorbing water so they become brittle. This means larger mature trees could collapse without warning and we need to ensure this does not happen. By us all acting now, we will reduce the risk that diseased trees will fall on people, property, power lines and roads. So far, around 3,000 Ash trees have been surveyed on public land many of which show varying signs of Ash Dieback.

Swansea Tree Forum and Swansea Environmental Forum held discussions and a consultation workshop with The Orchard Project, a London-based national charity, about expanding their work into Swansea. Funding has now been secured and two p/t project officers will be based in The Environment Centre from spring 2020.

Urban Tree Planting stakeholders/ partners involved- Swansea Council, Natural Resources Wales, SBUHB, Coed Cymru, Swansea Tree Forum, Woodland Trust, Swansea Environmental Forum.

Green Spaces

High-quality parks and green spaces are important to our communities, our health and wellbeing, nature and the economy. We want to encourage everyone to explore their local areas and make the most of what we have on our doorstep.

- The Councils Nature Conservation Team with funding from NRW delivered a project (Our Nature, Our Future”) which encouraged 20 local primary schools to connect with and make better use of their local wildlife sites and enabled plans to be prepared for each school to improve their grounds for biodiversity.

The Swansea Community Green Spaces Project, a partnership initiative managed by Swansea Environmental Forum, supports citizens and communities to have a greater involvement in the management and use of local green spaces. Over the past year, the project has supported many new and existing initiatives on sites across the city and county.

One key achievement was the establishment of a community growing project in Clydach, sited between the community centre and doctor's surgery, which has become an award-winning community hub providing social and mental health benefits to vulnerable people and supplying provisions to the local food bank.

The Swansea Community Green Spaces Project has also contributed to and supported local tree planting initiatives and worked closely with the Swansea Tree Forum and the Swansea Community Growing Network to encourage collaboration and networking.

Green Spaces stakeholders/ partners involved- Swansea Environmental Forum, Swansea Council (Nature Conservation Team), Natural Resources Wales, Swansea Community Green Spaces Project, The Environment Centre, Swansea Community Growing Network, Swansea Council for Voluntary Service.

Ecosystem Services / Nature Recovery

Less progress was made in these particular aspects of the WWN action plan during 2019/20 as the focus and energy was directed to other areas – though it is also recognised that the work undertaken with green infrastructure, urban tree planting and green spaces all contribute to better understanding and use of ecosystem services and can make significant influence on nature recovery.

There will be a greater focus on this section of the action plan in the coming year as Swansea Council is recruiting a biodiversity officer who will support the Swansea Local Nature Partnership to develop a Local Nature Recovery Plan and WWN partners will explore ways to support and promote pollinator projects.

Nature Recovery stakeholders/ partners involved- Swansea Local Nature Partnership, Swansea Council, Natural Resources Wales, Swansea University

Carbon Reduction

Swansea Council declared a 'Climate Emergency' in July 2019 and has taken a number of steps in response to this, including drafting a Climate Change Charter to outline its commitment and encourage partners to sign-up; developing an action plan to address climate-related issues across all its functions and services; and develop a programme of stakeholder engagement, with support from Swansea Environmental Forum.

Swansea Environmental Forum also agreed that its focus will be on supporting partners and communities to take action on climate and nature recovery. Discussions are ongoing between Swansea Council, Swansea Environmental Forum, VocalEyes and other partners about how best to engage communities and stakeholders in the climate agenda.

Extensive discussions have taken place between the One Planet Centre, SEF, Swansea Council and other partners about approaches to measuring the impact of actions to tackle the climate and nature emergencies. A pilot scheme with the Swansea RDP has been undertaken to reshape how the funding programme supports social enterprises, the countryside and communities in rural areas using 'One Planet' principles.

The WWW Task Group have also been liaising with PSB working groups in west Wales about the work they are doing related to climate risk management and adaptation.

Low Carbon Swansea Bay (LCSB) continues to be a key network for encouraging and supporting organisations across the region to reduce their energy use and carbon footprint through knowledge sharing and collaboration.

In July 2019, LCSB members came together to share information and discuss the topic of *Greener Homes* with presentations from the Down to Earth Project (who hosted the event at their amazing Bryn Gwyn site), Coastal Housing, Swansea Council, Cardiff University, Pobl and Sero homes. This was followed up in November with a site visit to the Active Homes development in Neath. Further site visit to Swansea Council's retrofit project in Craig Cefn Parc was arranged for March 2020 but had to be postponed due to the coronavirus crisis.

