



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Adult Services

At: Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

On: Monday, 7 August 2023

Time: 4.00 pm

Convenor: Councillor Susan Jones

Membership:

Councillors: C A Holley, P R Hood-Williams, Y V Jardine, A J Jeffery, J W Jones, E T Kirchner, C L Philpott and M S Tribe

Co-opted Members: T Beddow

Agenda

Page No.

1 Apologies for Absence

2 Disclosure of Personal and Prejudicial Interests
www.swansea.gov.uk/disclosuresofinterests

3 Prohibition of Whipped Votes and Declaration of Party Whips

4 Minutes of Previous Meeting(s)

To receive the minutes of the previous meeting(s) and agree as an accurate record.

1 - 6

5 Public Question Time

Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period.

6 Wales Audit Office Report 'Together we Can' - Community Resilience and Self-reliance

7 - 71

Invited to attend:

Hayley Gwilliam, Cabinet Member - Community

Alyson Pugh, Cabinet Member - Wellbeing

Amy Hawkins, Head of Adult Services and Tackling Poverty

Lee Cambule, Tackling Poverty Service Manager

- 7 Tackling Poverty Service Grants 2022-23: Impact Report** **72 - 119**
Invited to attend:
Alyson Pugh, Cabinet Member for Wellbeing
Amy Hawkins, Head of Adult Services and Tackling Poverty
Lee Cambule, Tackling Poverty Service Manager
Anthony Richards, Poverty and Prevention Strategy and Development Manager
- 8 Additional Direct Payments Information** **120 - 131**
Amy Hawkins, Head of Adult Services and Tackling Poverty
- 9 Work Plan 2023-24** **132 - 134**

Next Meeting: Tuesday, 5 September 2023 at 4.30 pm

Huw Evans

Huw Evans
Head of Democratic Services
Monday, 31 July 2023

Contact: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Adult Services**

Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

Wednesday, 28 June 2023 at 4.30 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

E T Kirchner
A J Jeffery

Councillor(s)

C A Holley
J W Jones

Councillor(s)

P R Hood-Williams

Co-opted Member(s)

T Beddow

Other Attendees

Louise Gibbard

Cabinet Member for Care Services

Officer(s)

Amy Hawkins
Liz Jordan
Helen St John

Head of Adult Services & Tackling Poverty
Scrutiny Officer
Head of Integrated Community Services

Apologies for Absence

None

1 Confirm Convener of the Panel and Co-optee

Cllr Susan Jones was confirmed as Convener of the Panel for 2023-24.

Tony Beddow was confirmed as a co-optee on the Panel for 2023-24.

2 Disclosure of Personal and Prejudicial Interests

Chris Holley declared a personal interest.

3 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

4 Minutes of Previous Meeting(s)

Panel agreed the minutes of the meeting on 2 May 2023 as an accurate record of the meeting.

5 Public Question Time

No questions were received.

6 Performance Monitoring

Amy Hawkins, Head of Adult Services and Tackling Poverty and Helen St John, Head of Integrated Community Services briefed the Panel on the Performance Report for April 2023 and answered the Panel's questions.

Discussion Points:

- The annual return to Welsh Government 2022-23 is currently being completed and shows the contrast from previous year and increase in demand in the Service. Not unexpected coming out of Covid and the pressures across the whole system and this has flowed into April 2023.
- Panel referred to employment of social workers, noting the Authority is employing people but also losing people. Informed there is a national shortage of social workers. The Authority is recruiting and is keeping pace with numbers being lost but is not fully established at this point.
- Report states the Service has been supporting its external providers. Panel asked about the situation currently and heard in terms of the domiciliary care market, last three years have been precarious at times. There are 20 external domiciliary care providers currently which the Service commissions, two up from last year. There are approximately 750 staff in the external domiciliary care sector, so seeing steady growth. The Service is providing domiciliary care support to 100 more people than last year.
- Panel requested a regular glossary of terms as lots of acronyms in the report.
- Panel noted previous problems discharging people from hospital and asked about the current position. Informed regarding people being discharged and needing care, numbers are considerably improved.
- Panel queried how increase in discharge from hospital impacted on the Service in terms of budget. Heard demand is greater at the moment so costs are increasing. Where individuals have been assessed and they have got a need for domiciliary care support, that is a service that would need to be provided anyway, whether they are in hospital or whether they are in the community needing support.
- Regarding Deprivation of Liberty (DoL) arrangements, Panel noted there have been issues in the UK as well as Wales, and asked what the issues are. Heard the Service was working towards new legislation coming out called Liberty Protection Safeguards, which has been delayed until at least 2025. The Service is working under the current legislation, the Deprivation of Liberty Safeguards (DoLS). Officers did not feel there were issues with it, but it is complex and there is high demand.
- Panel informed in terms of DoL, apart from nursing homes and residential homes, other locations which give rise to someone challenging what they are

doing to particular individuals include hospital beds, temporary settings, and supported living accommodation potentially.

- Panel referred to report where it states direct payments are not being 'optimised' and asked if there is a particular reason for that. Heard this is in reference to unpaid carers. In last 18 months the Service has tried to promote the opportunity to carers, when they have a carers assessment, to utilise direct payments and inform them what they could use them for.
- Panel informed lower numbers of some carers are taking up assessments and they need to be encouraged to take it up because the support is there to help them. The Service knows there is more targeted work it can do and is working in partnership with Third Sector organisations, those it commissions and directly with carers.
- Panel believes from the report that 'Regional Housing Group' is an organisation providing a range of tailored accommodation to different client groups. Panel queried how it works and who it is accountable to. Informed it is part of the West Glamorgan Transformation Board. Under the programme around Transforming Complex Care there is a sub-group looking at accommodation for people with complex care needs.

Actions:

- Future Performance Reports to include a glossary of terms.

7 Briefing on Recent Care Inspectorate Wales (CIW) Care Home Inspection Reports

Louise Gibbard, Cabinet Member for Care Services and Amy Hawkins, Head of Adult Services and Tackling Poverty briefed the Panel on this issue, stating these were unscheduled inspections on two Care Homes, Rose Cross and Ty Waunarlwydd.

Panel informed feedback from residents, families, professionals and staff themselves was very positive with only one recommendation made for Ty Waunarlwydd for timely completion of annual appraisals, which is already being followed up by the management team.

8 Draft Work Plan 2023-24

Panel discussed and agreed its work plan for 2023-24 with the following addition:

- Briefing on Deprivation of Liberty Safeguards (DoLS) added.

The meeting ended at 5.15 pm



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:

BY EMAIL

Date 19 July 2023
Dyddiad:

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care Services following the meeting of the Panel on 28 June 2023. It covers Performance Monitoring and recent Care Home Inspections.

Dear Cllr Gibbard

The Panel met on 28 June 2023 to discuss the Performance Monitoring Report for April 2023 and receive a briefing on recent Care Inspectorate Wales (CIW) Care Home Inspection Reports.

We would like to thank you and relevant officers for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

Performance Monitoring

We noted that the annual return to Welsh Government 2022-23 is currently being completed and shows the contrast from the previous year and increase in demand in the Service, which we heard is not unexpected coming out of Covid and the pressures across the whole system and that this has flowed into April 2023.

We referred to the employment of social workers, noting from the report that the Authority is employing people but also losing people, and we wanted to know why they

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE

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are leaving the Service. We were informed the Authority is recruiting and is keeping pace with the numbers being lost but is not fully established at this point. We heard that there is a national shortage of social workers and that the Service is trying to make Swansea the most attractive place to work but there is a huge choice for registrants, there are opportunities for people to gain promotion by going elsewhere and a number of people have left to take jobs closer to home.

The report states the Service has been supporting its external providers. We asked about the situation currently and heard that in terms of the domiciliary care market, the last three years have been precarious at times, and that providers and their staff have been incredible in very challenging times. We were pleased to hear there are 20 external domiciliary care providers currently which the Service commissions (two up from last year), that there are approximately 750 staff in the external domiciliary care sector so there is steady growth, and the Service is providing domiciliary care support to 100 more people than last year.

We noted there were previous problems discharging people from hospital and asked about the current position. We were pleased to hear that in terms of people being discharged and needing care, numbers are considerably improved. We heard that as part of the increased flow through brokerage and increased number of external care packages available, you are seeing increased flow from hospital for people waiting for packages of care and increased speed of provision to people wherever they are waiting. We were informed that for people waiting in hospital for domiciliary care provision it is a much-improved position. We heard for people waiting in hospital for a reablement offer, there are some people waiting. However, the Service is bringing people out of hospital with a therapy only reablement offer in place of care wherever it can, where there is family to bridge the care and support. We noted you are seeing a constant flow through Bonymaen House, which is very positive.

We queried how the increase in discharge from hospital impacted on the Service in terms of budget and noted that demand is greater at the moment, so costs are increasing. We heard that where individuals have been assessed and they have got a need for domiciliary care support, this is a service that would need to be provided anyway, whether they are in hospital or whether they are in the community needing support.

Regarding Deprivation of Liberty (DoL) arrangements, we understood that there were issues in the UK as well as Wales, and asked what the issues are. We heard the Service was working towards new legislation coming out called Liberty Protection Safeguards, which has been delayed until at least 2025, and that the Service is getting as prepared for it as it can but as it stands is working under the current legislation, the Deprivation of Liberty Safeguards (DoLS) framework and legislation. Officers did not feel there were issues with it, but that it is complex and there is high demand.

We were informed that in terms of the context in which DoL is perceived, apart from nursing homes and residential homes, other locations which give rise to someone challenging what is being done to particular individuals include hospital beds, temporary settings, also supported living accommodation potentially.

We requested a briefing on DoLS be brought to the next meeting and this has been added to the work plan.

We referred to the report where it states direct payments are not being 'optimised' and asked if there is a particular reason for that. We heard this is in reference to unpaid carers and that in the last 18 months the Service has tried to promote the opportunity to carers, when they have a carers assessment, to utilise direct payments and to inform them what they could use them for.

You informed us that there are lower numbers of some carers taking up assessments and it would be good if colleagues, when dealing with queries from residents about care, encourage them to take up an assessment because the support is there to help them. We heard the Service knows there is more targeted work it can do and is working in partnership with Third Sector organisations, those it commissions and directly with carers.

We believed from the report that 'Regional Housing Group' is an organisation providing a range of tailored accommodation to different client groups and queried how it works and who it is accountable to. We were informed it is part of the West Glamorgan Transformation Board and that under the Transformation Programme around Transforming Complex Care there is a sub-group looking at accommodation for people with complex care needs and that they look at population needs, individual cases that they are aware of and solutions.

We requested a glossary of terms in future reports as there are lots of acronyms in the report.

Recent Care Inspectorate Wales (CIW) Care Home Inspection Reports

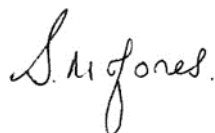
We were informed that these were unscheduled inspections on two Care Homes, Rose Cross and Ty Waunarlwydd.

We heard that feedback from residents, families, professionals and staff themselves was very positive with only one recommendation made for Ty Waunarlwydd regarding timely completion of annual appraisals, which is already being followed up by the management team.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, however in this instance, a formal written response is not required.

Yours sincerely



SUSAN JONES
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.SUSAN.JONES@SWANSEA.GOV.UK

Agenda Item 6



Report of the Cabinet Member for Community Support

Adult Services Scrutiny Performance Panel – 7 August 2023

'TOGETHER WE CAN' UPDATE

Purpose	To present an update on the Council's response to Audit Wales' report 'Together We Can' and proposed next steps for community resilience and self-reliance.
Content	<p>This report presents an overview of the Audit Wales 'Together We Can' report published on 23 January 2023, in relation to community resilience and self-reliance. It includes next steps for the evaluation and actions to be taken forward.</p> <p>A verbal overview of the report and update on current position will be provided to the Panel.</p>
Councillors are being asked to	Consider the report give their views, make recommendations to the Cabinet Members.
Lead Councillor(s)	Cllr Alyson Pugh, Cabinet Member for Well-being Cllr Hayley Gwilliam, Cabinet Member for Communities
Lead Officer(s)	Amy Hawkins, Head of Adult Services & Tackling Poverty
Report Author	Lee Cambule, Tackling Poverty Service Manager 07342 062141 Lee.Cambule@swansea.gov.uk



Report on the Audit Wales ‘Together We Can’ report recommendations

Adult Services Scrutiny Panel

7th August 2023

1. Executive Summary

In 2017, Swansea Council published **Working towards prosperity for all in Swansea: A tackling poverty strategy for Swansea**. This corporate strategy represented the Council's commitment to reducing poverty and the impacts that poverty has on the people of Swansea. In line with this commitment, tackling poverty is one of Swansea Council's well-being objectives defined in its **Corporate Plan 2023-2027**:

Tackling Poverty and Enabling Communities so that every person in Swansea can achieve their potential.

On 23rd January 2023, Audit Wales published the report **'Together We Can' – Community resilience and self-reliance**. The report looks at the priority placed on community resilience and self-reliance in local authority plans, and how local authorities are equipping people to be less reliant on often overstretched local authority services. The report concludes that "local authorities face a challenging and uncertain financial future but find it difficult to empower people and communities to be more self-reliance and less dependent on services".

The purpose of this report is to provide an overview of the findings of this report (including the key recommendations for consideration) and set out proposals for our next steps.

2. Context

Audit Wales published this report as the third of three key reviews relating to alleviating and tackling poverty in Wales (the other reports being **'Time for Change'** and **'A missed opportunity'**). This report was compiled based on a high-level examination of all local authorities in Wales conducted between September 2021 and August 2022, using document reviews, data analysis, interviews and surveys to inform the final report.



The report recognises that community resilience and self-reliance is important for local authorities as part of a broad shift in policy from 'Doing' to 'Enabling' to 'Influencing' and equipping communities to become more resilient and self-reliant. Financial challenges, legislative drivers and the increasing demand for statutory services make this move essential for local authorities especially as Wales is already facing some of the worst poverty levels in the UK (Audit General for Wales, Time for Change – Poverty in Wales, Nov 2022).

A key issue with this approach is that there are many different interpretations and meanings of community resilience and self-reliance, with the report finding different local authorities taking various approaches to defining it. These range from not making the definitions a priority to using different definitions across various services to believing it is not possible to define these things.

The report broadly uses the terms resilience and self-reliance to cover:

1. Community preparedness for adverse situations (to cope or thrive in adversity);
2. Support from within the community to promote individuals' independence;
3. Everything in between (such as addressing complex societal issues like poverty).

The report identifies achieving this will involve local authorities potentially ‘resetting’ their presence in communities, focused primarily on two approaches: Community Hubs, and Community Connectors / Navigators. This has been partly achieved through the COVID-19 pandemic which sparked a resurgence in community activism and helped local communities pull together to support vulnerable people in their area. However, there is a risk that these approaches are not embedded for the longer term and an opportunity may be missed to restate the role of local authorities within “resilient” communities.

The report quotes a number of key contributors to community resilience from Public Health Wales 2019 report on Community Resilience:

- **Human capital** – people and their skills, capacity and knowledge;
- **Social capital** – networks and connections within a community, groups working effectively within the community (such as voluntary organisations) and resources that support a community coming from public, private and third sectors;
- **Built capital** – physical infrastructure such as homes, roads and access to amenities;
- **Natural/Environmental capital** – access to green and blue spaces, availability and use of national resources;
- **Financial capital** – income, wealth and access to resources supported through civic and social enterprises.

The main barriers to creating more self-reliant and resilience communities identified through this review include:

- A lack of resources, skills and weak capacity to drive this agenda;
- Inability to redirect resources from service delivery to supporting communities;
- Relationships between local authorities and community residents;
- A lack of appetite from communities to become more self-reliant;
- Internal culture to be direct providers of services, rather than influencers and enablers;
- Limitations in joined up working with partners on the ground to foster stronger community involvement and influence;
- Lack of strategic vision and understanding the needs and abilities of the community;
- Wider challenges such as poverty, rurality, transportation and digital exclusion.

The report identifies there are no established national measures to how resilient people and communities are in Wales. There are proxy measures that could be used as indicators, such as levels of active citizenship, social loneliness and levels of community cohesion. However, the report identifies that no local authorities in Wales are using these indicators effectively to monitor and evaluate community resilience.

Other findings of the report include:

- Most Local Authorities are operating with no clear definition of resilience or self-reliant communities and only three could define the characteristics of a self-reliant individual;
- Local authorities that included ‘communities’ within their corporate plan objectives were recognised for defining their commitment to supporting communities to develop;
- Volunteering is a key theme but requires a shift in culture and needs to be nurtured carefully to avoid burnout of the volunteering sector;
- Empowering communities to do more for themselves can take a range of approaches from making grant processes more agile to taking a less risk averse approach to Community Asset Transfers (CAT);
- Community leaders, activists, and town / community councils play an important role in the community engagement and involvement for this work;

- The role of local authorities as a result of shifting from providing services to supporting communities to do more for themselves is unclear and requires planning and getting the right balance.

3. Findings

This report from Audit Wales concludes that Local Authorities face a challenging and uncertain financial figures but find it difficult to empower people and communities to be more self-reliant and less dependent on services. It highlights an opportunity for Councils to do more to achieve a clear vision for community resilience and self-reliance. The findings of the report recognise that this is a continuing challenge and that a lot of good work has already been done but recommends some of the key approaches Local Authorities could take including:

- Creating a clear vision of how things will work in the future;
- Holding a two-way dialogue and communicating what change will 'look' and 'feel' like;
- Revitalising the role of local authority Members as community champions;
- Refocussing the work of local authority staff;
- Recognising that recasting community relationships will require different solutions in different places;
- Ensuring wealth stays local and works for all the community.

The report provides good practice examples from across the UK in these approaches but it encourages each local authority in Wales to undertake an internal evaluation of where it is now with community resilience and self-reliance. An **evaluation tool** developed by Audit Wales is included in the Appendices of the 'Together We Can' Report, covering the following headings for local authorities to consider:

- 1) Understanding the challenge and articulating your role;
- 2) Knowing your communities;
- 3) Skills and knowledge to build community resilience;
- 4) Making a difference.

4. Way Forward

In summary, the findings of the Audit Wales report recognise that, given the significant challenges that local authorities are facing as a result of the Cost-of-Living crisis, the impact on council services is likely to increase in the future. There is a vital role for communities to play in responding to this challenge and by helping communities to become more resilient and self-reliant, we can help people to do more for themselves and be less reliant on stretched statutory services.

5. Recommendations

Recommendation 1 (R1)

The report states: To strengthen community resilience and support people to be more self-reliant, local authorities need to ensure they have the right arrangements and systems in place. We recommend that local authorities use the evaluation tool (attached – *Annex A*) to:

- self-evaluate current engagement, management, performance and practice;
- identify where improvement is needed; and
- draft and implement an action plan with timeframes and responsibilities clearly set out to address the gaps and weaknesses identified in completing the evaluation tool.

Recommendation 2 (R2)

The report states: To help local authorities address the gaps they identify following their self-evaluation, we recommend that they:

- formally approve the completed Action Plan arising from the evaluation exercise;
- regularly report, monitor and evaluate performance at relevant scrutiny committees; and
- revise actions and targets in light of the authority's evaluation and assessment of its performance.

Our response:

We welcome the opportunity to evaluate the current position and identify actions, improvements and transformative work required to enable communities in Swansea to become more resilient and self-reliant. The two cross-directorate oversight groups that coordinate the delivery of the Corporate Priority 'Tackling Poverty and Enabling Communities' – the **Swansea Council Poverty Forum** and **Enabling Communities Group** – have undertaken an initial internal review of the evaluation tool.

6. Next Steps

Based on the initial evaluation completed as part of the first recommendation, we have identified the following next steps to take this work forward.

Next Steps

- 1) Across Services and Cabinet Members consideration of the self-evaluation assessment and identification of associated actions.
- 2) Finalising action plan including timescales.
- 3) We will explore what community resilience and self-reliance means with our partners and with the people we support and coproduce a definition.
- 4) We will develop a clear approach that embeds principles including co-production, social value and strengths-based approaches to ensure that communities play a key role in developing community resilience and self-reliance.
- 5) We will build on our existing partnership arrangements and wider networks, forums and groups to develop collaborative opportunities to enhance community resilience and self-reliance across Swansea.
- 6) We will utilise opportunities to encourage people to be more active in their community, either through volunteering with the council, local volunteering in their communities or with our partners.

These next steps will develop into a focused Action Plan, aligned with the Tackling Poverty and Enabling Communities Corporate Priority. Existing governance in place for coordination of this Corporate Priority, along with the corporate Transformation Programme 'Enabling Communities' programme.

As per Recommendation 2, regular reporting, monitoring and evaluation of performance will be via this scrutiny committee.

Annex A – Self-Evaluation Table – Initial Assessment

Heading		In place	In progress	Not started
Understanding the challenge and articulating your role	We have clearly defined and agreed what community resilience and self-reliance means to us	No	No	Yes
	Our vision makes clear what we need to do and what others are best placed to do	No	Yes	No
	We have identified by service, the activities: <ul style="list-style-type: none"> • that the authority must continue to provide; • those that can be delivered in partnership with others; and • those that the community can lead on. 	No	Yes	No
	We have communicated our definitions widely to ensure all key stakeholders understand what we want to achieve through our work on community resilience and self-reliance	No	No	Yes
	Our key partners have identified how they will collaborate with us to strengthen community resilience and self-reliance	No	Yes	No
	We have completed a place-based asset mapping exercise to assess community resilience and capacity for increased self-reliance.	No	Yes	No
	We know the number and types of organisations working locally that can help us improve community resilience and self-reliance	No	Yes	No
	We know where there are gaps that we need to address	No	Yes	No
	We have agreed the actions required to help improve community resilience and self-reliance in our area.	No	Yes	No
	We have set SMART objectives and actions on how we will improve community resilience and self-reliance	No	Yes	No

Heading		In place	In progress	Not started
	We are clear on the benefits and risks of our work on community resilience and self-reliance for citizens, local communities and the local authority.	No	No	Yes
Knowing your communities	We know who our key community activists and leaders are.	No	Yes	No
	We have good working relationships and work effectively with our key community activists and leaders.	No	Yes	No
	We provide help, support and training to ensure our key community activists and leaders are as effective as they can be	No	Yes	No
	We effectively encourage local community activists and leaders to improve community resilience and self-reliance	No	No	Yes
Skills and knowledge to build community resilience	We are good at encouraging people to help out and do more in their community.	No	Yes	No
	We have the right staff in the right place to help improve community resilience and self-reliance.	No	Yes	No
	We have revised job descriptions and person specifications to strengthen their focus on involvement, to help improve community resilience and self-reliance	No	No	Yes
	We give staff the opportunity to take well-managed risks and explore innovative practices with communities	No	Yes	No
	Our staff are good at influencing people to do more for themselves where they can	No	Yes	No
	Elected members support the authority's work on strengthening community resilience and self-reliance.	No	Yes	No
	We have put in place the right support to help Elected Members strengthen community resilience and self-reliance in their wards	No	No	Yes
	We have a can-do culture and mindset within the local authority to improve community resilience and self-reliance	No	Yes	No
	We are good at encouraging communities to find their own solutions to problems and not rely on us.	No	Yes	No
Making a difference	We have reviewed ways of working across the Council and are changing services to help improve community resilience and self-reliance	No	No	Yes
	We have identified how these changes will impact on people.	No	No	Yes

Heading		In place	In progress	Not started
	We are communicating to citizens how our services are changing.	No	No	Yes
	We have specified the information required to evaluate how our work is improving community resilience and self-reliance	No	No	Yes
	We use our resources, money and assets to build and retain wealth in our local communities	No	Yes	No
	We use our procurement of services as a means of investing in the local economy.	No	Yes	No
	We work with our local anchor institutions to ensure they support community wealth building through their provision of services, use of resources, procurement and assets.	No	Yes	No
	We encourage suppliers to enhance the social value aspects of their contracts through the inclusion of training and employment opportunities in agreements	No	Yes	No
	We regularly report on our community resilience and self-reliance work to scrutiny committee(s) against a balanced set of performance information that covers: <ul style="list-style-type: none"> • demand for local authority services; • alternative provision within communities and by partners; and • impact of our work on people's wellbeing. 	No	No	Yes
	Our scrutiny and evaluation processes provide us with assurance that our work is delivering anticipated outcomes.	No	No	Yes

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Tackling Poverty Service

Directorate: Adult Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

This is an IIA Screening for the report by the Tackling Poverty Service on the recommendations from the Audit Wales 'Together We Can – Community Resilience and Self-Reliance'. The report from Audit Wales looks at evidence from local authorities across Wales on different approaches to supporting communities to develop resilience and self-reliance. The recommendations focus on each local authority conducting a self-assessment of their current position in order to identify actions and improvements.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the relevant Cabinet Member.

There is no impact for the report itself. Recommendations made by the committee to inform future activity may require further investigation through the full IIA process which would be actioned at the appropriate time.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches?
Please provide details below – either of your activities or your reasons for not undertaking involvement**

The initial completion of an internal self-assessment has been developed in consultation with internal forums including the Swansea Council Poverty Forum and the Enabling Communities group. Further engagement will take place with services, Elected representatives and communities in relation to the associated actions.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No

- c) Does the initiative apply each of the five ways of working?
 Yes No

- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk <input type="checkbox"/>	Medium risk <input type="checkbox"/>	Low risk <input checked="" type="checkbox"/>
--	--	--

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No **If yes, please provide details below**

Integrated Impact Assessment Screening Form

The self-assessment evaluation has potential associated actions for cross authority services.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No **If yes, please provide details below**

Not at this stage, potentially in the future in relation to the resulting actions.

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

There is no impact for the report itself.

Recommendations made by the committee to inform future activity may require further investigation through the IIA process which would be actioned at the appropriate time.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

This is an IIA Screening for the report by the Tackling Poverty Service on the recommendations from the Audit Wales 'Together We Can – Community Resilience and Self-Reliance'.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the Cabinet Member for Well-being.

(NB: This summary paragraph should be used in the '**Integrated Assessment Implications**' section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Lee Cambule
Job title: Tackling Poverty Services Manager

Integrated Impact Assessment Screening Form

Date: 27/07/23
Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services and Tackling Poverty
Date: 27/07/23

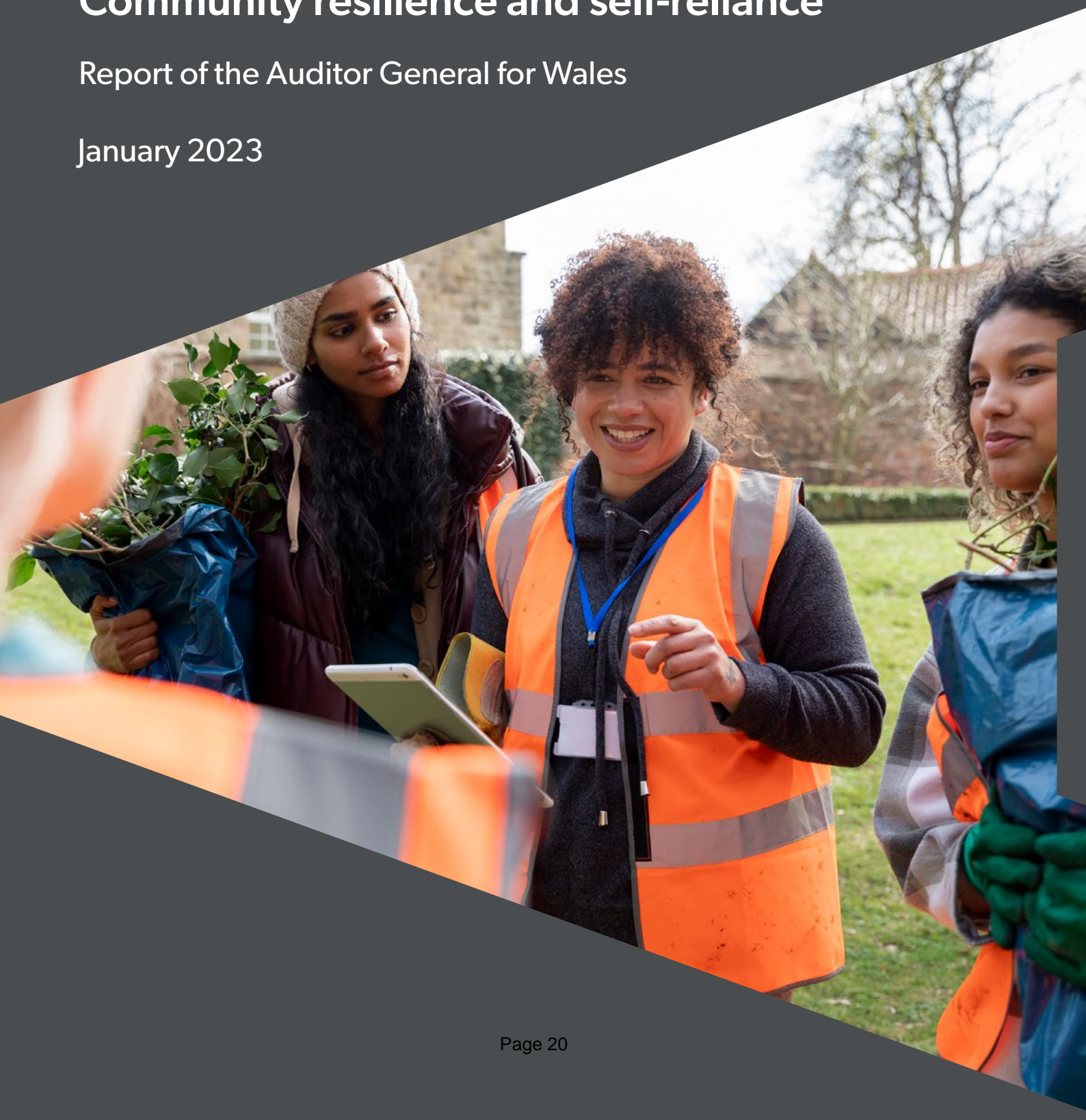
Please return the completed form to accesstoservices@swansea.gov.uk

'Together we can'

Community resilience and self-reliance

Report of the Auditor General for Wales

January 2023



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Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

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Context

- 1 This study is the final report of three under our themed programme of work looking at how local government is alleviating and tackling poverty. Through our work we have sought to:
 - **Assure** people on how public money is being spent on tackling and alleviating poverty and provide evidence on where change is needed.
 - **Explain** the scale of the poverty challenge facing people in Wales and set out how all tiers of government are working to address this. We highlight good practice but also identify areas where improvement is needed.
 - **Inspire** a change in how money and services can be delivered in the future identifying new ways of doing things to help address poverty.
- 2 Our first report provided a baseline showing that poverty is the major challenge facing all tiers of government, and Wales has the greatest and deepest levels of poverty in Great Britain. With this context in mind, our second report looked at how local authorities are working to grow and expand social enterprises to help local government deliver more services and reduce demand.
- 3 This final review focuses on understanding how local authorities are creating the conditions needed to transform ways of working and empower communities to thrive as independently as possible. We specifically look at the priority placed on community resilience and self-reliance in local authority plans, and how local authorities are equipping people to be less reliant on often over stretched local authority services.

Local authorities face a daunting challenge

- 4 In the last 15 years, local government in Wales has faced significant pressures, dealing with crisis after crisis, which has changed the way services are provided. Austerity tested local government's ability to change and react. Local authorities adapted well in responding to this challenge, devising and implementing a range of efficiency measures that reduced the cost of services, but also finding innovative ways of working. Similarly, local authorities were flexible when responding to COVID-19, finding new ways of delivering services that protected people while overcoming the many challenges the pandemic presented.

- 5 Local authorities are now facing more significant challenges as a result of the current cost-of-living crisis, and it is clear that they are again being challenged to support people where demand for services is likely to increase. But, because capacity within local authorities has been eroded and opportunities to deliver further efficiency savings are exhausted, local authorities will have to find other ways of maintaining services and continuing to support the wider community and in particular those most in need. This is also set against the current situation of public spending not keeping pace with inflation. While the Welsh Government revenue settlement for local authorities in 2023-24 will increase by 7.9% on a like-for-like basis compared to the current year¹, this is below the rate of inflation which was estimated to be 9.3% at the end of November².
- 6 Against this challenging situation, local authorities are showing an increasing interest in encouraging and growing community resilience; equipping people to do more for themselves and be less reliant on the state. Resilience is not a new concept and has been central to how local authorities have traditionally responded to local emergencies such as flooding, natural disasters and, indeed, the pandemic. In this context, resilient communities are defined by their ability to deal with a sudden calamity but are also able to quickly bounce back to their pre-crisis state.
- 7 But at a time of reductions in budgets and uncertainty in public finances, the idea of equipping people to do more for themselves on a more sustained basis, is increasingly appealing. It responds to the pressure of where to prioritise local authority activity and ensure there is an adequate safety net in place for the most vulnerable and disadvantaged. Consequently, community and self-resilience has begun to appear as a priority in more local authority corporate plans and strategy documents, not merely as a response to a natural disaster but as means of equipping people to be able to adapt and directly manage the problems they face.
- 8 The application of resilience thinking is not, however, without its risks and challenges. While promoting resilience can be seen as a pragmatic response by local authorities faced with difficult decisions about how to use their reducing resources, it is important to recognise the limits of what might be achieved; resilience might serve as a strategy for helping communities to cope with adversity, but it cannot overturn structural inequalities and deliver solutions to generational issues like poverty alone.

1 [Written Statement: Provisional Local Government Settlement 2023-24](#)

2 www.ons.gov.uk/economy/inflationandpriceindices/timeseries/l55o/mm23

Key findings

- 9 Overall, we conclude that local authorities face a challenging and uncertain financial future but find it difficult to empower people and communities to be more self-reliant and less dependent on services.
- 10 In **Part 1**, we consider why community resilience and self-reliance are important for local authorities. We found that much of the current narrative on community resilience is framed by the need to respond to emergencies and civil contingency requirements. This narrow focus can lead to local authorities missing opportunities to make a broader impact and, in some cases, even unintentionally encouraging dependency.
- 11 Importantly, recent Welsh Parliament legislation such as the Well-being of Future Generations (Wales) Act 2015 is mapping a new direction for public service delivery. However, we found that this has not translated into the fundamental shift with people being encouraged to do more for themselves and being less reliant on local authority services. While 19 of the 22 local authorities are prioritising community resilience, too often the work is poorly defined and the actions that underpin plans are narrowly focussed.
- 12 In **Part 2**, we outline how local authorities are currently working to engender more self-reliance and greater resilience in communities. We summarise current activity highlighting how local authorities are framing their changing relationship with communities. In this section, we also consider the effectiveness of approaches, noting areas of strength and good practice but also the barriers to making positive change.
- 13 The growth in volunteering, community asset transfers, community hubs, emerging work on community empowerment and the work of community navigators shows the commitment of local authorities to transform how they operate. However, given the societal, financial and demographic challenges facing Wales, there is a need to scale and speed up activity. We acknowledge that the shift in emphasis from local authorities doing less and requiring others to do more is not easy to achieve.
- 14 There are also significant barriers to overcome, both within local authorities but also communities. Capacity, resources and skills are scarce, people are facing tougher choices and struggling to cope with the cost-of-living crisis. Communities and local authorities themselves also have different abilities and are starting from different places with their own unique challenges to overcome.