In September 2019, LCSB collaborated with 4theRegion and the Flexis programme to put on a regional event focused on *Renewable Energy* which included several project updates related to renewables, energy, carbon reduction and climate change, followed by table discussions on the step changes needed for greater use of renewables and carbon reduction.

The Swansea Bay EV Group became more active again in 2019 with well attended and lively meetings in May (hosted at Swansea Guildhall), July (Riversimple, Llandrindod Wells), October (Craig-y-Nos Country Park) and January 2020 (DVLA). The group changed its name to Swansea Bay ULEV (Ultra Low Emission Vehicles) Task Group to reflect its wider scope beyond just electric vehicles. The Swansea Bay

Sustainable Travel Planning Group also met on several occasions- bringing together partners to share information, ideas and encouragement towards more sustainable travel practices for staff, students, clients and customers.

LCSB held an event on *Travel and Transport* in January which featured a presentation from Tom Porter of Public Health Wales on the Healthy Travel Charter model developed for Cardiff. LCSB and partners are looking to work with PHW on a similar approach in Swansea and/or the south-west region. Transport and travel has also been proposed as a key focus in 2020 for Swansea Environmental Forum and its partners as part of their climate action programme.

Carbon Reduction- Stakeholders / partners involved- Swansea Environmental Forum, Swansea Council, Low Carbon Swansea Bay network.

Knowledge and Understanding

The WWN Task Group recognises the importance of increasing awareness and understanding of environmental challenges such as the decline in biodiversity and climate change, and sharing information about the opportunities and resources available to organisations, communities and individuals to help them address these issues, such as access to expertise, training, toolkits and funding sources that can support practical action.

In 2019, Swansea Environmental Forum and The Environment Centre collaborated to organise a programme of events, with funding from Natural Resources Wales and support from many WWN partners. These included a series of well attended evening public talks and discussions on several issues linked to the WWN agenda:

- *One Planet Swansea* approach in May with David Thorpe, One Planet Centre.
- *Active Travel and Climate Change* in June organised with Wheelrights cycle campaigning group and featuring Lee Waters AM.
- *Zero Waste Swansea* featuring updates from Swansea Council's Head of Waste management and several community recycling, repair and waste projects.
- *Regenerating Our City for Wellbeing and Wildlife* as part of the SEF AGM in November, with an update from Swansea Council and Natural Resource Wales officers on the new Green Infrastructure Strategy for Swansea Central.

The largest event was a day-long conference in May 2019 involving over 60 representatives from a wide range of partner organisations and individuals. The *SMART NATURE: Working with Nature in Swansea* conference focused on themes from the WWN Action Plan and included keynote presentations from Paul Allen of Zero Carbon Britain initiative and the Green Infrastructure Consultancy team. There were facilitated workshop discussions on key issues and on the other Swansea Wellbeing objectives. Feedback from the event was very positive and a large number of ideas were collected from the workshop sessions.

A second programme of evening public talks started in February 2020 with a session on *Fairtrade and the Climate Emergency* organised in collaboration with Swansea Fairtrade Forum to launch Fairtrade Fortnight and featuring a presentation by the CEO of Traidcraft. Further events were postponed due to the pandemic.

In early 2020, Swansea Environmental Forum also collaborated with VocalEyes and others to initiate a project to design a new easy-to-use online resource which will promote proven, adaptable and replicable solutions for climate action and nature recovery. This will initially involve contracting researchers to gather information on best practice projects and policies, and supporting resources, and compiling as project templates. A further phase of the initiative will involve engaging communities, and other beneficiaries through community organisers and networks to ensure use and development of the resource.

Knowledge and Understanding – Stakeholders / partners involved – Swansea Environmental Forum, The Environment Centre, Swansea Council, Swansea University, Low Carbon Swansea Bay network, VocalEyes, Natural Resources Wales.

Challenges/ Barriers

- Insufficient communication from the PSB to the Working with Nature group.

Future Work

The Working with Nature Task Group will review the outputs from the Smart Nature conference, share progress on the action plan and agree priorities for 2020/21, with a particular focus on responding to the Covid19 crisis.