- 15 Positively, as a result of COVID-19, there is a huge amount of goodwill and commitment within communities that local authorities can build on and use. However, the view of partners and stakeholders we spoke to suggests that some local authority services are returning to their pre-pandemic ways of working and the opportunity to shift to being an 'influencer' and 'enabler' rather than 'direct provider' is potentially being wasted.
- 16 In **Part 3**, we look to the future, setting out approaches and learning from elsewhere. We highlight positive practice and examples of how others are seeking to address the challenge of enabling people to be less reliant on local authority services and how they are supporting and enabling this transition. We frame this around the following:
- creating a clear vision of how things will work in the future;
 - holding a two-way dialogue and communicating what change will 'look' and 'feel' like;
 - revitalising the role of local authority members as community champions;
 - refocussing the work of local authority staff;
 - recognising that recasting community relationships will require different solutions in different places; and
 - ensuring wealth stays local and works for all the community.



The pandemic showed communities can play a more active role and become less dependent on public services but sustaining this requires local authorities to change how they work. I recognise how difficult this is in the current climate but also believe that change is necessary. Our report makes the case for change and provides helpful recommendations to help authorities make the transition.

Adrian Crompton
Auditor General for Wales



Recommendations

- 17 Our recommendations are set out below. We expect each local authority to consider the findings of this review and our recommendations, and that its governance and audit committee receives this report and monitors its response to our recommendations in a timely way.

Recommendations

- R1 To strengthen community resilience and support people to be more self-reliant, local authorities need to ensure they have the right arrangements and systems in place. We recommend that local authorities use the evaluation tool in **Appendix 2** to:
- self-evaluate current engagement, management, performance and practice;
 - identify where improvement is needed; and
 - draft and implement an action plan with timeframes and responsibilities clearly set out to address the gaps and weaknesses identified in completing the evaluation tool.
- R2 To help local authorities address the gaps they identify following their self-evaluation, we recommend that they:
- formally approve the completed Action Plan arising from the evaluation exercise;
 - regularly report, monitor and evaluate performance at relevant scrutiny committees; and
 - revise actions and targets in light of the authority's evaluation and assessment of its performance.



Defining community resilience and self-reliance

01

The policy shift from 'doing' to 'enabling' and 'influencing'

- 1.1 Nurturing resilience is not an exact science. Neither is it a traditional service or a neatly defined activity in its own right. An understanding of the evolving role of government and the changing relationship between citizen and state provides the foundations; from this evolving position, local authorities can develop their approach to community resilience, embedding consistent and sustained ways of working that ultimately empower people and communities.
- 1.2 This fundamental shift – from 'providers' to 'enablers' – is not insignificant or easy to achieve. Austerity drove local authorities to reflect on their role and in many ways necessitated a shift towards adopting a more enabling approach. At the same time, however, the budgetary constraints that demanded this shift in the first place, also significantly reduced the capacity and expertise needed to navigate this tricky transformation. However, with a challenging and uncertain future for public finances³, increasing demand for statutory services through an aging population⁴, and Wales already facing some of the worst poverty levels in the UK⁵, local authorities have little option but to focus their efforts on equipping communities to become more resilient and self-reliant.
- 1.3 Broadly, the terms resilience and self-reliance should encapsulate both community preparedness for adverse situations; the support to promote individuals' independence, and everything else in between. From those we reviewed, we found Public Health Wales's⁶ definition of resilience to be the most rounded; 'an ability to draw on strengths and assets to cope or thrive in adversity – be that a severe or acute life event or the chronic stresses of everyday life'. The 2019 Public Health Wales report on community resilience sets out a number of key contributors to community resilience, highlighting its importance as a means of tackling complex societal issues such as poverty. These are set out in **Exhibit 1**.

3 Welsh Local Government Association (WLGA), ['Autumn Statement is a missed opportunity to help our communities'](#), November 2022

4 Welsh Government, [Population and household estimates for Wales \(Census 2021\)](#), June 2022

5 Auditor General for Wales, [Time for change – Poverty in Wales](#), November 2022

6 Public Health Wales, [Resilience: Understanding the interdependence between individuals and communities](#), 2019

Exhibit 1: Public Health Wales' 'Building blocks of resilience'



Human capital

the innate and acquired personal attributes including skills and education, capacity and local knowledge



Social capital (community level)

the extent of social networks and connections within a community, effectiveness of local community and voluntary organisations (support, participation), and resources of public, private and third sector organisations that are available to support a community



Physical/built capital

the physical infrastructure including homes and roads, access to amenities



Natural/environmental capital

access to green and blue space, availability and use of natural resources



Financial or economic

capital: income, wealth, access to resources, civic and social enterprises

Source: Public Health Wales, [Resilience: Understanding the interdependence between individuals and communities](#), Public Health Wales, 2019

- 1.4 Defining social resilience and community self-reliance is not helped by different interpretations and meanings in the contexts of key legislation and various functions of local authorities. For example, as a core principle of the [Social Services and Well-being Act \(Wales\) 2014](#), local authorities have long focused on supporting people to live independently by providing information, advice and assistance to prevent the escalation of their needs. This shifts the emphasis for local authorities to playing a more 'enabling' role, albeit in the context of supporting those needing care and support. This has not been without its challenges and there is still more to do to fully embed the principles of the Social Services and Well-being (Wales) Act 2014 and to ensure organisational cultures support its implementation⁷.

- 1.5 At the other end of the spectrum, under the [Civil Contingencies Act 2004](#), Local Resilience Forums are responsible for co-ordinating local responses to threats and emergencies. Community resilience is a well-known term in this context but relates specifically to ensuring community preparedness for and adequate response to events such as pandemics, flooding, or terrorist incidents. The inherent focus and emphasis on emergency planning clearly relates to events or situations which threaten serious damage to human welfare, the environment or to the security of the UK⁸. Beyond the scope of emergency planning, resilience in this sense has little to do with promoting self-reliance in daily life and equipping people to be less dependent on the state.
- 1.6 A further interpretation is set out in the context of the [Well-being of Future Generations \(Wales\) Act 2015](#) – specifically, the focus on climate change and air quality in the national wellbeing goal of 'A resilient Wales'. Although clearly relevant in a broader sense, this has little to do with creating the social and human conditions that help communities thrive without calling on local authorities. Developing resilient communities and self-reliant citizens, therefore, requires local authorities to 'let go' of control and involve and empower people. Despite 'involvement' being one of the five ways of working under the Well-being of Future Generations (Wales) Act, public bodies are often not creating opportunities for citizens to be involved from the early stages of design through to evaluation and must do more to include the full diversity of the population⁹.

8 Cabinet Office, [The role of Local Resilience Forums](#), Cabinet Office, 2013

9 Auditor General for Wales, [So, what's different? Findings from the Auditor General's Sustainable Development Principle Examinations](#), May 2020 **Page 31**

Most local authorities recognise the need to create more resilient and self-reliant communities, but very few have clearly defined what this means or entails

- 1.7 Given the current policy and legislative drivers, it is not surprising to find that local authorities' interpretations of resilience and self-reliance are rooted in either emergency planning or social care, and/or linked to their corporate efforts to reduce carbon emissions and boost biodiversity. Whilst these approaches clearly make an invaluable contribution to people's well-being and safety, their narrower focus can mean local authorities risk missing opportunities to make a broader impact and, in some cases, even risk encouraging dependency.
- 1.8 At the time of our review, we found that most local authorities have no clear definition of resilience or self-reliant communities, despite 19 having well-being objectives specifically aimed at promoting community resilience. In a survey of local authority lead officers, fewer than half could define what is meant by a resilient community and only three could define characteristics of a self-reliant individual.
- 1.9 All local authorities reference the national well-being goals, including a more resilient Wales, in their plans, but there is little development from these into local objectives or actions. The lack of definition for the terms 'community resilience' and 'self-reliance' means they are nebulous and often little more than catch-all statements. Between different local authorities, and between different services within local authorities, it can mean various things.
- 1.10 During interviews, we asked local authority officers to define community resilience and self-reliance (**Exhibit 2**). Some believed these are not possible to define, or that definitions are not a priority, or their meaning varies significantly between different services. While this recognises the holistic nature of resilience to the individual and the need to consider it in all service areas, it also illustrates the importance of a clear definition for different parts of the local authority to work towards.

Exhibit 2: example of local authority officers' definitions of community resilience and self-reliance



'A resilient community is one that reacts to a challenge.'



'Cannot be defined.'



'Looking at opportunities to make people in their communities feel more engaged.'



'The local authority working with communities and individuals to find the things that matter in life without the local authority being the first port of call.'



'Can be defined differently wherever you go. Different areas need different support.'



'Working with residents and the community to share responsibility, helping communities to do more for themselves and give them more control over what they can do to support local people in their communities.'



'The process and outcome of engaging with the third sector and investing in their knowledge of their communities.'

Source: Audit Wales interviews with local authority officers.

“ A resilient community is one that reacts to a challenge ”

- 1.11 Other officers placed more emphasis on the need to engage with communities and the third sector to develop resilience – both as an outcome and a process. The end outcome would be that citizens work as a community to address issues rather than going straight to the local authority. There was also recognition of the need for resilience to empower communities to cope both with crises, but also grasp opportunities. Having a clear definition, therefore, enables impactful actions to be devised that embody these key features. Many officers we interviewed also view their role as helping to network community groups and involve them in creating infrastructure and systems to support their development. Others see the role of the local authority as a co-producer alongside partners continuing to deliver services rather than the end goal of passing all delivery onto partners.
- 1.12 Despite this, we found some promising approaches. Bridgend's Corporate Plan¹⁰ includes a well-being objective to help 'people and communities to be more healthy and resilient'. This is framed around reducing or preventing an escalation of need in response from the local authority and to enable community-based solutions. Newport's refreshed Corporate Plan for 2022-27 includes a well-being objective to make Newport 'a supportive city where communities and care are at the heart of what we do'¹¹. The plan describes how the ambition is for communities to support each other in a more co-operative approach.
- 1.13 Successful transformation requires local authority leaders, both officers and elected members, to clearly articulate the benefits of the new ways of working and successful outcomes. This, in turn, allows officers in each service area to take actions to the greatest benefit locally, such as commissioning investment in social enterprises to keep funding within the local economy. Consequently, third sector and social business organisations that support groups that promote community resilience felt that local authority leadership was paramount both externally in creating the needed dialogue within communities but also within local authorities to stimulate culture change.
- 1.14 In addition, many local authorities continue to frame their activities around continuing to be a service delivery body and have further work to do to help create a change in mindset and culture. Self-reliance is clearly influenced by the things that local authorities do. But it is also shaped by the things they do not do – it follows that, by supporting communities to do more for themselves, local authorities will ultimately change or limit what they do.

10 Bridgend County Borough Council, [Corporate Plan 2018-23](#)

11 Newport City Council, [Corporate Plan 2022-27](#) Page 34

1.15 Through our interviews, we found that local authorities are comfortable in discussing direct provision of activities – for example, activities to support vulnerable people – but are less clear on their role in moving towards supporting communities to do more for themselves. Getting the balance between helping those who need support and enabling others to do more is a key challenge facing local authorities in creating greater levels of self-reliance.



The current approach of local authorities to creating more resilient communities and self-reliant people

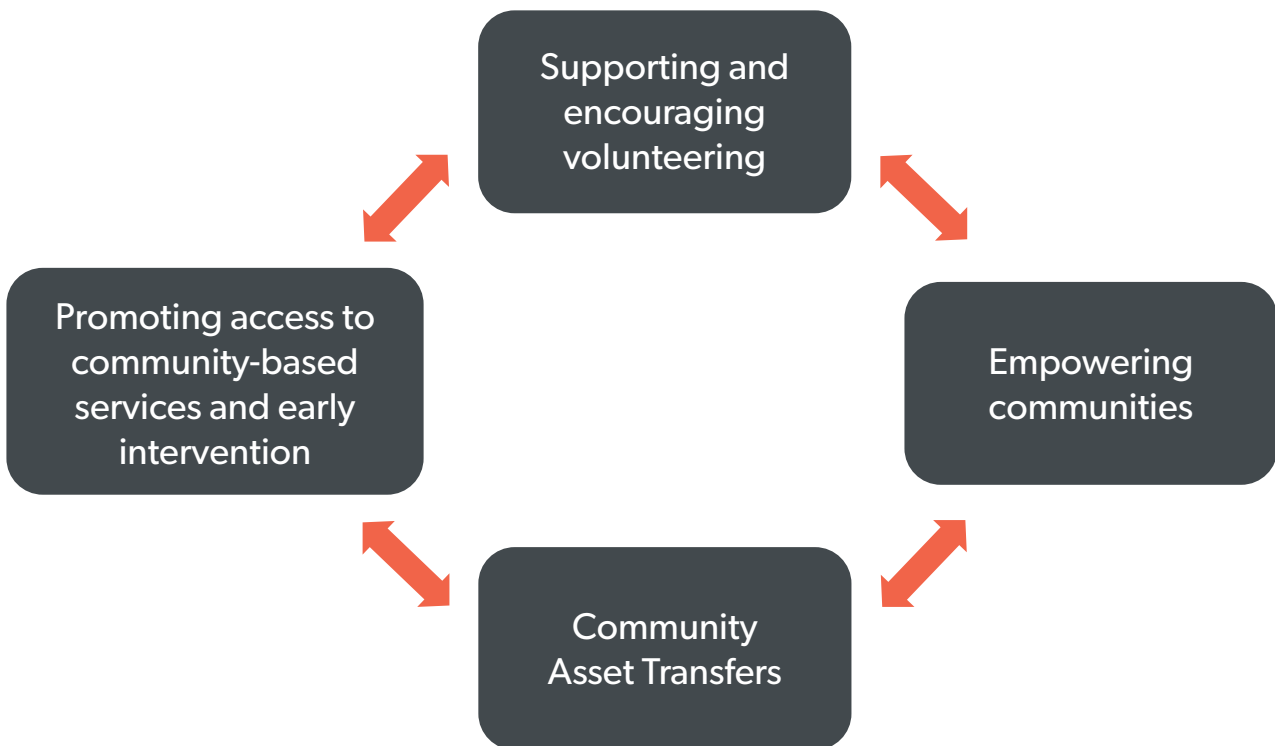
02

2.1 In **Part 2** of the report, we outline how local authorities are currently working to engender more self-reliance and greater resilience in communities. We summarise current activity highlighting how local authorities are framing their changing relationship with communities. We consider the effectiveness of approaches, noting areas of strength and good practice but also the barriers to making positive change.

Local authorities have a mixed track record in helping to build community resilience and strengthen self-reliance

2.2 In terms of where local authorities have traditionally pitched their efforts in helping to build stronger and more self-reliant individuals and communities, their work in recent years has broadly fallen into one or more of the following areas – **Exhibit 3**.

Exhibit 3: how local authorities are helping to create resilient and self-reliant communities



Source: Audit Wales

Supporting and encouraging volunteering

- 2.3 Local authorities value the additional support provided by volunteers to a range of services, and volunteers bring new skills, new ideas and a fresh perspective. There are many examples of volunteer programmes within local government, and volunteering has evolved in line with the changing policy and operational context of local authority services. As local authorities increasingly focus on community engagement and participation, they have also begun to take a more strategic approach to volunteer involvement in service delivery.
- 2.4 Through our interviews with local authorities, we found that volunteering initiatives often work best when the local authority has a close working relationship with their local County Voluntary Council (CVC)¹². We also found some positive examples of how local authorities are building upon these local relationships to boost volunteering. For example, [Caerphilly's Employee Volunteering Scheme](#), and the Isle of Anglesey 'good turn schemes' in defined communities on the island.
- 2.5 There are nonetheless some challenges around volunteering. Not all communities have a strong volunteering demographic and communities themselves have different capabilities and capacity. For instance, we found good work taking place within Pembrokeshire, with the creation of an effective volunteer network undertaking a range of activities including good neighbour schemes, a 50+ network and a pharmacy delivery service. However, it is clear that Pembrokeshire has a strong local community with a good range of volunteers with the skills and abilities to thrive independently that the local authority and its partners can draw on. This is not the same everywhere in Wales, and it is clearly more challenging to encourage volunteers in the more deprived areas.
- 2.6 There is also a growing worry of burnout in the volunteering sector and a danger that while volunteers can play an important role, they are often 'papering over the cracks' of a system under stress. Volunteering has its place, but it needs to be managed and nurtured carefully and requires a shift in culture and policy within local authorities to be successful¹³.

12 Every county in Wales has a voluntary sector infrastructure body, generically called a County Voluntary Council or CVC. The key role of a CVC is to provide advice and information to local voluntary and community groups on volunteering, funding sources and a wide range of other issues.

13 Nesta, [Making the shift to people powered services](#), [Nesta – Government agenda](#), gov.uk

Empowering communities

- 2.7 A number of local authorities are similarly focusing their efforts on mobilising community capacity and empowering communities to identify their own needs and priorities and produce workable solutions. A good example of this is the work of Isle of Anglesey Council with Medrwn Môn, an independent agency providing support and advice to voluntary organisations and community groups. Under the 'network of alliances' initiative, Medrwn Môn is helping to create a system of local coalitions across the island which are empowered to identify the problems in their area, the assets that are available to help tackle these problems and the solutions needed to address them¹⁴. An evaluation of the success of this initiative was not available at the time of our audit.
- 2.8 Caerphilly has established a Community Empowerment Fund to support its Transformation Strategy. The first round of funding was shared between 18 community projects totalling over £40,000. The local authority has established criteria for applications to help focus efforts on improving resilience across the County Borough. While the criteria prioritise initiatives to support the establishment of new community groups, projects to support greater community cohesion, and projects aimed at tackling isolation and loneliness, although no update on the success of this work was provided at the time of our audit.
- 2.9 Despite the above, there is more that local authorities can do. Our analysis of responses to our survey of officers highlights that local authorities are not shifting efforts to empower communities to do more for themselves. From our survey of local authority officers, the activities where communities are more directly involved in delivery without local authority involvement are things like community litter picks, food banks and recycling and repurposing furniture, goods and clothing. While clearly important, these fall short of activities that help to encourage people to be more self-reliant and less dependent. In addition, procurement and grants processes are often not streamlined or agile enough to either encourage local groups to apply for funding or to get money to community organisations in a timely manner¹⁵.

14 Medrwn Môn, 'What is an Alliance?' Event, July 2022

15 South Wales Argus, 'Caerphilly Council still has budget for grants to charities', November 2022

Community Asset Transfers

- 2.10 A Community Asset Transfer (CAT) happens when a local authority transfers the management and/or ownership of a property asset to a town and community council, third-sector body or community group. This will sometimes include the delivery of any associated services. Transferring assets enables the retention of key local facilities and services that might otherwise be closed. Overall, we found that local authorities are not using CATs to help stimulate and build community resilience, and are mostly focussing on opportunities to reduce expenditure and divest themselves of assets that can no longer be subsidised.
- 2.11 Our survey of town and community local authorities highlights mixed performance in their experience of local authorities transferring assets. A common complaint from town and community councils is that transfers of community assets are unequitable and unfair. They often take far too long, with some reporting that the process took multiple years, resulting in the loss of potential funding opportunities, spiralling costs, and sudden changes in contract agreements. Local authorities were categorised as being excessively risk averse and poor at communicating.
- 2.12 Some respondents to our survey also flagged that they had no option but to take on the asset because of the threat that the service would otherwise be stopped. Several we interviewed reflected that local authorities were not transferring assets but liability with conditions placed on transfers that made success unachievable. Suggestions for improvement included providing an easily-accessible register of available transfers, more flexibility in transfer agreements, recognising the importance of cross-subsidisation and guaranteed ongoing support from local authorities.

Promoting access to community-based services and early intervention

2.13 Local authorities are recognising the need to reset their presence in communities and have focussed primarily on two approaches:

- **Community Hubs** – Several local authorities including Cardiff Council have developed 'community hubs,' providing a space for people to access key services. The Hubs also function as a place for people to meet and interact and are helping to reduce isolation and loneliness. In Gwynedd, the community hub in Maesgeirchen, Bangor has been instrumental in strengthening the local authority's presence on the estate, creating a more easily accessible and suitable space where services and the community can come together to work in partnership.

Likewise, the positive work of the Pembrokeshire Community Hub. This started life as a COVID-19 response for the county and was based in county hall in Haverfordwest. During the pandemic, the Hub took over 10,000 calls providing help and assistance so that citizens could access the food, prescriptions and the community services they needed. Following its success and in-depth engagement with communities and partners at a Community Activity and Wellbeing Day in June 2022, the Hub has recently been re-launched with a broader role¹⁶.

- **Community Navigators or Connectors** – Most local authorities are recognising the importance of the community navigator role to co-ordinate access to community-based services and to support the development of alternative non-local-authority provision. The job titles vary across Wales. Some are referred to as local area co-ordinators, others community navigators. Irrespective, local authorities recognise the value of these roles in helping to support resilience in communities. They often draw their roots from work in social care, and are focused on developing the provision of community-based services and activities, identifying potentially vulnerable people before their needs escalate and promoting access to alternative services¹⁷.

For example, Bridgend County Borough Council through its 'Local Community Coordination and Connecting Communities' programme which supports people whose needs would not usually meet the eligibility criteria for care and support. The local authority, working with Swansea University, has quantified and evaluated the impact of this programme, highlighting that every £1 spent delivers a return of £4. In addition, and more importantly, only 4% of people referred by the Local Co-ordinators to third-sector services subsequently needed to access statutory help from the local authority.

16 The Hub partnership includes Pembrokeshire Alliance of Voluntary Services (PAVS), Hywel Dda Health Board, Pembrokeshire County Council, Public Health Wales, PLANED, Volunteering Matters and West Wales Action for Mental Health.

17 The roles are rooted in the principles of the Social Services and Well-being (Wales) Act 2014 and are focused on prevention, helping to ensure people's well-being is maintained to avoid them requiring statutory care and support.

There are significant cultural, resource and capacity barriers to overcome in helping to create more resilient and self-reliant communities

2.14 While it is clear local authorities have a strong track record in some key areas that can help create more self-reliant individuals and resilient communities, our survey of senior local authority officers highlights that significant challenges remain – **Exhibit 4**.

Exhibit 4: barriers to creating more self-reliant and resilient individuals and communities identified by local authority officers



Lack of resources, limited skills and weak capacity to be able to drive this agenda.



Inability to redirect resources from service delivery to supporting communities to be more self-reliant.



A lack of trust between the council and residents and a perceived inability and appetite within communities to be more self-reliant.



The prevailing service delivery culture within the council of needing to be 'direct providers' rather than 'influencers' and 'enablers'



Limitations in joined up working with partners on the ground to foster stronger community involvement and influence.



Lack of a strategic vision and limited understanding of community needs and abilities

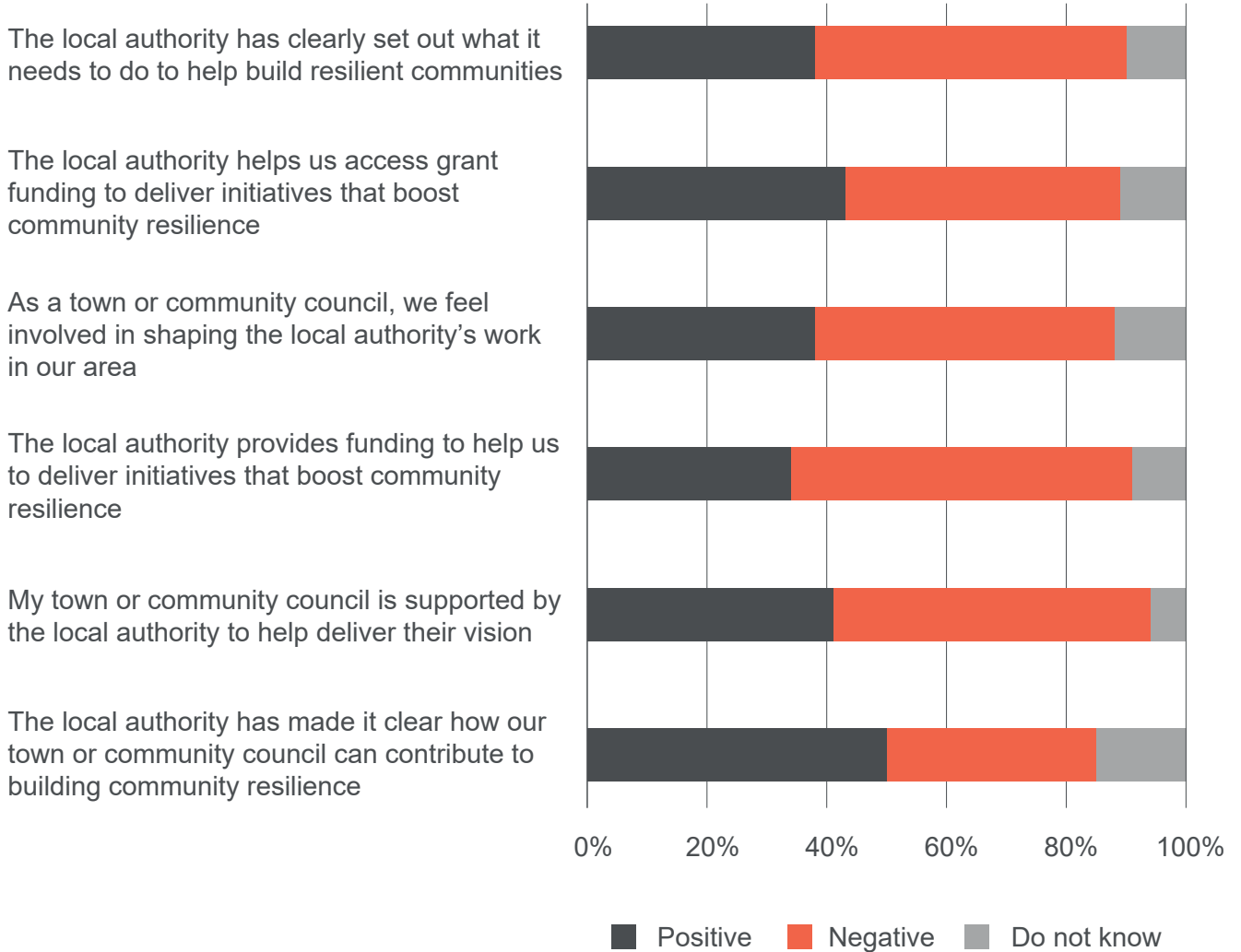


Ongoing challenges in helping connect and re-connect communities due to challenges of poverty, rurality, transportation and digital exclusion.

Source: Local Authority Officer Survey, Audit Wales analysis

- 2.15 A strong message from our interviews and survey work is that local authorities are not using resources to effectively stimulate community resilience. This is unsurprising. In the current fiscal climate, with an uncertain future, switching resources from often over stretched services is no easy thing. However, without some investment on the ground targeted at building capacity and encouraging resilience, it is clear some communities will not be able to respond, and responses where they happen, may not be sustainable.
- 2.16 Town and community councils are a key stakeholder in creating resilient and self-reliant communities. They are often well placed in local networks and hold significant community assets that can be used by groups. Collaborating with town and community councils opens the opportunity to involve communities more actively, which should increase public buy-in, and, in turn, help stimulate community resilience.
- 2.17 Town and community council survey comments had an overwhelmingly negative tone. While local authorities were felt to be effective at planning and creating a vision, they are overwhelmingly seen as ineffective at putting these into action. Poor communication, as well as delays caused by 'red tape,' were cited as the reasons initiatives failed. One respondent recorded that due to delays, 'the enthusiasm tends to tail off.' Survey responses on specific questions identify lots of opportunity for improvement. For example, while half of town and community council respondents felt that their local authority had set out what was needed to help build resilient communities, only 41% felt involved in shaping the approach and just over a third were clear on what they could and should be doing – **Exhibit 5**.

Exhibit 5: town and community council views on how well they collaborate with their local authority



Source: Town and Community Council Survey, Audit Wales analysis

- 2.18 Another strong line of feedback from town and community councils is the lack of funding and resources. Respondents noted that local authority budgets have shrunk, resulting in the local authorities 'not having enough experienced staff to cover statutory functions' let alone engage in community development activity. In addition, services that could often be in the frontline in engendering community resilience, are often absent on the ground. For instance, the lack of focus on the role of economic development to keep funding within local communities and prevent wealth extraction is seen as a missed opportunity.
- 2.19 Others highlight an enduring 'command and control' culture in some local authorities, strengthening the power imbalance between the local authority and its communities, framing the relationship as 'them' and 'us.' This limits local authorities' ability to fully engage with, involve and understand the community, and in turn creates difficulties for a community to fully trust the local authority. One respondent noted that their local authority continues to identify its own priorities and only then goes to local communities for validation of their work.
- 2.20 This is not helped by local authorities' performance monitoring and evaluation arrangements. Most local authorities reflect on their previous performance towards all well-being objectives and against key performance indicators as part of regular performance monitoring arrangements. However, we found that, because of weaknesses in how local authorities have articulated their vision around community resilience, performance monitoring is often limited to focusing on specific projects or initiatives and does not consider what these mean collectively in terms of community resilience.
- 2.21 There are no national measures collected that formally determine how resilient people and communities are in Wales. However, a number of publicly available datasets can be used as proxy measures to identify the key challenges facing local government in nurturing more resilient and self-reliant communities:
- active citizenship, measured through people's participation in democratic processes and decision-making drawing on data by [The Electoral Commission](#) showing the proportion of eligible voters who participated in local authority elections. Ceredigion had the highest turnout of voters in the most recent election in 2022, with 48.6% of eligible voters voting. This compares with a turnout of 31.3% in Torfaen during the same election. And across Wales, turnout on average was almost 4% lower in 2022 compared with the 2017 election. The data shows that turnout in local authority areas across some of the South Wales Valleys is consistently lower¹⁸.

- the National Survey for Wales measures emotional and social loneliness over time, and these are key issues to address in promoting social capital. The data shows that almost a third of the Wales population reported feeling socially lonely in 2019-20. Data by the Office for National Statistics (ONS) breaks a similar measure down by local authority area. It shows that, by 2020-21, almost 40% of the Welsh population reported feeling lonely. Local authority areas in the South Wales Valleys, including Blaenau Gwent and Torfaen, are amongst those with the highest proportions of people having reported feeling lonely¹⁹.
- Data Cymru publishes data showing people's sense of belonging to an area and levels of community cohesion. It measures the number of people agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect. It shows an increase in recent years – from an average of 51% agreement across Wales in 2016-17 to 70% agreement in 2020-21²⁰.

2.22 Through our review we found no local authority in Wales using these proxy measures to help evaluate or monitor resilience.

19 [National Survey for Wales](#)

20 [Well-being of Wales, Data Cymru](#)

The pandemic showed communities can play a more active role and become less dependent, but sustaining this requires local authorities to change how they work

- 2.23 Local authorities in Wales responded to COVID-19 with effective leadership and extraordinary sacrifices from frontline workers, elected members and senior leaders. The pandemic made people more aware of the role of local authorities in their lives. As such there is a window of opportunity to reset the relationship between local authorities and their citizens and to use the experience of collaborating with communities as genuine partners to reset relationships and expectations.
- 2.24 People we interviewed in particular noted that the pandemic had sparked a resurgence in 'community activism' with individuals, groups, and organisations working together to bring about change. Several people we spoke to also highlighted that the crisis encouraged local authorities to be more open, with officers and elected members showing a new willingness to involve and collaborate with people to find solutions to problems, often on a daily basis.
- 2.25 Our town and community council survey asked recipients how the pandemic had impacted on resilience and self-reliance in their local areas. Positively, a number of respondents stated that COVID-19 had supported communities to 'pull together' and support vulnerable people in the community by providing meals and medication to vulnerable people shielding, undertaking home deliveries and community activities like litter picking. Some also noted that having to operate with less support from their local authority also helped increase resilience, demonstrating that individuals and communities could do more for themselves.

- 2.26 We also found some good examples of local authorities taking learning from the pandemic to help improve community resilience. For instance, Gwynedd County Council are learning from the shift to prevention required by the Social Services and Well-being (Wales) Act 2014 to influence its work and approach elsewhere in the organisation. By rolling out training on the 'What Matters'²¹ principles more widely to staff in other services, the local authority is seeking to redefine its work moving away from responding to need to identifying personal and local strengths and solutions as a way of supporting resilience. Similarly, Flintshire County Council is drawing on the positive response from communities during the pandemic to help address staff shortages in social care. Building on the success of people volunteering during COVID-19, the local authority is prioritising work to engage with its residents to encourage people to begin a career in care.
- 2.27 However, others we spoke to noted that much of the good work of reframing relationships and changing how people access and use services created by the pandemic have not been embedded and maintained. Despite local authorities having the experience of the pandemic to draw on how to do things differently, many are not grasping the opportunities to recast their relationship with people and communities. Through our interviews with officers, we found that a growing number acknowledge that a culture shift is required but are yet to articulate and set out what they will do differently to reduce dependency. As a result, there is a growing concern that local authorities are reverting to their traditional ways of working and not building on the enthusiasm and buy-in created by the pandemic.
- 2.28 This is echoed in the evidence of our local 'Springing Forward' review delivered in 2022. Our audit work focussed on how local authorities are taking learning from the pandemic to transform both their workforce and use of assets. We found that local authorities are increasingly seeing flexibility and agility in their human and physical assets as critical in the models of service delivery they will need to apply in the future. However, we found little focus on the need to create more resilient communities and self-reliant citizens, nor a prioritisation of the steps needed to reduce demand on services.

21 A 'What Matters' assessment is an outcomes-focused, strengths-based conversation between a social care practitioner and an individual to determine whether they have eligible care and support needs.



Looking to the future and learning from elsewhere

03

- 3.1 In this final part of the report we look to the future, setting out approaches and opportunities from other parts of Great Britain. We acknowledge that different parts of Wales will have different challenges to overcome, and no local authority is starting from exactly the same place. However, from our research there are opportunities to learn from elsewhere that can help local authorities make this transition.

With an uncertain future and growing complexity in service delivery, local authorities must change how they work and use resources differently to empower communities and individuals to build resilience and become more self-reliant

- 3.2 The scale of the current challenges facing communities across Wales is threatening to overwhelm local authority services. Entrenched poverty, longstanding inequalities, uncertain public finances and growing demand from people with a range of complex problems are creating a tough operating environment²².
- 3.3 It is clear that local authorities are going to face significant problems in the next few years with capacity continuing to be stretched, services increasingly becoming more targeted and potentially oversubscribed. There are likely to be fewer services delivered directly by local authorities, to fewer people, and local authority services as we know them will look hugely different by the end of the next decade.
- 3.4 As a consequence, a key focus for local authorities will need to be on steering people away from their services and replacing this with a co-operative approach, collaborating with communities and doing things differently. To achieve this, local authorities need to think and act differently, building capacity and social capital and encouraging communities and citizens to do more for themselves.
- 3.5 Positively, we are not starting from zero. As noted in Part 2, local authorities are already doing much and during COVID-19, we witnessed a community response on a scale and diversity that were previously unthinkable highlighting that many communities have significant depths of resilience. There is also much work already happening across Wales and the other nations of the United Kingdom from which we can learn. **Exhibit 6** sets these out.

22 For instance, see the conclusions of the [Future Trends Report Wales 2021](#) produced by the Welsh Government, which brings together a range of information to assist Welsh citizens and policy makers in understanding the big trends and drivers that are likely to shape Wales' future. The most recent report of December 2021 set out a series of significant challenges facing local authorities in the next decade and beyond.

Exhibit 6: key approaches in how local authorities are seeking to strengthen community resilience and self-reliance to reduce demand on services



Creating a clear vision of how things will work in the future.



Holding a two-way dialogue and communicating what change will 'look' and 'feel' like.



Revitalising the role of council members as community champions.