Key actions and priorities for the coming year will include:

- Continue Green Infrastructure strategy work- consultation and training. A Green Infrastructure skills and knowledge development event is planned for later this year.
- Widespread community engagement has already taken place and included pop-up sessions in the city centre and activity on social media but we need to continue this work and any future feedback gathered can be used to make sure this is a useful tool for enhancing the green infrastructure we will see in future development.
- Continue with Ecosystem services mapping
- Review approaches to urban tree planting.
- Support Swansea Council to develop a Green Fairness Policy, which could be replicated by partner organisations.
- Ensure ongoing work takes stock of Area Statement for South West Wales.
- Develop the Working with Nature action plan to take account of the Climate and Nature Emergency declarations and the opportunities for a ‘green recovery’ from the Covid19 crisis, including addressing travel and transport issues as a key focus for 2020/21.

Strong Communities



To build strong communities with a sense of pride and belonging.

Lead – This work is coordinated by the Strong Communities Steering Group and is led by Mid and West Wales Fire & Rescue Service.

Partners/ Stakeholders Involved

Coastal	Pobl	SCVS	Family Housing
Public Health Wales	Clase 4 All	Council-Local Area Co-ordination	Regeneration Swansea Council
Swansea Learning Partnership	Poverty Partnership Forum	Regional Partnership Boards (RPB);	Partner agency Procurement staff
GP Cluster Networks	housing and social landlords	West Glamorgan Social Value Forum	Beyond Bricks and Mortar
South Wales Police	Swansea City of Sanctuary and others supporting refugees and asylum seekers (Eyst and others)	Swansea Council, Community Cohesion Steering Group (which sits under Safer Swansea Partnership);	City of Culture Steering Group Swansea
Menter Iaith Abertawe	Merched Y Wawr	Co Production Network	Human Rights City group
Womens Aid /multi agency domestic violence practitioners	Regional Black Minority Ethnic Network	Community Cohesion group	

Overview of work within Strong Communities

SCVS originally led the Strong Communities objective. Since the new governance arrangements, this objective has now been allocated to Mid & West Wales Fire and

Rescue. Since this new arrangement has been in place, a full review of the intended action plan has been in progress. The review has included identifying actions that are now complete, those that are ongoing and new actions that need to be included going forward.

A number of meetings have taken place between the previous and new lead and a new strategic stakeholder group has been identified. This group has been developed to ensure that it includes partners who are able to reflect the work of the Regional Partnership Board (RPB) and the Transformation programme as there were many close links and common goals, which have links to a number of actions within the workstream.

This group membership enables there to be intelligence sharing and joint working across other PSB objectives and between other agencies and departments. All future meetings will be aligned to the RPB meetings.

Challenges/ Barriers

- Bringing all stakeholders together to ensure appropriate representation.
- Ensuring success from different partnerships is captured effectively
- Capacity of partners workload

Partners/ Stakeholders involved- Key partnerships are Swansea Poverty Partnership, Regeneration Swansea, Swansea Community Safety Partnership, Safer Swansea Partnership board and Regional Partnership Board. *This is not an exhaustive list there are other groups that sit under these looking at local issues and developing asset based solutions.

Achievements

There are now more Local Area Coordinators (LACs) working in communities across our city walking beside people of all ages, helping them to discover a good life, become confident and stronger, developing their own strengths and helping them to avoid the need for them to resort to health and social services. Local Area Coordinators (LACs) have a wide-ranging preventative brief that includes looking out for people who might be lonely and isolated and help them to connect with others so that they can live stronger, healthier and more independent and active lives. To find practical ways of doing things they want or need to do and develop personal and local networks so people feel part of and connected to their communities.

We are working towards a thriving economy in which households achieve at least the minimum income standard by developing a single public service approach. This promotes and encourages all businesses and agencies to pay the living wage via the Living Wage Pledge and exploring ways to include living wage requirements in procurement and grant giving – encouraging all PSB partners to build this into their own terms and conditions when distributing funding to others.

We are all committed to tackling poverty because it impacts on people, families and communities across Swansea. Tackling poverty is everybody's responsibility and we

work with a wide range of organisations to make a positive difference as we recognise we can't do this alone. Initiatives include Swansea Working, this helps people access employment opportunities and helps overcome barriers related to housing, money and skills. Swansea's Lifelong Learning Service provides accessible learning opportunities supporting people to improve skills and gain accreditation as well as reducing social isolation. A wide range of courses are available from essential skills such as numeracy, literacy and digital, through to guitar, languages and photography. The council's Tackling Poverty Strategy also sees the council and partner organisations support a range of initiatives to tackle issues such as holiday hunger, high interest lending, entitlements, tenancies, wellbeing and life chances.