Refocussing the work of council staff.



Recognising that recasting community relationships will require different solutions in different places.



Ensuring wealth stays local and works for all the community.

Source: Audit Wales

Creating a clear vision of how things will work in the future

- 3.6 When embarking on a new direction, it is important for local authorities to articulate what their vision for the future is. Setting a vision helps to describe the local authority's purpose, what it is striving for, and what it wants to achieve. The vision should be derived from the local authority's core values and should function as a guiding principle to support long-term decision making.
- 3.7 Bristol City Council in its [Resilience Strategy 2016](#) set out a long-term direction of travel, reflecting the need for change at all levels: starting with individual citizens, through local communities and neighbourhoods, to the city as a whole and its place in the wider world. With the overall ambition of creating a flourishing resilient city the Council and its partners are focussing on:
- **Fair** – Every person living in Bristol has the assets and opportunities to enjoy a good quality of life.
 - **Liveable** – The city centre and neighbourhoods are great places for people of all ages to live, work, learn and play.
 - **Sustainable** – The city and region prosper within environmental limits through adopting new behaviours and technology.
 - **Agile** – Bristol citizens and leaders make effective decisions based on shared priorities and real-time information.
 - **Connected** – A strong network of local communities and organisations promotes trust, co-operation and shared action across the city.
- 3.8 Similarly, Oldham Council has embarked on a bold programme centred on becoming a co-operative borough with everybody doing their bit and everybody benefitting. The Council's [Corporate Plan](#) sets out an ambition of 'working with communities to reduce need by taking a community-centred, preventative approach to public services'. The starting point for the local authority was to recognise that everybody in Oldham has shared problems and ambitions and only by working together and looking at what the local authority, partners, community groups and individual citizens can do, are you be able to deliver change.

3.9 For Oldham, a whole system approach is required, engaging with communities to design and deliver things in partnership and emphasising self-help and responsibility by supporting communities to be more resilient. The driving ethos is to collaborate with communities to reduce need by focussing on four key areas of work:

- supporting local leaders and empowering people because the local authority is often not well placed to deal with issues at a community level;
- encouraging staff to constantly look for ways to improve services or solve problems, supporting them to take responsibility and act boldly;
- putting Oldham and its people first and doing what's best for communities; and
- creating a high-performance culture which focuses on knowledge and using data to maximise the impact of spending and service delivery choices.

Holding a two-way dialogue and communicating what change will 'look' and 'feel' like

3.10 Setting a vision is one thing. Making this a reality requires local authorities to enable a cultural shift within their communities, away from seeing them as the first point of contact when seeking help to a shared understanding of the future role of the local authority. This will require local authorities to clearly articulate a strong message on what they can and will do in the future but also how they will support and encourage communities to do more for themselves. In driving this shift, local authorities will need to ask some fundamental questions, for instance:

- What do we need to do differently to develop and improve the resilience in each of our communities?
- What support and assistance do we need to provide and maintain to ensure the resilience capability and capacity in each of our communities is retained?
- How can we maintain community resilience beyond the voluntary sector?
- What partnership approach and support are needed to truly enable community resilience?

- 3.11 As a starting point, local authorities will need to have an honest conversation with the public about the reality of future service provision and the potential role of the local community going forward. Within this conversation, local authorities will need to engage with communities to determine what they might be able to do without help, and how they can collaborate better with local people, local groups and local community assets.
- 3.12 Asset mapping is essential to highlight what already takes place and what others are doing, both for the local authority (elected members in their role as community champions and local authority staff) and local people. Likewise, local authorities will need to promote opportunities to apply for funding, directly to the local authority but also from other organisations, locally and nationally, and set out how they will support this activity.
- 3.13 An example highlighted in Scotland of intense involvement of communities in designing and planning new approaches is the use of Community 'Charrettes'. Supported with funding by the Scottish Government²³, the Charette model brings together stakeholders and decision makers to collaborate with experts to co-develop solutions to address problem issues in the physical environment of an area. Examples of recent successful Charrettes include Crieff and Glenrothes West. As such, Charrettes have the power to provoke transformation; but without careful preparation they can backfire, creating distrust within communities. Although traditionally applied to regeneration and planning work, the Charette approach is also being used in policy and organisational planning and change efforts.

Revitalising the role of local authority members as community champions

- 3.14 Elected members, as community leaders, can play a critical role in recasting the future relationship between the local authority and local communities. They often lead local partnerships, sit on the boards and management committees of voluntary groups, represent their communities with other organisations, such as the Police or Local Health Board, and regularly promote local services within the community.
- 3.15 Going forward, elected members will now have to deliver a different community leadership role, one which focuses on encouraging people to take more responsibility for their neighbourhoods and inspiring people to do more to help out in their local community. The role of elected members in developing stronger and more resilient communities cannot be underestimated. They will have key roles to play in:
- managing the expectations of communities, by setting out why things are changing and explaining why things will be different going forward;
 - identifying and collaborating with local community activists and leaders to ensure they are encouraged, supported and assisted to play a more prominent role in the future;
 - enabling the flow of two-way information and intelligence between local communities and the local authority, to identify the issues on the ground and provide the information local communities need to ensure they can get involved; and
 - acting as the channel between local community groups and the local authority to help develop local community-led solutions that strengthen resilience and meet local need.
- 3.16 A number of Welsh local authorities we interviewed highlighted the important role of elected members in developing community resilience and a rejuvenated role is central to strengthening self-reliance and community resilience. For example, in Cardiff, officers emphasised that members often 'approach life from the bottom up' and bring a deep understanding of community issues and the role the Council can play in helping communities to thrive.

3.17 In Oldham, the local authority has taken this approach a step further introducing in 2011 a Local Leaders Programme. This has been vital in equipping elected members with the skills, knowledge, competencies and attitudes necessary for engaging with and driving a new relationship with communities. The course included a mix of elected member-led discussions, seminars offering useful tools and models, expert facilitators and speakers, and a range of formats for discussions and activities. The six modules covered:

- the local leadership role in communities;
- personal leadership skills and understanding;
- working inside the organisation and the politics;
- a deeper look at community leadership in Oldham;
- issues and challenges; and
- neighbourhoods, partnerships and outward communication.



Refocussing the work of local authority staff

3.18 As with the revitalised role for elected members, local authorities will also need to ensure their workforce has the skills to deliver a new way of working. Local authority staff are trained and experienced in delivering services to people, but the move towards community development and community resilience work will entail a quite different way of thinking and doing for some.

3.19 At present, the model for many local authority services is predicated on meeting need, with responses concentrating on delivering actions to address short-term acute issues. But with less emphasis on direct provision and more focus on influencing others to do more, the local authority worker of the future will need to be able to foster positive working relationships with networks and groups in communities.

3.20 To do this well will require staff to be good communicators who are able to encourage and motivate people, facilitating change and encouraging communities and individuals to step up and do more. Critically, staff will also need to be effective problem solvers and active agents for change, being less concerned with process and more driven by delivering solutions on the ground.

3.21 Local authorities will therefore need to develop their workforce to be able to respond to this new set of challenges. This will mean redefining roles and responsibilities for those both on the frontline, but also managers. Support and training will be required to help engender a new culture and ethos for service delivery, focussing on prevention rather than intervention.

Recognising that recasting community relationship will require different solutions in different places

3.22 Communities themselves are not uniform. They will have different capacities, skills and assets and each will come from a different starting point. It is clear that there are communities in Wales which are still coming to terms with their post-industrial past, where levels of poverty remain stubbornly high, and the socio-economic challenges are vast. The response to engendering community resilience in these areas will therefore be quite different to areas with high levels of affluence and an active history of doing many things for themselves with little intervention or support from local authorities.

3.23 Irrespective, it is important that local authorities recalibrate their relationship with their communities and find solutions that are specific to the differing needs of Wales. To be successful in achieving this shift of emphasis – from concentrating on need and service provision to focusing on mobilising the energies and strengths within communities – requires local authorities to create a new relationship with citizens, helping to build capacity and improve a community's potential to do more. For instance, by working with:

- **individuals**, including volunteers, to build capacity to do things that local authorities traditionally have done;
- **groups**, including faith and community groups, who offer a wealth of experience in helping support people and have established and successful links on the ground;
- **organisations**, including town and community councils, local businesses and anchor institutions, which are active in supporting local interests but now need to be encouraged to do more; and
- **networks**, including associations such as county voluntary councils and local partnerships which are better placed to influence others to do what is needed.

- 3.24 Research highlights that for communities to have the capacity to act, three things are generally required: the motivation and commitment to act; the resources required to support action; and the skills, confidence and understanding to act²⁴. Often the starting point for local authorities is to understand current capacity within a community, focussing on things such as local needs and issues and the relative strengths and weaknesses of a community. Key to this is to identify the community players and leaders and to establish forums, systems, and structures that encourage participation, engagement and involvement.
- 3.25 Scotland's Urban Regeneration Forum (SURF) has a track record in highlighting positive examples of community-led regeneration work and awarded Campbelltown in Argyll and Bute the most improved place award in 2020. In response to socio-economic challenge, the local authority initiated a wide-ranging programme of activities in Campbelltown that secured the participation of public, private, community and third-sector organisations²⁵.
- 3.26 A shared vision based on trust and perseverance helped to transfer ownership from the local authority into the community which is now empowered to shape and deliver projects that respond to local circumstances to the extent that Campbelltown is once again a thriving town centre, and an increasingly attractive place to live, work and invest in. Importantly, less reliance is placed on the local authority with the community doing far more for itself.
- 3.27 The work in Argyll and Bute has also been helped greatly by the policy framework adopted by the Scottish Government under the umbrella of the Community Empowerment (Scotland) Act 2015 – **Exhibit 7**.

24 Building Community Capacity – Resources for Community Learning and Development Practice: A Guide, Scottish Government, 2007.

25 Argyll and Bute Council, Campbelltown Regeneration Page 58

Exhibit 7: Community Empowerment in Scotland

The Community Empowerment (Scotland) Act 2015 was introduced to help empower community bodies through the ownership or control of land and buildings, and by strengthening their voices in decisions about public services. To support implementation of the Act, the Scottish Government has sought to empower communities to do more for themselves through the provision of, for example:

- funding for community-led regeneration through the Empowering Communities Fund;
- funding participatory budgeting through the £1.5 million Community Choices Fund, giving people more power to make decisions on spending in their local areas; and
- making it easier for communities to take over land and buildings in public ownership through asset transfer and extending the community right to buy to all of Scotland;
- supporting community local authorities to represent communities' opinions and needs to public bodies; and
- giving communities the ability to request to participate in decisions and processes which are aimed at improving outcomes through participation requests.

Taken together, it is clear that national policy in Scotland has developed to encourage and support the ownership of assets by communities and for communities themselves to have more say in how services should both be provided to them and how public services should collaborate with them. Scottish communities now have legal rights to participate in policy development and buy assets from public bodies. They can shape services on the ground and play a greater role in deciding where resources are committed.

Ensuring wealth stays local and works for all the community

- 3.28 Community wealth building is a people-centred approach to local economic development, which redirects wealth back into the local economy, and places control and benefits into the hands of local people. It is an especially helpful model for delivering services in a time of restrictions on public funding, austerity and growing economic uncertainty because it seeks to stop, or at least limit, the flow of money out of those communities that most need investment and financial stimulation, by reshaping the local economy and using an organisation's assets in vastly different ways.
- 3.29 To do this, community wealth building uses the economic power of large, locally-rooted organisations, commonly referred to as 'Anchor Institutions' – **Exhibit 8**. The way in which these institutions spend their money, employ people and use their land, property and financial assets can make a huge difference to a local area. The role of 'Anchor Institutions' cannot be underestimated, and they can play a defining role in creating and reinforcing local economic ties.

Exhibit 8: the role and value of Anchor Institutions

The term '**Anchor institutions**' is used to refer to organisations which:



Have an important presence in a place, usually through a combination of being largescale employers, the largest purchasers of goods and services in the locality, controlling large areas of land and/or having relatively fixed assets.

Are tied to a particular place by their mission, histories, physical assets and local relationships. Examples include local authorities, NHS services, universities, trade unions, large local businesses, the combined activities of the community and voluntary sector and housing associations.



Source: [Community business and anchor institutions](#), CLES, February 2019

3.30 The Centre for Local Economic Strategies (CLEES) has been at the forefront of developing approaches to community wealth building. Through their work with public sector bodies, CLEES have identified five key principles that are critical to delivering successful community wealth building. These are:

- plural ownership of the economy;
- making financial power work for local places;
- fair employment and just labour markets;
- progressive procurement of goods and services; and
- socially productive use of land and property.

3.31 Preston City Council have been long-term exponents of Community Wealth Building and are a positive example of an organisation that are using the CLEES method, focussing on providing value for communities within the city directly and indirectly through their policy choices and spending power. The City Council's approach, often referred to as the 'Preston Model', is centred around tackling inequality by collaborating and building locally controlled economies, which put communities first²⁶. Practical examples of how the local authority has sought to deliver this vision on the ground include:

- using local authority procurement of services as a means of investing in the local economy and urging other local public sector partners to do the same. New procurement practices are providing opportunities for local SMEs, worker co-operatives, social enterprises and businesses to bid for contracts.
- encouraging suppliers to enhance the social value aspects of their contracts through the inclusion of training and employment opportunities in agreements.
- being an early adopter of the 'real living wage' locally and using the local authorities' profile and soft power to influence other employers to do the same.
- supporting and encouraging greater diversity of ownership in the local economy by investing directly in key assets in the centre of the city, bringing services back in-house and promoting worker cooperatives and community businesses;

- enabling more financial wealth to be retained locally by contributing to the establishment of a regional development bank – the North West Mutual – with Liverpool City Council and the Wirral. The new bank is tasked with improving access to financial services for local people and businesses, and has a specific aim to retain banking profits in the North West and recycle regional savings into business loans and mortgages.
- encouraging the Lancashire County Pension Fund to invest in Preston.



Appendices

- 1 Audit approach and methods
- 2 Community resilience and self-reliance evaluation tool

1 Audit approach and methods

Approach

Our approach was to understand local authorities' definitions and approaches to building social resilience and community self-reliance and how town and community local authorities are supported to promote resilience.

This report sits alongside other reviews examining how local authorities are addressing poverty, and another review considering the role of social enterprises in delivering public services. Combined, they serve to examine how local authorities empower citizens to tackle and prevent issues developing into a crisis that requires statutory intervention.

We examined all 22 principal local authorities in Wales at a high level, managing delivery to be mindful of the pressures local authority officers are under during both the pandemic and the cost-of-living crisis. We ensured coverage was sufficient to draw a view on the whole sector but not to significantly detract from officers' delivery. Our approach was flexible to fit around officers when agreeing and delivering our fieldwork.

Methods

We completed our review between September 2021 and August 2022 and used a range of methods in delivering our review:

- **document review** – we reviewed published research and documentation from the Welsh Government, local authorities and other relevant public bodies. We also reviewed a range of publications from representative groups, research organisations and public bodies in other UK countries.
- **interviews and focus groups** – we undertook a range of different interviews and focus groups:
 - officer interviews – we interviewed officers nominated by all Welsh principal local authorities, generally those with responsibility for leading on social resilience and community self-reliance. These took place between January and May 2022.

- officer focus groups – in line with our flexible approach, some local authorities felt it was more appropriate for us to speak to a range of officers in focus groups to provide more rounded information and reduce our impact on service delivery.
- national interviews – we interviewed representatives from national bodies, UK-wide think tanks, research organisations and representative bodies. These took place between March and July 2022.
- **surveys** – we undertook two surveys to inform our work:
 - a national survey of town and community councils – we invited all 732 town or community councils in Wales to share their views on social resilience and community self-reliance through an online survey. We received a total of 336 responses, including 195 fully completed submissions and a further 141 partially completed responses. The completed responses represent roughly one in every four town or community council in Wales, and we received responses from all 22 local authority areas.
 - survey of senior local authority officers. We invited all 22 local authorities to participate and received 21 responses. Despite being invited to take part, Pembrokeshire County Council elected not to respond.
- **data analysis** – we collected and analysed a range of publicly available datasets from the Welsh Government, the UK Government, the Office for National Statistics, and third-sector organisations.

2 Community resilience and self-reliance evaluation tool

Action	Yes	No	Do not know
Understanding the challenge and articulating your role			
We have clearly defined and agreed what community resilience and self-reliance means to us.			
Our vision makes clear what we need to do and what others are best placed to do.			
We have identified by service the activities: <ul style="list-style-type: none"> • that the authority must continue to provide; • those that can be delivered in partnership with others; and • those that the community can lead on. 			
We have communicated our definitions widely to ensure all key stakeholders understand what we want to achieve through our work on community resilience and self-reliance.			
Our key partners have identified how they will collaborate with us to strengthen community resilience and self-reliance.			
We have completed a place-based asset mapping exercise to assess community resilience and capacity for increased self-reliance.			
We know the number and types of organisations working locally that can help us improve community resilience and self-reliance.			
We know where there are gaps that we need to address.			

Action	Yes	No	Do not know
We have agreed the actions required to help improve community resilience and self-reliance in our area.			
We have set SMART objectives and actions on how we will improve community resilience and self-reliance.			
We are clear on the benefits and risks of our work on community resilience and self-reliance for citizens, local communities and the local authority.			

Knowing your communities

We know who our key community activists and leaders are.			
We have good working relationships and work effectively with our key community activists and leaders.			
We provide help, support and training to ensure our key community activists and leaders are as effective as they can be.			
We effectively encourage local community activists and leaders to improve community resilience and self-reliance.			

Skills and knowledge to build community resilience

We are good at encouraging people to help out and do more in their community.			
We have the right staff in the right place to help improve community resilience and self-reliance.			
We have revised job descriptions and person specifications to strengthen their focus on involvement, to help improve community resilience and self-reliance.			

Action	Yes	No	Do not know
We give staff the opportunity to take well-managed risks and explore innovative practices with communities.			
Our staff are good at influencing people to do more for themselves where they can.			
Elected members support the authority's work on strengthening community resilience and self-reliance.			
We have put in place the right support to help Elected Members strengthen community resilience and self-reliance in their wards.			
We have a can-do culture and mindset within the local authority to improve community resilience and self-reliance.			
We are good at encouraging communities to find their own solutions to problems and not rely on us.			

Making a difference

We have reviewed ways of working across the Council and are changing services to help improve community resilience and self-reliance.			
We have identified how these changes will impact on people.			
We are communicating to citizens how our services are changing.			
We have specified the information required to evaluate how our work is improving community resilience and self-reliance.			
We use our resources, money and assets to build and retain wealth in our local communities.			

Action	Yes	No	Do not know
We use our procurement of services as a means of investing in the local economy.			
We work with our local anchor institutions to ensure they support community wealth building through their provision of services, use of resources, procurement and assets.			
We encourage suppliers to enhance the social value aspects of their contracts through the inclusion of training and employment opportunities in agreements.			
<p>We regularly report on our community resilience and self-reliance work to scrutiny committee(s) against a balanced set of performance information that covers:</p> <ul style="list-style-type: none"> • demand for local authority services; • alternative provision within communities and by partners; and • impact of our work on people’s wellbeing. 			
Our scrutiny and evaluation processes provide us with assurance that our work is delivering anticipated outcomes.			



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Agenda Item 7



Report of the Cabinet Member for Well-Being

Adult Services Scrutiny Performance Panel – 7th August 2023

Tackling Poverty Service Grants 2022/23 Impact Report

Purpose	To provide an overview of the grants administered by the Tackling Poverty Service during 2022/23.
Content	This report includes a summary of the grants administered by the Tackling Poverty Service during 2022/23 and their impact. This report will be of interest to councillors.
Councillors are being asked to	<ul style="list-style-type: none">• Give their views• Make recommendations to Cabinet Member
Lead Councillor(s)	Cabinet Member for Well-Being
Lead Officer(s)	Head of Adult Services and Tackling Poverty Tackling Poverty Service Manager
Report Author	Lee Cambule – Tackling Poverty Service Manager lee.cambule@swansea.gov.uk Anthony Richards – Tackling Poverty Development Manager anthony.richards@swansea.gov.uk
Legal Officer	
Finance Officer	Chris Davies
Access to Services Officer	Catherine Window

1. Background

- 1.1. The Tackling Poverty Service (TPS) works in partnership with local people, Council services and other agencies to reduce the effects of poverty and support people to reach their full potential. One of the ways that TPS helps people is to administer a range of tackling poverty related grants that are available from Welsh Government and other funding sources. The Tackling Poverty Development Team is responsible for administering these grants to

organisations across Swansea and its communities. Depending on the conditions of each grant, these funds can help people with a range of poverty related issues and challenges from affording essentials like food to improving wellbeing for people struggling with the effects of living in poverty.

- 1.2. As the Cost-of-Living crisis continued to escalate in during the reporting year 2022/23, the number of grants for individuals and organisations increased and changed to reflect the changing priorities for Welsh Government and the needs of our population. An example of this was the introduction of 'Warm Hubs' funding to create places where people could go in their local communities to spend time in a warm and welcoming environment.
- 1.3. The purpose of the report (Appendix A) is to present the impacts made from the tackling poverty grants administered by the Tackling Poverty Development Team during the reporting year 2022/23.

2. Overview

- 2.1. In 2022/23, Swansea Council awarded £527,188 in tackling poverty grant funding. This consisted of 263 successful applications to 132 unique organisations / services and 350 one-off payments to individual households.
- 2.2. Grants administered included:
 - Household Support Grant – Tackling food poverty and food insecurity
 - Direct Food Support Grant – Tackling food poverty and food insecurity
 - Sustainable Food Partnerships Grant – Establishing a Sustainable Food Partnership
 - Period Dignity Grant – Period Dignity in Communities
 - Warm Hubs Grant – Establishing Warm Hub provision
 - Cost of Living Discretionary Grant – Energy Payments
 - Men's Sheds – Developing Men's Sheds Projects
- 2.3. These grants were awarded to organisations (with exception of the Cost-of-Living Discretionary Grant) through an application process where the bidding organisation had to demonstrate that the money was making a positive impact in the lives of people living in poverty. At the end of the reporting year, we asked each organisation to provide the evidence of the impact they had made, and the report demonstrates the impact for each of the above grants.

3. Integrated Assessment Implications

- 3.1. The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.

- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage.
- Consider opportunities for people to use the Welsh language.
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

3.2. The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the ‘well-being goals’.

3.3. Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

3.4. An Integrated Impact Screening has been completed for this report with no further assessment required (See Appendix B). This is an IIA Screening for the ‘For Information’ Report to the Scrutiny Performance Panel – Adult Services regarding Tackling Poverty Grants Impact Report 2022/23.

4. Legal Implications

4.1. There are no legal implications.

5. Financial Implications

5.1. Whilst there are no direct financial implications arising from this report, it may lead to decisions being taken at a later date that may have costs attached. Any such costs will need to be managed within departmental resources at that time with due regard to the Council’s medium term financial plan.

For Information

Background papers: None

Appendices:

Appendix A: Tackling Poverty Grants Impact Report 2022/23

Appendix B: IIA Screening Form



Tackling Poverty Service

Tackling Poverty Grants 2022/23

Impact Report

Owner	Lee Cambule
Author	Anthony Richards
Version	V0.2
Date	13 June 2023

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1. Executive Summary

Introduction

Swansea Council's **Corporate Plan 2023-2027** describes the council's vision for Swansea, the key council priorities (also known as well-being objectives) and the organisational values and principles that will underpin delivery of all priorities and the overall strategy. One of the key priorities is:

Corporate Well-being Objective 2023-2027

Tackling poverty and enabling communities so that every person in Swansea can achieve their potential.

This priority represents the Council's commitment to driving change and improvements in this area. However, it is also the key driver for the **Tackling Poverty Service (TPS)** to deliver its service objectives, priorities and plans. TPS works in partnership with local people, Council services and other agencies to reduce the effects of poverty and support people to reach their full potential.

One of the ways that TPS helps people is to administer a range of tackling poverty related grants that are available from Welsh Government and other funding sources. The Tackling Poverty Development (TPD) team is responsible for administering these grants to organisations across Swansea and its communities every year. Depending on the conditions of each grant, these funds can help people with a range of poverty related issues and challenges from affording essentials like food to improving wellbeing for people struggling with the effects of living in poverty.

In 2022/23, Swansea Council awarded £527,188 in tackling poverty grant funding. This consisted of 263 successful applications to 132 unique organisations / services as well as 350 one-off payments to individual households. This investment resulted in a diverse range of impacts on local people and communities during the Cost-of-Living crisis when people continue to need help and support.

Purpose of this report

The purpose of this document is to present the impacts made from the tackling poverty grants administered by the Tackling Poverty Development team during the reporting year 2022/23.

2. Context

In 2017, Swansea Council published **Working towards prosperity for all in Swansea: A tackling poverty strategy for Swansea**. This corporate strategy represented the Council's commitment to reducing poverty and the impacts poverty has upon the people of Swansea.

In general terms, poverty means being unable to afford the essential resources that allow you to live a minimum acceptable standard of living. Poverty is multi-dimensional, complex, growing and impacting more people in Wales.

Since 2017, progress has been made against our ambitions for tackling poverty but there has also been a lot of change, most significantly in the past three years. With almost 1 in 5 people in Wales classed as being in relative income poverty prior to the economic impact of the COVID-19 pandemic and the current Cost of Living crisis, those that were already experiencing financial hardship are more likely to have been pushed further into poverty and those that were at risk of poverty have been more likely to experience it.



As the Cost-of-Living crisis continued to escalate in during the reporting year 2022/23, the number of grants for individuals and organisations increased and changed to reflect the changing priorities for Welsh Government and the needs of our population. An example of this was the introduction of 'Warm Hubs' funding to create places where people could go in their local communities to spend time in a warm and welcoming environment.

3. Grants 2022/23 Overview

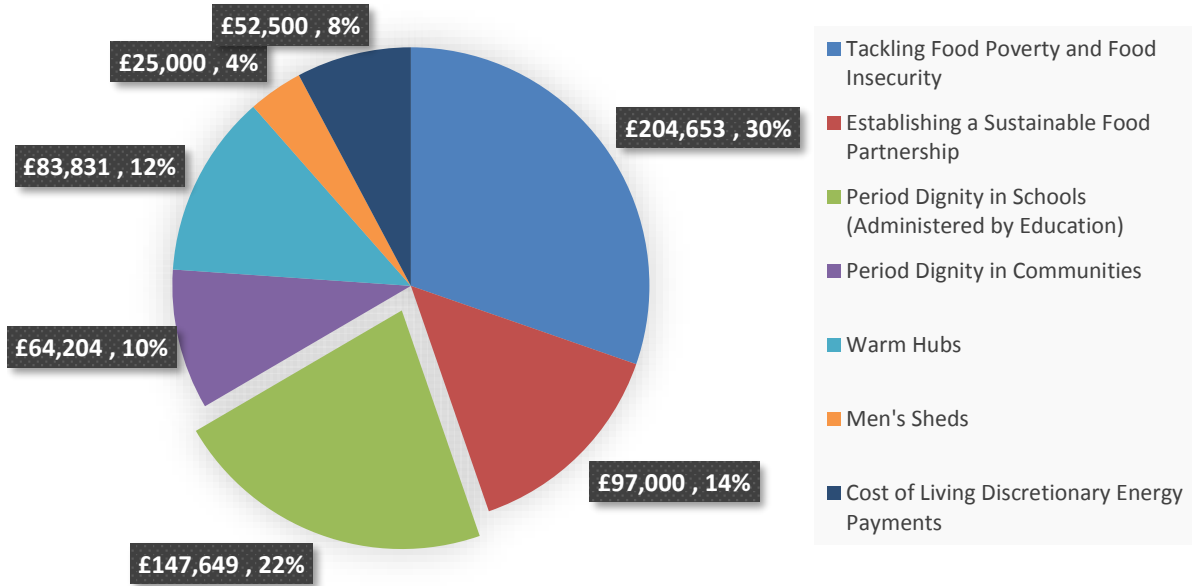
Between 1 April 2022 and 31 March 2023, TPS administered the following grants:

Grant Focus	Grant Title	Funding Source	Value	Number of applications awarded
Tackling Food Poverty and Food Insecurity	Household Support Grant	Welsh Government	£83,440	70
Tackling Food Poverty and Food Insecurity	Direct Food Support Grant	Welsh Government	£121,213	80
Establish a Sustainable Food Partnership	Sustainable Food Partnerships Grant	Welsh Government	£97,000	1
Period Dignity	Period Dignity	Welsh Government	Communities £64,204 Schools £147,649 Total £211,853	Communities 34
Establishing Warm Hub provision	Warm Hubs	Welsh Government	£83,831	70
Tackling Fuel Poverty during cost-of-living crisis	Cost of Living Discretionary Grant – Energy Payments	Welsh Government	£52,500	350
Developing Men’s Sheds Projects – improved wellbeing	Men’s Sheds	Swansea Council	£25,000	8

These grants were awarded to organisations through an application process where the bidding organisation had to demonstrate that the money was making a positive impact in the lives of people living in poverty. At the end of the reporting year, we asked each organisation to provide the evidence of the impact they had made, and the following sections of this report demonstrate this impact for each of the grants above.

Each grant had a different focus on an aspect of poverty that allowed us to ensure that we were tackling a wide range of issues and challenges facing our population. The diagram below shows how the total amount of grant funding was split across these different poverty aspects:

Grant Value by Focus



The way organisations apply for these grants follow a consistent fundamental process designed as part of our Tackling Poverty Framework. An overview of this application process is included in Appendix A for information.

4. Household Support Grant

Summary

Description	Welsh Government funding for organisations tackling food poverty and food insecurity
Grant Value	£83,440
Grants Awarded	70 successful applications over 2 funding rounds
Grant Spend	Food Supplies, Baby Food Supplies, Food Vouchers, Fridges, Freezers, Family Hygiene Supplies, Volunteer Expenses and Coordination, Overhead Contributions, Community Growing Supplies, Home Starter Kits, Cookbooks, Christmas Hampers, Fareshare Membership, Storage Solutions

Difference made for organisations

The purpose of the Household Support Grant is to enable local authorities to: Support an increased number of people facing food poverty through the provision of funding to a range of community food initiatives which are experiencing difficulties in meeting the needs of their customers across each authority. Such problems might arise from an unsustainable growth in demand for food and essential goods or difficulties sourcing sufficient donations and good food surplus to meet local needs.

The funding supported community food organisations to purchase additional supplies of good quality food and essential goods, boosting their capacity to meet the needs of their customers. The funding has also supported community food initiatives that were experiencing difficulties in operating effectively, for example, supporting costs incurred as a result of increased demand such as volunteer expenses, overhead costs and FareShare membership.

“The grant has been a big help with buying food – we are an independent foodbank relying on donations to enable us to continue supporting people with the rises in the cost of living.” - Blaenymaes Drop-In

“It has enabled children to have a healthy snack during the day and on times an additional snack for children whose parents are struggling with the cost of living.” - Blaenymaes Primary School

“The grant has made it possible for our organisation to keep helping our members through these frustrating times when the cost of essential goods is rising substantially and lowering the shopping basket. It has also helped to ensure that our members are aware of the organisation’s commitment to helping them through difficult times and times of crisis.”
– **Congolese Development Project**



“Able to support members in responsive and dynamic way which met their needs. Some foodbanks offer food options members can’t use as they don’t have access to cooking or storage facilities. Having vouchers means members have more control over what they buy, giving them dignity of choice.” - **Crisis**

“Provided additional security to maintain the provision, especially as we’ve seen an increase in running costs... We’ve seen an increase of approx. 25% in food costs, no decrease in demand, so this grant has been essential to continue to offer our service. Without it we would have run the risk of having to use reserves meant for essential building renovation work.” – **Zac’s Place**

“Your funding, combined with the support of other Welsh based funders, has meant our Swansea Townhill Project has been fully funded for this year. This financial security allows us to focus energies on volunteer recruitment and retention and guest outreach.” – **Food Cycle (Townhill)**

“The grant enabled us to cover a contribution towards the staff costs for Swansea Community Fridge, which does not receive any statutory funding. This has meant that were able to continue to offer our weekly community fridge session which supports around 200 people per week, as well as supplying food to two local schools and holiday clubs. In 2022 we supported 10,208 beneficiaries and diverted 12,295.29kg of food waste from landfill” – **Goleudy (Swansea Community Fridge)**

“Undoubtedly, we would have had to scale back what we could offer in terms of tackling food poverty had we not had this grant. With the cost of everything increasing rapidly, we had looked to scale back our provision of food, however, with this funding we were able to continue and even increase what we offered.” – **Include Hub**



“The grant has allowed us as an organisation to provide additional support in the form of free food to the individuals that attend the hub. Many of the individuals attending the hub have financial issues and this grant has enabled us to support the individuals in ensuring that they have less financial stress and are able to eat on a daily basis.” – Jac Lewis Foundation

“During a period of winter pressures and rising cost of living, this funding made a vital contribution towards our winter utility bills which again increased from the previous year, due to a combination of increased usage and a wider array of services (shower and laundry back open, café full open indoors)... During the cold winter months guests have commented that it is lovely and warm inside the building and stayed longer to enjoy the warmth and welcome. Being back open on Sunday evenings in particular meant that we could be a refuge for people struggling to heat their homes during the evening – one guest specifically commented to say they come here so that they don’t have to worry about the meter at home.” – Matthew’s House

“Provided stability and enabled the foodbank to re-stock items not being donated. Helped the foodbank run efficiently.” – North Gower Food Hub

“This grant has enabled us to continue our community lunch each week, which is growing in numbers. We have been able to buy high quality food that is nutritious and filling. This also impacts those attending as it restores a sense of dignity to them.” – St Thomas Church

“As financial pressure increases on many people due to the rising cost of living, public donations to Swansea Foodbank are decreasing as potential donors worry more about their own financial situation. At the same time, the numbers of people coming for food are increasing. The grant has enabled Swansea Foodbank to place regular orders with supermarkets to make sure that there is sufficient food on our

shelves to meet the need for food from people who are referred to us.” – Swansea Foodbank

Difference made for individuals

For individuals, community food organisations have been able to continue to provide much needed support for those experiencing food poverty and food insecurity at a time of rising demand.