Following an invitation to share what mattered to them, people living in the Mount Pleasant area responded that it would be nice to have somewhere to meet neighbours, make new friends and become involved in different activities. Now a group of volunteers has a base that has been named the Hub on the Hill and it is becoming a focal point of activity for the local community.

Swansea-based housing association Coastal provides the accommodation, covering rent and utilities cost and Swansea Council's Local Area Coordinator helps to introduce people but it is the residents that have driven the project forward and turned the hub into the vibrant and welcoming place that it is today. Residents use and organise the space as they want and the hub is fast becoming the focus point for the community.

Lots of different groups and social events now operate from the centre with activities that are attracting people of all ages. Since it opened in March 2018, the hub has hosted over 150 different activities, groups and events. It is also being used by other partners such as South Wales Police who stage Cuppa with Copper events there so residents can keep in touch and report any concerns.

Coastal said the idea of Hub on the Hill fitted exactly with its vision of providing homes and services that allowed its tenants to thrive and the communities it serves to prosper.

The Hub on the Hill has given Local People a bit of hope, they can now feel that they have a base, a connection to make friends and get involved in what is happening within their community so they feel a sense of pride and belonging. The hub is also a great example of how Swansea Council's Local Area Coordination Scheme, part-funded by Coastal Housing supports people to build their version of a good life, stay strong and connected and feel and safer and more confident in their future.

We also aim to use the principles of an intercultural city to promote the diversity of cultures and languages within Swansea sharing and making the best use of resources we have. Community language provision is being audited across agencies so we can understand where the access points for language provision exist. We are seeking an agreement to share resources for the benefit of citizens and promote common language access points.

The Blaenymaes Men's Shed offers a meeting place for friendship to reduce loneliness and isolation among men from all backgrounds in the Penderry area, it plans group activities and projects to keep its members active and to benefit the wider community. It is a safe environment for those looking for a bit of company and/ or to learn new skills. The group has helped out people in the community with DIY projects and they are planning on giving the produce they grow to community food schemes.

It is one of a growing network of Men's Sheds across Swansea that are being supported by Swansea Council who are investing financial support to its development.

Cllr Alyson Pugh, Cabinet Member for Better Communities, said: "Men's Sheds have a very positive impact on health, well-being and in reducing social isolation by drawing on the wealth of skills and experience that exists within our communities, in recognition of the life-changing impact they can have I'm delighted Swansea Council is offering financial support towards their further development."

We also have the Safer Swansea Partnership who seeks to support the Public Service Board in meeting and delivering on the local strategic objectives and priorities. It provides leadership on the Safer Swansea strategy and liaison with the Police and Crime Commissioner on funding and strategy.

The membership of the group consists of key representatives from statutory partners and other organisations with an interest and influence in community safety issues, they are committed to working together, building on the success over the last few years and ensuring that Swansea continues to be a safe place to live, work and to visit. Such organisations include;

- Local Authority – key service area leads where appropriate
- South Wales Police
- Swansea Bay University Health Board
- Mid & West Wales Fire & Rescue Service
- 3rd Sector organisations i.e. Barod; Wallich; Women's Aid; Dafodol; Gorfal
- Registered Social Landlords
- Swansea University
- University of Wales Trinity St. David
- British Transport Police
- Welsh Ambulance Service
- Probation/ Youth Service
- Swansea Job Centre (DWP),
- BID
- Nominated Community representation
- Deputy Leader/Ward Councillors

Partners in Swansea already have a well-established reputation for delivering successful initiatives and positive, productive working relationships that provide a sound platform for further success in achieving the Partnership's aims and objectives. We need to work together more efficiently and effectively, to use all of the resources

available to us in our communities, and to build positive, strong and resilient communities where the most vulnerable are supported and protected.

The Safer Swansea Partnership recognised there were issues surrounding our High Street and tasked a Critical Incident Task & Finish Group to produce an action plan to deal with issues relating to sex work, substance misuse, criminal activity and Anti-Social Behaviour and how to improve the living and working environment. The issues affecting the High Street and surrounding area are not uncommon to those that affect many of our communities.

To address concerns and issues identified through a joint-working scoping meeting the workstreams identified were summarised in some key areas.