“With the cost-of-living crisis deepening and costs of basic household food and other items increasing significantly and at rapid rates families are struggling more and more. This grant award has enabled us to respond urgently and in a more planned way to those struggling financially. Families have had some relief to have been able to use their income to pay for other basic needs of housing costs & utilities instead of having to choose which priority their limited money is to be spent.” – Action for Children

“Continues to be constant constructive feedback from guests who say if it wasn't for this service, they would not have a hot meal that day. Providing guests with choice of meals is important as caters for personal taste and offers dignity and respect.” – Zac's Place

“Our volunteers ran 30 meal sessions over the grant period, providing 666 meals and handing out a further 135 as takeaway for guests to enjoy at home. The meals were made from fresh fruit and vegetables donated to us as surplus, helping to tackle food poverty. The Swansea Townhill Project is based in a social housing area and has become a hub for the community, supporting local people and bringing the community together each week. Eating together is one of the best ways to meet new people, connect with your community and learn about new cultures. Our guests tell us they feel more part of their community as a result of attending FoodCycle meals. Guests have also told us they valued having somewhere warm to come to over the winter.” – Food Cycle (Townhill)

“I feel less anxious about the 6-week holidays. I have 6 children and I've been worried about how I will feed them especially as my boys are growing up fast... I don't buy much fruit and depend on the school to give my children fruit but the breakfast bags had plenty in and sometimes I could use the beans and eggs provided to make a lunch too.” – MADPAC Feedback

“It has relieved stress for those who are struggling financially, some of whom are also struggling with mental health. It gives people autonomy to choose their own food and incorporate fresh food.” – Pennard Community Council

“Providing food parcels and vouchers to people has meant that they have been given the support necessary to allow them to eat healthy food as well as heat their homes. Whilst we can only help in a small way, the difference these food parcels make to families is enormous as without them they have faced the most horrific problems through the winter months. We give our thanks to Swansea Council for the provision of this funding.” – Pontarddulais Partnership

“Helped towards aim of alleviating poverty by providing 2 free meals a week. Mitigated stress on expenditure, enabling initiatives such as food education teaching asylum seeking men how to make the most of their limited budget to eat healthily & develop cooking skills.” – **Swansea Asylum Seekers Support Group**

“We want everyone who is in need of emergency food to feel they can come to the foodbank and not struggle on alone thinking that they shouldn’t ask for help. The grant has enabled us to maintain stock levels and not further increase people’s anxiety by adding the worry that even the foodbanks are running out of food. The grant has enabled us to maintain the nutritionally balanced range of food we offer. As well as the bags of food, Swansea Foodbank offers people a listening ear, a chat over a coffee and a biscuit, the option of an appointment with a benefits advisor, signposting to other organisations and a friendly welcome. Without the food that the grant has funded, this other added value would not be possible. The funding bought 135 adult bus tickets. They have been a huge success, allowing people to get to and from the foodbank, attend benefit advice meetings plus we have helped people attend medical, probation, job centre meetings that they had to attend or have their benefits sanctioned.” – **Swansea Foodbank**

“Residents attending are experiencing hardship, feeling they have nowhere to turn. Funding enabled us to offer them a lifeline. Many commented on how they could now spend money on utilities.” – **The Hill Community Development Trust**

“Improved wellbeing, brought people together, reduce social isolation, reduced stigma around being unable to afford healthy food. Empowered people to find ways to look after themselves when money is an issue.” – **The Sharing Table**

Feedback on Grant Process

“It is a simple and quick process, and reporting is not overly onerous or time consuming.” – **Action for Children**

“Grant process was clear and straight forward with feedback on time.” – **BAME Mental Health**

“The ability to buy gift cards has been a revelation in our foodbank. The grant provider should be aware of what an amazing difference these grants make to the people in the community.” – **Cae Rowland**

“We would like to thank the Welsh Government for taking the effort to provide further support to our members during these trying times since the process was fair and effective.” – **Congolese Development Project**

“Members have been really grateful. Thank you for support.” - **Crisis**

“We found the grants process was well run, well managed, quite straight forward. It would be good to have additional continuation of such a grant given the steep rise in

food costs. The staff team at Swansea Council are particularly helpful and organised. Very easy to access and communicate with.” – **Include Hub**

“The grant process in Swansea is well organised run by approachable, supportive staff who make the grant application less onerous and daunting... An excellent, well supported grant process.” – **Sketty Foodbank**

“The finance provided is a vital lifeline and greatly valued by us as a church and by the people we have supported. I have no doubt that without it families would have faced severe hardship.” – **Townhill Baptist Church**

Sources of further information

<https://www.swansea.gov.uk/applyforfoodfunding>

<https://www.swansea.gov.uk/article/18252/Further-funding-available-for-crisis-food-support>

5. Direct Food Support Grant

Summary

Description	Welsh Government funding for organisations Tackling Food Poverty and Food Insecurity
Grant Value	£121,213
Grants Awarded	80 successful applications over 2 funding rounds
Grant Spend	Kitchen / Cooking Equipment, Food Supplies, Baby Food Supplies, Volunteer Expenses and Training, Fareshare Membership, Storage Solutions, Community Growing Equipment, Fridges, Freezers, Overhead Contributions, Supermarket Vouchers, Toiletries, Easter Hampers, Cooking Tuition,

Difference made for organisations

The purpose of the Direct Food Support Grant is to enable local authorities to support an increased number of people facing food poverty by strengthening existing community food initiatives including a focus on activity that helps to address the root causes of food poverty.

Capital funding was available to support organisations to access, store and distribute additional supplies of food, including good food surplus, boosting capacity to provide good quality, nutritious food to their customers including purchasing fridges, freezers and cooking equipment.

Revenue funding was available to support voluntary organisations, community groups, housing associations etc. to develop or strengthen projects and to purchase additional supplies of good quality food and essential goods. The funding could also be used to provide specialist support for initiatives such as outreach, volunteer training (e.g. food handling qualifications) as well as support community food organisations that experienced difficulties in operating effectively, for example, supporting costs incurred as a result of increased demand such as volunteer expenses, overhead costs and additional costs associated with deliveries.

“It has given the opportunity to support those in financial need to look more closely at their use of utility costs and where they can reduce usage, as well as helping to identify areas where families can budget more effectively in their food shop and by bulk cooking.” – Action for Children

“We noticed that our organisation became more and more popular throughout this, which means there were lots of parents needing help out there. Our organisation is so proud to be able to help so many people.” – **Baby and Toddler Group Dyfatty**

“Without the grant the foodbank would not survive, if it did it would be with limited resources, without Fareshare membership and help with basic supplies. Our foodbank relies on this grant to continue to ensure our local community continues to receive nutritious and essential food, drink and sanitary products.” – **Cae Rowland**

“Enabled provision of support to people struggling. Able to be proactive in reducing stresses. Able to engage new people and encourage them to use other services provided.” – **Faith in Families**

“The grant has enabled us to provide real benefits to our residents who feel comfortable coming and joining in without feeling embarrassed. This has raised the profile of the Community Council in really positive ways, such as being able to show that we are maximising the use of public money by making it go further with grant support and being a friendly face for residents who are lonely and isolated. We have also built up excellent relationships with our Local Area Co-ordinator and our PCSOs who are regular attenders at the Warm Space events. We have also been able to develop our volunteer base by providing training and developing our support network for volunteers which has led to a small number offering to continue volunteering on a weekly basis where previously this was monthly. This has hugely increased our capacity to deliver for our resident.” – **Mumbles Community Council**

“The grant has made a huge difference to our organisation. The food supply from the grant has enabled some parents who live in deprivation to access nutritious foods at ‘pay as you feel’ prices. Some parents commented on their struggles to access local food banks so they utilise the Bocs instead.” – **Penllergaer Primary School**

“We have seen a massive rise in the number of people needing to access support from the food bank due to the cost-of-living crisis. This grant has helped us to ensure that all those who contact us, and are eligible, receive the support they so desperately need.” – **Pontarddulais Partnership**

“This grant has been significant for organisation as we continue to support the individuals and families who are experiencing food poverty. It’s helped in the short term to feed many through our foodbank and in the long term the money has been used to purchase items that aid a safe and welcoming space for people to attend.” – **St Thomas Church**

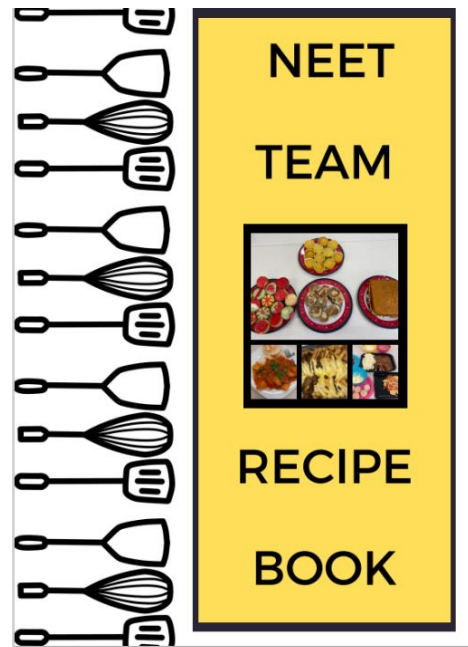


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“The grant has and will continue to make a great difference to our organisation as it has enabled us to continue our relationship with some of our food donors, Lidl and fareshare. As part of their food donation programmes, we are required to accept frozen food. This additional fareshare membership and freezer will allow us to store the surplus food given to us, as well as store food produced with the ingredients supplied to our community members, enabling us to give a more diverse range of goods to those in need throughout the year.” – Swansea Community Farm

“At a time when the NEET Team is in between project funding, the Direct Food Support Fund enabled us to have an increased offer of support for the vulnerable NEET young people on our caseloads. Without the grant we would not have been able to run regular and consistent engagement sessions, despite how impactful these sessions had been for our young people since we first introduced them. These sessions have been essential in encouraging and maintaining relationships and engagement with our young people. We would not have been able to run our cooking sessions and worked side by side with our young people, which has meant that we have developed even stronger working relationships with our young people. Through the cooking workshops and activity sessions, we have been able to support confidence building, social skills development and life skills in a way that we would have struggled to do during the lull period between funded projects. It has also had a hugely positive effect on the relationships between members of the team. We have been able to meet up and work together, which has re-established the bond the team have after significant periods of time working from home.” – Post 16 NEET Team



Without the grant we would not have been able to run regular and consistent engagement sessions, despite how impactful these sessions had been for our young people since we first introduced them. These sessions have been essential in encouraging and maintaining relationships and engagement with our young people. We would not have been able to run our cooking sessions and worked side by side with our young people, which has meant that we have developed even stronger working relationships with our young people. Through the cooking workshops and activity sessions, we have been able to support confidence building, social skills development and life skills in a way that we would have struggled to do during the lull period between funded projects. It has also had a hugely positive effect on the relationships between members of the team. We have been able to meet up and work together, which has re-established the bond the team have after significant periods of time working from home.” – Post 16 NEET Team

“Being able to help people with emergency food provision has meant we have been able to focus more quickly on other areas of tenancy related support.” – The Wallich

“This grant has made a difference to Matthew’s House in the following key ways:

- *Increased capacity through more energy and cost-efficient utilities. Reduced pressure on energy bills makes the team available to support guests and volunteers, adapt services, focus on training and source further funding.*
- *Improved collaboration with organisations during difficult winter/Christmas period. The leaflets made it easier to communicate clearly with guests about support available. Empowered volunteers to share this information widely.*
- *Improved the quality of equipment with new (working) soap dispensers and more tables for events and additional seating (particularly on our busiest Christmas Day indoors to date).*
- *Allowed us to honour volunteers and guests by overall strengthening the project.*
- *5-star food hygiene rating received (updating equipment and facilities is key to this)."*

– **Matthew's House**

Difference made for individuals

For individuals, community food organisations have been able to continue to provide much needed support for those experiencing food poverty and food insecurity at a time of rising demand.



"Families on limited incomes and struggling to survive the cost-of-living crisis have been given an opportunity to own equipment that will reduce their utility costs of cooking and have increased skills and knowledge around purchasing & preparing food more economically. Some have commented as how they can shop more cheaply than their usual food shops where they would purchase more processed foods." – **Action for Children**

"People having food delivered have begun to develop relationships with our foodbank officers and view them as trusted people. They have been asked about signposting to other support. Started to do recipe cards with people asking how to cook things and develop skills in that area. We feel that the delivery service we provide to all people using the FABRIC Foundation foodbank has enabled more people to engage with it, we also feel that we have made inroads in lessening the stigma attached to using food banks as we deliver groceries the in a similar manner to that of large supermarkets therefore the need to provide tokens and present at specific buildings to collect a parcel as in more traditional methods, which is known to have caused embarrassment and left vulnerable people who need support reticent to engage." – **FABRIC Foundation**

"Feedback from guests that without this provision they wouldn't have a hot meal. Being able to provide a choice of meals offers dignity and respect." - **Zac's Place**



“Those in temporary accommodation often don't have access to a freezer or kitchen, so can offer them nourishing food options. Gives them dignity over their own choices & builds confidence. Helped to build budgeting and cooking skills and store produce in freezer if bulk cooking. Can store homegrown veg with freezer. Storage unit enables home packs to be created with dried goods and clothing.” - Crisis

“There was a marked reduction in number of families asking for referrals to food banks. Food bags gave enough food for more than one meal, able to provide them with containers for freezing left overs. Children could enjoy a healthy meal before going home and could take a food bag home for their families... Provided a food pack and equipment to families, plus a link to support. Parents have said they and their children have tried new food, great to receive recipes with the food. Children have been involved in cooking and great to see them create and enjoy the food... Local people got access to a warm, friendly session where they felt involved and where able to have a hot, home cooked meal served to them. Many participants made new friendships and some even rekindled lost friendships. Families got the chance to sit together and chat or play board games and everyone was supported by the staff that facilitated the group. Recipe cards were given out, shopping budgets were discussed and individuals were signposted into other sessions here at the cwtch or onto different organisations to gain the support which was needed to support the individual/family further.” – Faith in Families

“This funding has contributed towards the following impact on our guests during the period 2022-23. Strengthening the project, opening up our communication, improving the quality and quantity of our facilities and equipment, and developing a volunteer team that is dedicated to our guests is all crucial to these highlights:

- *Signposting guests to a hot meal and in-person support on days we are closed via the use of the Food and Friendship leaflet. Furthermore, empowering them to share this information on with others.*
- *Supported tens of guests into permanent accommodation, sourced furniture and items to make it a home, offered volunteering opportunities and further support to sustain.*

- 192 referrals to professional support drop-ins at Matthew's House, and over 130 Buddy meetings.
- 119 volunteers in total.
- 45 shower and laundry uses, and therefore referrals from housing specialists (meaning that rough sleepers are accessing appropriate support). We have seen guests source accommodation through this avenue, who otherwise found it difficult to engage.
- 25,000 meals served and 1,400 dignity packs.
- Seven expressions of hope up and running by dedicated volunteers: additions of Matt's Shower and Laundry, Matt's Community Choir, and Matt's Buddies in the last year. More engagement by guests and opportunities for connection.
- Over 140 support services registered and approved on Hope in Swansea app.
- Christmas Day serving 92 guests - one guest told us that they wouldn't want to be anywhere else on Christmas Day, and they love looking back at their polaroids from years gone by. Another guest said it was the best food and day ever, and another had a tear in their eye leaving Santa and his beautiful Grotto. This is a story about consistency, hospitality, and awareness raising.

*We have been helping a particular guest for quite some time. Recently, we were encouraged, not by a dramatic change in their situation or circumstances, but because we had someone new signing up to become a Friend of the Matthew's House, someone who supports us monthly with a financial donation. We have a section on the sign-up form which asks: "How do you know about us?" We include this question because we are really interested to know how people find out and hear about the work that we do. Their answer was that there was a gentleman who they had recently come across while shopping in town. This gentleman was clearly struggling and when they spoke with him this gentleman replied sharing his warm feelings about us and what we do at Matt's Cafe. This was so encouraging, to know that we are not the only ones sharing about the work that we do but also those who we have managed to help, whether it be a quick fix, or whether it is being a consistent lifeline for some are sharing too. We know the importance of being here for the long haul and supporting people through their difficult moments and this is a great way to see that. We have collaborated with housing agencies at Matthew's House to support this individual in the long term." – **Matthew's House***

"The grant has made a real difference to the users of the Warm Spaces, many of whom are now regular attenders. The Ostreme Centre Warm Space, which is held on a weekday lunchtime is mainly attended by older retired people, although also the occasional parent or carer with pre-school children or babies.

We have learned by spending time talking with the attendees, that for many this is the highlight of their week as they don't otherwise socialise with anyone all week and often don't go out at all, particularly in the cold weather. The hot soup has been really welcome as they can save on cooking for themselves, or as is sometimes the case, the one day in the week when they have something hot instead of just eating a cold sandwich at home to save on cooking costs.

Although some came with friends, the majority came on their own and it has been really heartening seeing them developing friendship groups. This has been particularly the case with the men who attend who now go together to other events

and activities in the village where before they rarely went out or saw anyone for days at a time.

West Cross has a more mixed clientele with older people coming in but also families who can be sure that their children get a hot meal and a chance to run around in a big safe space. We have board games and toys out and these too have been very well used. The activities we have been able to put on, such as craft sessions, musical entertainment and animal encounters have been thoroughly enjoyed by children and parents/carers alike who may not be in a position to be able to pay for treats like these for their children. These would not have been possible without the grant funding which has enabled us to free up money from our food budget to pay for these activities.” – Mumbles Community Council

“Providing support via food parcels and shopping vouchers has meant that people have been able to access nutritious food for themselves and their families which has made a difference to their health and wellbeing and, in some cases, has avoided the need for them to access the already over-stretched statutory services... All but 3 of those supported are long term food bank beneficiaries however, with the skilled intervention of staff and clever use of scarce resources most are now starting to work towards food security and are learning the benefits of using cheaper cuts of meat, own brand food rather than branded alternatives. 2 of those supported have started to volunteer within the Centre which is building confidence.” Pontarddulais Partnership

“The grant has ensured the people we support have food in their homes which will impact their physical and mental health. Along with the knowledge they have a place to turn to when times get difficult for them.” – St Thomas Church

“The grant has enabled us to give food to people in our community who are not able to afford to meet their essential needs due to lack of financial resources. We want everyone who is in need of emergency food to feel they can come to the foodbank and not struggle on alone thinking that they shouldn’t ask for help. The grant has enabled us to maintain stock levels and not further increase people’s anxiety by adding the worry that even the foodbanks are running out of food. The grant has enabled us to maintain the nutritionally balanced range of food we offer. As well as the bags of food, Swansea Foodbank offers people a listening ear, a chat over a coffee and a biscuit, the option of an appointment with a benefits advisor, signposting to other organisations and a friendly welcome. Without the food that the grant has funded, this other added value would not be possible.” – Swansea Foodbank

“Some families faced a bleak Christmas, this funding helped with extra food provision needed over Christmas holidays, meaning they could afford Christmas dinner for their family. This made huge difference particularly for the children who will remember a more enjoyable Christmas. Also helped single clients living alone, reduced impact on their mental wellbeing being alone at Christmas. Other clients had first food shop paid for when moving to new accommodation - reduced risk of further debt being incurred.” The Wallich

Feedback on Grant Process

“Due to the current cost of living, energy prices and the rise in day-to-day expenses we are finding that more and more people are becoming reliant on our foodbank to get through the week. This amazing funding enables us to continue to provide essential support to people. Long may it continue.” – **Cae Rowland**

“The grant process was clear and straight forward. The team working on the grants especially Ros were brilliantly helpful and supportive.” – **Sketty Foodbank**

“We felt the grant process was straight forward and quick. We are very grateful to have been awarded this funding as it has had a very positive impact on our young people and the work that the NEET team does.” – **Post 16 NEET Team**

“Straightforward application process and very quick turnaround time. I wish more grants were like this... The application process was refreshingly straightforward and decisions were made extremely quickly, in sharp contrasts to most other grants I've applied for! I'm extremely impressed at the way Swansea Council distributed the funding” – **The Environment Centre**

Sources of further information

<https://www.swansea.gov.uk/article/19476/Grants-to-support-groups-tackling-food-poverty>
<https://www.swansea.gov.uk/Foodpovfund>

6. Sustainable Food Partnerships Grant

Summary

Description	Welsh Government funding to establish a Sustainable Food Partnership and work towards become a Sustainable Food Places Member
Grant Value	£97,000
Grants Awarded	1 successful application from the Bwyd Abertawe host organisation – The Environment Centre)
Grant Spend	Coordinator Costs, Availability of Grant

Overview of grant

Bwyd Abertawe is a network of food system stakeholders within the City and County of Swansea, including everyone who is interested in sustainable food for Swansea. The broad structure includes a Steering Group, and wider Bwyd Abertawe network. As well as sub-groups formed by the Steering Group to fulfil specific tasks and projects under the Bwyd Abertawe action plan.