- Criminality and Anti-Social Behaviour (led by South Wales Police)
- Substance misuse, drug dealing and County Lines activity (led by Barod)
- Street sex working and exploitation of vulnerable people (led by Womens Aid)
- Public Realm (led by Council)

They will meet and develop specific actions to manage risks, identify gaps in service provision and improve wellbeing. The important thing was how we tackle the issue itself by working together and it is a step towards achieving the goal.

Community engagement events have been held at residential areas surrounding the High Street this was a Multi-agency partnership approach where door knocking and conversations with residents took place.

A Stakeholder / partners, residents and business engagement event took place last July this was an opportunity to share what work is already going on in the High Street and seek views from residents/businesses on how to improve environment and wellbeing. The response was positive and view was the events were successful, more will be planned in the future.

There is a clear Governance of the Critical Incident Group to the Safer Swansea Partnership and then to Public Service Board. All communications are channelled through the Safer Swansea Partnership (all partners are signed up with South Wales Police leading) and all work is branded Safer Swansea Partnership.

Our Ways of Working



Involvement

Due to the changes made when reviewing the Governance, the Partnership Forum has now opened up wider diversity of representation i.e. charities, community groups and public input. The Partnership Forum that we held in October 2019 had over 60+ individuals attend with a number of guest speakers one of which was from the Future Generations Office. This was a real opportunity to involve everyone in work going forward. These forums will take place on a 6 monthly basis. We also have the PSB Joint Committee Meetings held in public and we encourage public question time.



Collaboration

This year Swansea and Neath Port Talbot PSB's have collaborated on improving the early years support for families with children from conception to age 7. To date the Pathfinder programme has mapped all the relevant services which includes, health, family support, learning and play and have consulted with the professionals about potential opportunities to integrate some aspects of the pathway so that families can move seamlessly through services that meet their needs.

The next stage of the process is to consult with families and gain a greater insight into what's important to them and to test new ways of working locally. Successful pilot schemes will inform future service planning and will be scaled up across Neath Port Talbot and Swansea.

A number of activities have been carried out jointly with the Public Services Boards of Neath Port Talbot and Swansea.

These included:



Joint training for report authors in Digital Story Telling approaches; as a way of communicating information beyond the traditional format. Both PSBs have benefited from the digital storytelling training/ plain English training and are putting the knowledge into practice when writing reports.

Before the outbreak of COVID-19, a Joint Logic Model/ Theory of Change training session was organised for representatives from each of the Objective working groups from both Neath Port Talbot and Swansea PSBs to attend. This will provide the

partners with a consistent method of recording and assessing the impact of their workstreams. Unfortunately, this has been put on hold until we are in a position to organise large gatherings.

Meetings between the PSB Co-ordinators and between the Lead Officers have also identified some common themes that will be explored in the next twelve months:

- adopting a consistent approach to asset mapping;
- information sharing;
- data analysis;
- evaluation;
- developing new methods of engagement such as using the training received on digital stories; seeking ways to update the websites and promoting the good work of the PSBs
- workforce development (making every contact count).

Another really good example of a project designed with collaboration in mind is the work undertaken on the development of the draft City Centre Green Infrastructure strategy in Swansea Central Area. This is a collaborative project between the Council and Natural Resources Wales, which focuses on using Green Infrastructure to improve environmental, economic, social and cultural well-being of residents and visitors.



Here is a photo montage of some of the engagement work we did for the Regenerating Our City for Wellbeing and Wildlife, which is one of the objective steps. The engagement work included 630+ face-to-face conversations with members of the public around the Swansea Central Area asking the question *'What does nature in the city mean to you?'* There were sessions with the 4 catchment primary schools,

local interest and residents group with numerous workshops and sessions with a wide range of stakeholders including PSB members.



Integration

It has been agreed that more regular meetings between co-ordinators and between lead officers will be scheduled in 2020-21. This has already begun with the Strategic Leads for each Objective meeting in person (or via Skype) before each of the PSB Joint Committee Meetings so progress is maintained and is not being lost between each month. It has also been agreed that partners should be encouraged to

reflect the PSB's local Well-being Objectives in corporate well-being plans and across other partnership structures.

Swansea and Neath Port Talbot PSB Boards will meet at least twice in the next twelve months to monitor progress. Accountability for delivering the next phase of actions has been set out in an action plan agreed by both boards.

This experience has encouraged both Boards to reflect on future joint working opportunities projects; in particular, Suicide and Self Harm Prevention has been identified as areas that would benefit from PSB attention across the region in 2020/21.

In order to best consider how our local Well-being Objectives impact upon the local Well-being Objectives of neighbouring PSBs and our partner organisations, most of whom work regionally. We have participated in an increasing volume of regional work, much of which has been at a planning and co-ordination level. Some of this valuable activity has been made possible by resource provided by Welsh Government via a regional funding grant.



Long term

Each of the short term steps implemented by PSB partners over the past year contributes to the achievement of our 2040 vision. Our local well-being objectives have a strong future focus and set the context for current decision making. Saplings that have been planted collaboratively by PSB partners today will be enjoyed and support our future generations as trees in their maturity.



Prevention

Early intervention and the value of a cross agency approach is demonstrated by the Jig-so project's ability to identify and help with issues to prevent further problems in the future. (Issues such as worklessness and domestic violence during pregnancy before a child comes into the world, such preventative work reduces Adverse Childhood Experiences and increases the life chances of all members of the young families participating in the programme. Evaluations demonstrated better outcomes for the young parents and a large proportion who were referred to the project by the local authority were closed to social services involvement or removed from the social service's 'at risk' register. Furthermore, Jig-So service showed improved health outcomes for parents and children. Parents also reported feeling more confident in their parental role.

A focus on prevention and early intervention characterises all work undertaken by the Public Services Board in Swansea. Joint Committee members have each embraced this approach in their organisation work and value the collaborative opportunities offered by the PSB to take forward new approaches.

Partnership working at its best during Covid-19

PSB Partners Response to COVID-19

It has never been more important for us to pull together, connect and understand the resources we have here in Swansea. All PSB members have shown willingness to work together collectively to come out of this situation stronger, more resilient and better connected.

Maintaining effective communication and relationships has been vital. It has been important to use our relationships and networks we have built up over the past years and draw on one another's knowledge and experience. It has been crucial for all our different organisations to come together to help and support one another.

PSB members/stakeholders together are stronger and we must not lose sight of how much we can achieve when we work together and support one another. The people of Swansea have never needed our support as much as they do now.

Innovation often springs from a reaction to crisis and chaos. Staff generating new ideas to help us win this battle. Our working lives have been revolutionised. Regular conference calls with the local health board and regional partners have removed the need to travel and working remotely is the new normal for many of us. The current crisis and the need for social distancing and self-isolation has required these changes and suspect this will influence our ways of working in the longer term.

Here are just some examples of what partners have done during Covid-19;



- All sites closed (visitor centres, cafes, car parks, play areas and toilets).
- Promoting information following Public Health Wales guidance on social distancing / remaining in close contact with Public Health Wales and will be reviewing procedures daily in order to keep staff, contractors, customers and partners safe.
- Staff working from home, only key workers carrying out essential work.
- Continuing consultation on permit applications, unable to accept paper applications.
- Continuing with planned harvesting to assist supply of wood products.
- Information shared in relation to accessing land and Rights of Way (advising to visit the relevant National Park Authority or local authority websites).
- Signage put on sites to inform members of the public about the closures.
- Working with operators to find the best solutions to safeguarding the environment and helping businesses adapt in these challenging circumstances.
- Providing online learning resources and activities to do while the schools are closed.

- A decision to relax existing rules for the spreading of waste milk on agricultural land.
- Helping to sustain essential services in the health, food and energy sectors.
- Communications via social media (Facebook & Twitter accounts).
- Working with partners to write guidance for managers of natural and outdoor cultural sites. This will help with preparations to open and operate sites as safely as possible when Welsh Government advises it is safe to do so.



Gwasanaeth Tân Ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

- Latest links to access information from various sources.
- Critical Incident Team has been set up and meeting daily.
- Safety Officers are not carrying out routine visits but will follow up complaints and other urgent life safety audits.
- Officers will have PPE for urgent visits.
- Working at full capacity across frontline operation response.
- Scaling back on some proactive work.
- General information/advice.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

- Regular updated useful links, statements and information (Links to Public Health Wales on social distancing and shielding, Welsh Government and Health Board).
- Updates on the outpatient clinics suspended and those still running e.g. paediatrics, oncology.
- All general hospital visiting stopped.
- Reduced ante-natal care.
- Children's emergency unit created in new location.
- Rapid Diagnostic Centre suspended.
- Fake news alert- Facts about field hospitals and the preparation for Covid-19 across all hospitals.
- Information on visiting GP out of hours, scams, Amazon wish list donations, shielding letters.
- Essential travel guidelines.
- Information on testing.



- Prioritised critical services like refuse, social services, home care and emergency home repairs in the face of huge pressures.
- Re-training and re-directing staff into the contact centre to support the vulnerable. A new call centre providing practical support for the most vulnerable, including those being asked to self-isolate for up to 12 weeks. Staff switching from their usual roles to provide support to local communities and the vulnerable.
- Converting leisure centres into temporary hospitals.
- Running food banks and providing meals for those in need. Arranging food deliveries to the vulnerable at home and getting free school meals across the city when schools are not operating.
- Creating a community taskforce to help meet the needs of those who cannot leave home.
- Operating childcare hubs at schools to provide childcare for key workers who are keeping the NHS and other vital services going and establishing a distribution network with our partners to ensure the vulnerable and those living in poverty are supported.
- Created a new hashtag across all comms platforms #HereForSwansea, summing up their approach perfectly. Keeping connections alive and providing new ways for us to come together, share and collaborate.
- Stopped building council houses and now building hospitals.
- Asked for volunteers in the community to help during spare time.
- Sent out letter through PSB Members regarding necessary changes we are making to social care provision across Swansea and Neath Port Talbot to help cope with the Coronavirus crisis.
- Establishing a distribution network with our partners to ensure the vulnerable and those living in poverty are supported.
- Specific support for the homeless. Homeless people, rough sleepers and those at risk of becoming homeless in Swansea are being supported more than ever during the coronavirus outbreak.
- People are being urged to sign-up and join an army of volunteers who are making all the difference for those affected by Coronavirus- working with Swansea Council for Volunteering Service (SCVS) who is co-ordinating the volunteering recruitment campaign locally. An army of more than 1,600 community volunteers are now helping vulnerable and isolated people across Swansea. The network has been put together by Local Area Coordinators in response to the coronavirus pandemic.

- The Chief Medical Officer for Wales has written to several thousand people and their carers in Swansea telling them to take extra shielding measures to protect their health, including self-isolating for at least three months.
- Worked with Swansea Bay University Health Board to put in place support for these individuals, so that if they don't have friends or family, or other support networks, to help them to get food or other essentials as a result, the Council and its partners will help.
- **Domestic Abuse services-** Swansea Council's Domestic Abuse Hub and IDVA Project continue to operate, providing safety advice and emotional support to those currently at risk.
- Lots of information on support networks on the council website at www.swansea.gov.uk/coronavirushelp.
- Working with contractors to transform a former factory and film studios into a hospital to help manage the expected upsurge in Coronavirus cases.
- The Council and its partners in the British Red Cross have launched an appeal to local businesses for folding camp beds, bedding and other routine supplies than are sometimes needed in an emergency.
- **New community podcast-** Swansea's cultural community has a new mouthpiece - a podcast. The Come Together Cast, being overseen by Swansea Council and the Swansea Music Hub. It aims to highlight innovative work across the city, share ideas for maintaining wellbeing and entertain residents during the ongoing isolation period.
- Increased social care beds to help ease pressure on NHS. Big thanks to Housing Justice Cymru, the team who run Swansea Night Shelter. They have loaned 20 beds and mattresses to the council in case they are needed to create a rest centre in a non-coronavirus emergency, such as a major fire or evacuation.
- Critical health services benefiting from schools' PPE production - social care services and the NHS are benefiting from the efforts of city comprehensive schools who've produced 20,000 items of PPE equipment during the lockdown.
- Flying Start services still here for children - Help, advice and support for families in the Flying Start programme is continuing in Swansea despite the coronavirus lockdown. Although all groups and non-essential visits have stopped during lockdown the teams are delivering services in alternative ways.
- Info-nation (young people's service) is running a #StayConnected campaign for young people during the Coronavirus pandemic.
- Cultural Services team has created a YouTube playlist of short films to keep individuals entertained and informed. They include videos put together by the council itself, partners and others using social media to positive effect.
- Test Trace Protect project- led by health colleagues, this national strategy will be based on health board footprints and build on our excellent regional collaboration with the Swansea Bay University Health Board and Neath and Port Talbot Council. The project will be headed by our Environmental Health Team and clinical leads from the NHS.



South Wales Police

- Strapline : Stay at home, Protect the NHS, Save Lives.
- Message from Chief Constable Matt Jukes to the communities of South Wales
<https://www.south-wales.police.uk/en/newsroom/coronavirus-a-message-from-chief-constable-matt-juke-to-the-communities-of-south-wales/>
- Advice on avoiding scams.
- Very regularly updated information re: social distancing, domestic abuse, scams, high level of public interaction. Providing useful links to other partners' information.
- Continue to be visible in our local communities, maintaining safe distances when we engage with residents in line with Government advice on social distancing.
- Take appropriate enforcement action if necessary to any breaches.



- Shared latest advice and guidance from Welsh Government, Public Health Wales, South Wales Police and local authority partners.
- Request for general public to submit questions on the possible effects of Covid-19 on Policing in South Wales, for Commissioner to put to Chief Constable at Commissioners Strategic Board - Transcript of answers to be published on website.
- Provide consistent messages across the communities of South Wales with a clear, simple summary of the rules available in a leaflet and on the South Wales Police website.
- Video message to communities of South Wales re: social distancing
<http://www.southwalescommissioner.org.uk/en/news/a-message-to-the-communities-of-south-wales-from-police-crime-commissioner-rt-hon-alun-michael/>
- Information and advice re: domestic abuse, protecting children, victim support, scams- sharing contact information links, useful telephone numbers, ways to contact the Commissioner.

- No longer able to undertake face to face engagement activities such as community walkabouts or community events.
- Asking Children & young people to create Covid-19 messages that are important to them.

From the words of the Police and Crime Commissioner- “We achieve more together than we achieve alone and I’m encouraged by the collective effort that is apparent across our communities, with the public, the police and our partners across South Wales all going above and beyond to help tackle this virus and protect our communities.”



- New groups springing up across the whole of Swansea, helping those who are socially isolated, organizing food deliveries and prescriptions; and meeting the unmet needs of those who really need help right now.
- Mapping all of the different services available across the whole of Swansea on a local level, helping to join up to existing support, make sure the tools in place to protect you, and make sure that the fantastic network is best used.
- Split their team into 5 geographical areas, to have a key person to contact, and they can link up with other things that are happening locally -using the GP 'Cluster' boundaries to help coordinate this work (see map) with key contacts and a team for each area.
- Have a 'Coronavirus mailing list' - this is for updates for more formal third sector groups.
- Guidance for food banks/Food Suppliers.
- Cancelled all face to face training until 31st July 2020 (to be reviewed as the situation progresses) but will be using their ebulletin distribution list (alongside their new coronavirus mailing list) to make sure people have the information they need at this challenging time.
- Provided latest news links.



- Clear header on website – Covid-19 How they are responding.
- Limiting caretaking duties to waste management and repairs and maintenance to essential work only.

- Continuing with gas servicing for as long as possible.
- Supporting people facing financial hardship.
- Limiting new lettings to those currently in progress.
- Processing rent payments online and via telephone.
- General info/advice covering scams, mental health, businesses, asylum seekers/refugees, local firms delivering food, Women's Aid.
- Sharing of information.



- Links to latest advice from Public Health Wales and other partners.
- Changes to the way appointments are held.
- All group work and group work programmes have stopped.

Our Next Steps

Swansea PSB's strengths lie within the expertise, experience and enthusiasm of its partners, from the frontline staff working to deliver the Local Well-being Objectives to the leadership representatives who work together to strategically improve Swansea's well-being.

Austerity and continued uncertainty will continue to challenge our organisations moving forward. However, significant opportunities have been identified to build our capacity by working together and increasingly share assets and resources. In particular, the benefits of increased regional working, improved communications that enables the greater involvement of wider stakeholders and clearer relationships with other partnerships such as West Glamorgan Regional Partnership Board will be a focus for the future.

How you can get involved?

The work undertaken by Swansea Public Services Board is published online at www.swanseapsb/swansea.gov.uk.

Our Joint Committee Meetings are held in public and questions from the public are invited via a standing agenda item Public Question Time.

Every 6 months a Partnership Forum meeting is held and we welcome everyone along to contribute.

You can also contact our Public Services Board Co-ordinator directly by email at Swansea.psb@swansea.gov.uk or telephone 07989 138917.

We welcome your involvement, ideas and suggestions in all areas of our work so that we could consider for our future work.