The grant is supporting the progression of Bwyd Abertawe Sustainable Food Partnership throughout the 2023/24 financial year, hosted by the Environment Centre with a dedicated Coordinator.

Progress made

An application has been submitted for Swansea to become a Sustainable Food Place member. A website has been established and a small grants programme launched.

<https://www.environmentcentre.org.uk/bwydabertawe>



7. Period Dignity Grant

Summary

Description	Welsh Government funding for organisations provide period dignity products
Grant Value	£64,204 (Total grant £211,853, £147,649 Schools)
Grants Awarded	34 successful applications (Communities)
Grant Spend	Period Dignity Products, Training, Underwear

Difference made for organisations

The purpose of the Period Dignity in Communities Grant is to ensure period dignity for all and prioritising those from low-income households, providing products free of charge and accessible in the most practical and dignified way possible.

A minimum of 65% of the total amount spent on period products had to be used to purchase eco-friendly period products (i.e. re-usable products and/or plastic free) to allow maximum choice for users. In Swansea, the Period Dignity Grant in Communities spent 88% of the allocation on eco-friendly products.

“Being able to support people we counsel in low-income households (particularly girls under the age of 18) who felt embarrassed to ask for products.” – Anxiety Support Wales



“In the past we have always partnered with STOPP during our drop-in sessions and public health awareness to distribute period products to ethnic minorities based in

Swansea who needed financial assistance. This funding helped us to meet the demands of period products and we made available them to women and girls, free of charge and accessible in the most practical and dignified way possible.” – **BAME Mental Health**

“As an organisation we support a lot of people within our community. The reusable products have been beneficial because we know that people will not have to worry month to month about having to get period products. It has also meant that our food bank, for example, no longer needs to spend funds on single use period products.” – **Cae Rowland**

“The grant we received has had a profound impact on our organisation, enabling us to expand our reach and impact in the autistic community we serve. With the funding, we organized educational talks with interpretation, providing important information about menstruation and bringing women carers in our community together to create a sense of belonging and connectedness.

Additionally, distributing free reusable period products allowed us to address the critical issue of period poverty, helping women access basic necessities they may not have been able to afford otherwise and promoting environmental-friendly products. Furthermore, the grant has empowered us to advocate for period dignity, raising awareness of the issue and becoming a trusted source of support and information for women in our community. Our service users, including parent carers of autistic children, have benefited greatly from attending our talks and receiving period products. This has alleviated some of the stress and challenges associated with caring for an autistic child while providing valuable resources and support to help these families thrive. The grant has enabled us to create a more inclusive and supportive environment for our service users, promoting greater understanding and acceptance of autism in our community. Overall, the grant has made a significant



difference in the lives of the women we serve, while also helping us expand our impact as an organization. We are incredibly grateful for this opportunity and will continue to work tirelessly to promote period dignity and support women in our community.” – **Chinese Autism**

“The positive message of Women’s period has been well received among the Chinese community. Many women have made a step forward to understand their body and period in a different perspective.” – **Chinese in Wales Association**

“This grant has allowed Stori to reach out to people we may not have been able to previously. We have had people attend site unaware of what Stori do and what the Domestic Abuse One Stop shop is and they have advised they are experiencing domestic abuse. By people being able to attend the site for sanitary products we have supported three of those who were experiencing domestic Abuse to have a

safe space to talk about the abuse and we have been able to sign post those clients on when necessary. It has allowed Stori to reach out to those members of the public that are struggling with the cost of living and support the wider community in Swansea.” – **Hafan Cymru**

“We believe that providing reusable period products together with a lesser number of disposable products encourages environmental sustainability and saves money – a very important factor during the current cost of living crisis. Prior to receipt of this grant we were aware that a percentage of menstruating people did not have access to adequate period protection products. By making sure that we have accessible period products that are displayed in our foyer area, in all toilets, classrooms etc. we are helping to alleviate period poverty in our community.” – **Pontarddulais Partnership**

“This grant made periods the topic of conversation, breaking down the barriers. Allowed me to be able to provide period products to the community projects I work with, and also those I don’t. Opening doors to be able to remove stigma and allow period products to be available to all.” – **Rubba Bubba with Sara**

“This grant enabled us to generously supply period products to any female who came to our Food bank, whether to receive a food parcel or not.” – **Sketty Foodbank**

“This grant has helped us engage with more Young Adult Carers (YAC) particularly by engaging with parent carers who have children in this YAC age group who are sibling carers, an often-hidden group of carers. It has also helped us further develop our environment policy and incorporating this good practice of encouraging the use of eco-friendly products into our environmental policy and associated action plan.” – **Swansea Carers**

“The grant has brought in new customers who are accessing libraries for the first time.” – **Swansea Libraries**



“The project helped our organisation to tackle a very pertinent subject matter to our beneficiaries. It facilitated the start of open and honest conversations around period dignity, the taboos and cultural differences associated with it, enabling our team to be better prepared to support beneficiaries who face these issues.” – **The Centre for African Entrepreneurship**

“It has encouraged conversations around our role in the community, access to our building and our inclusivity. It allows us to provide a valuable service and further embeds our role in

the community as a place where everyone is welcome and as a safe space.” –
Volcano Theatre Company

“It has been really beneficial to our organisation as we have been able to promote awareness of the use of period products for the LGBTQ+ community, specifically trans, non-binary and gender non-conforming people. We have also been able to raise awareness of sustainable, eco-friendly and reusable products.

In addition we have been asked to take part in some working groups in relation to the products and grant via the Welsh Government which have been beneficial for sharing good practice, reflection as well as networking.

Furthermore, our own staff have benefited from an increased knowledge and awareness of reusable products as well as some of the more eco-friendly products that are available too.” – **YMCA Swansea**

Difference made for individuals

We have utilised this grant to improve access to a range of period products across Swansea including through our network of Libraries. Not only are products made available but we seek to continue to reduce the stigma associated with menstruation working with our partners to achieve a period proud Swansea.

“We organised series of Women Empowerment sessions and normalise topics like menstrual periods, menopause, and other women focused topics. We created a safe place for women to ask questions and seek information, advice, and guidance. The attendees and service users repeatedly express their gratitude to Swansea Council because of the disposable income they have to use for other equally important expenses, considering the high cost of living.” – **BAME Mental Health**

“With the current cost of living crisis, a lot of the people we support are finding themselves short of money for the essentials they need. With the reusable and sustainable products we offer, it takes one financial burden away. Along with the financial benefit people have said they are happy to be able to help the environment and learn about products they had not heard of before.” – **Cae Rowland**

“The grant has had a significant impact on those we support, particularly women in our community who may have struggled to access period products or lacked information and education about menstruation as well as the benefit of reusable products. With the grant, we were able to provide these women with free period reusable products, ensuring they have access to the necessary supplies they need to manage their periods with dignity. In addition to providing period products, the grant allowed us to deliver educational talks with interpreting about periods, breaking down the stigma surrounding menstruation and providing women with the knowledge and skills they need to manage their periods safely and comfortably. This has helped to empower women in our community by giving them the confidence and support they need to manage their periods with ease and comfort. Moreover, the grant has contributed to promoting greater awareness and understanding of menstruation in our community, helping to reduce the shame and stigma associated

with periods. This has helped to create a more supportive and inclusive environment for women in our community, enabling them to discuss periods more openly and access the support they need. Overall, the grant has made a significant difference to those we support by addressing a critical need, bring down the language barrier, providing essential products and information, and promoting greater awareness and understanding of a natural bodily process.” – Chinese Autism



“Story feedback from our parent carer:

The educational talk on period dignity has been incredibly helpful in improving my understanding of my body and reducing feelings of shame surrounding my period. As part of the initiative, I tried reusable period pads and found them to be comfortable and easy to wash. However, I did encounter one challenge - during the winter season, it was difficult to dry them properly after washing. Overall, I really appreciated the opportunity to try the reusable pads and the experience was positive. I didn't feel confidence in supporting my autistic daughter when she started puberty, especially with her heavy flow I was really struggling. Now she is using the heavy flow gifted period pants to help her get through day and night when she is having period, we both find it so much easier to manage and the period pains she gets have significantly reduced as well. The bilingual talk I attended has helped me tremendously” – Chinese Autism

“We have had lots of feedback saying this is a positive initiative from members. Members have stated that they like that we have a choice of items for them to pick from, rather than being given a pack that may not be suitable for their needs. Many people have been surprised that they are able to have eco-friendly items for free, and that we supply packs not individual items.” - Goleudy

“We have received feedback from several youths that have attended youth club to say they feel happy coming to youth club during their period, because if they don't bring a bag, they know they are able to access sanitary items without feeling shame.” – Manselton Youth Club

“We have rolled our reusable period products to people who access our food bank in order to help eradicate period poverty. We also offer products on a ‘take as you need’ basis whereby community members can drop into our foyer area and help themselves to period products that are freely available.” – Pontarddulais

Partnership

“Mums need to concentrate on supplying their family’s needs with their own needs becoming less important. The freely available period products helped to ensure that women could still maintain their dignity without taking precious money away from supporting their families. The Asylum Seekers especially liked the reusable period pads.” – Sketty Foodbank

“The feedback that was received verbally in libraries has been overwhelmingly positive and when advertised in conjunction with the Swansea Spaces offer there was fantastic feedback on posts from people. We know that in areas like Penlan, Townhill and Morrision we have seen a shift in the products that are being accessed as part of this grant and younger customers are actively approaching the libraries for reusable products like period pants, cups and reusable pads. We are hearing that customers are saving money and long term there is a positive environmental impact.” – Swansea Libraries

“The grant has been instrumental in changing mindsets of people around reusable products. We found that the use of such eco-friendly products was less than common with our communities, hence the education around them has been key and has resulted in a real shift for many. Additionally, us providing the free products has broken down the significant financial barrier for many of our service users who are economically disadvantaged” - The Centre for African Entrepreneurship

“The difference has been monumental for some of our young people especially those aforementioned who identify as trans, non-binary, gender fluid and other gender diverse identities. We consulted with these young people as to the types of products they felt they wanted. Many stated that they do not feel comfortable purchasing period products themselves due to gender dysphoria however, especially within our LGBTQ+ youth group they have been able to access them without any attention being brought onto them. Furthermore, the majority of the young people who engage with us struggle to afford products, especially the reusable ones due to the initial cost implications. This is also applicable for members of the public who use the building. With the cost-of-living crisis we feel this grant has made even more of an impact to those who are financially struggling. We support many young carers who are a prime example of this. The feedback from young people has been extremely positive and we are conscious that we might need more products in the future to meet their needs. There has been a growing interest in period pants too which might be something we look at in the future. One trans young person who identifies as male stated that he felt uncomfortable buying period products in supermarkets or shops such as boots as felt a lot of judgement from others when purchasing these products. This in turn led to decreased self-esteem, gender dysphoria and other negative thoughts. By being able to access products subtly and informally during our LGBTQ+ youth group he felt a sense of validation and far more confident to select what he needed in his own time, especially as he was with trusted adults, in a safe

space, with peers who could relate to how he was feeling as well.” – YMCA Swansea

Feedback on Grant Process

“Great opportunity to support our service users access period products.” – Blaenymaes Drop-In

“The grant process was quick and easy. You are kept informed at each step. Being able to provide free period products has given young people the confidence to be able to still attend even during their period as they are aware that there are products available.” – Manselton Youth Club

“What a brilliant grant!” – Pennard Community Council

“The process has been very user friendly, clear from the outset and easy to put into practice. The grant is so important, and we hope that it will continue in future.” – Sunflower Lounge

Sources of further information

<https://www.swansea.gov.uk/Periodfunding>

8. Warm Hubs Grant – Swansea Spaces

Summary

Description	Welsh Government funding for organisations to provide warm hub provision in response to the cost-of-living crisis
Grant Value	£83,831
Grants Awarded	70 successful applications
Grant Spend	Enrichment Activities / Resources, Travel Costs, Refreshments and Food. Kitchen Equipment, Volunteer Expenses, Charging Equipment, Overhead Contributions, Internet Access, Furniture

Difference made for organisations

On Tuesday 20th September the Welsh Government announced £1m of funding to support Warm Hubs as safe and warm places within the local community that people can go to keep warm during the Winter. Local Authorities received grant offers in November 2022. With domestic fuel prices increasing rapidly it was expected that many people would struggle to keep their homes at a healthy temperature, particularly those people at home all day, the elderly and vulnerable. Although it should be noted that the demand for Warm Places was also expected to include others who are at home all day such as home workers.

Warm Hubs were intended as places in local communities where people could find a safe and warm environment during the day to help reduce the cost of heating their own homes and to help people facing extreme fuel poverty during winter.

At a minimum, Warm Hubs were to be places where individuals were provided with a welcoming, accessible, safe and warm environment. They should be open and inclusive and available for all in the community to use.

In Swansea, a ‘Swansea Spaces’ Directory was established and organisations, services and community groups could submit information about their space, signing up to the ‘Swansea Spaces Principles’. The funding made available directly supported the Swansea Spaces themselves and the people who attended them. This included the provision of hot drinks, snacks or meals, enrichment activities as well as the additional costs of providing the spaces.

We continue to maintain the Swansea Spaces Directory at www.swansea.gov.uk/swanseaspaces

“The grant gave us an opportunity to reach a wider range of people. The sessions grew through word of mouth and through accessing this particular session people have found out and accessed other sessions we are running.” – Faith in Families



“The grant has allowed Llangyfelach Community Council to work in partnership with Llangyfelach Church and to provide a Warm Hub for the people of Llangyfelach. It has raised our profile within the Community.” – Llangyfelach Community Council

“This grant has helped us to reach out to the community to engage people who were concerned about the cost-of-living crisis which was causing them to make heartbreaking decisions about heating or eating. In offering our warm space sessions people were able to visit and keep warm, receive energy advice and, via a different funding stream, be provided with warm home packs to help keep them warm at home.” – Pontarddulais Partnership



“The grant has enabled us to reach out to members of our community and support them by re-installing wi-fi (post covid) at The Hub and purchasing equipment for digital inclusion, creating better kitchen facilities to enable a safer, more productive, environment. Weekly sharing of soup and bread in a well maintained space is shifting the focus away from sweet treats to more healthy alternatives. Providing additional resources appears to be helping to rebuild confidence and versatility to our space post-pandemic

and slowly encouraging our community at The Hub to grow again. Receiving the

*grant encouraged us to clarify and strengthen our safeguarding policy as well as developing and adopting better food hygiene practices.” - **The Hill Community Development Trust***

*“Made a massive impact in our community, a lot of people in our village that were too scared to come out after covid, many had not left their houses since. As weeks went by and word of mouth got out, seen more of them coming to the village hall, for some the difference has been immense.” – **Felindre Welfare Hall***

*“The Grant enabled us to provide a much needed service to the community, many of which had struggled to socialise post covid, and others who but for the warm hub would not see anyone. We provided a hot meal twice a week often to people living alone and would not cook for themselves. It has taken the worry away from people who struggled to heat their homes, if only for two days a week. We provided a warm safe environment for parents to bring their little ones, again enabling them to socialise with other parents and children. We as a committee have thoroughly enjoyed having the centre used to help so many of our community in a very difficult financial period.” – **Trallwn Community Centre***

“The grant has enabled us to provide real benefits to our residents who feel comfortable coming and joining in without feeling embarrassed. This has raised the profile of the Community Council in really positive ways, such as being able to show that we are maximising the use of public money by making it go further with grant support and being a friendly face for residents who are lonely and isolated. We have also built up excellent relationships with our Local Area Co-ordinator and our PCSOs who are regular attenders at the Warm Space events.”
– **Mumbles Community Council**



*“We have built a group from nothing; we have made new friends by sharing a meal weekly. We have now planned and applied for funding from outside sources to carry out the community lunches on a monthly basis.” – **Manselton Community Centre***

*“Aside from hot meals, the main benefit was from reducing social isolation. the fund allowed the community centre to establish a new craft social group and to build up our 11 o'clock club, several of our new members this term have told us that we are the only place they are going socially and especially after the pandemic they have been nervous about coming to new places and have had to force themselves to come out, they have benefited from having a local group which is allowing them to reconnect to the community.” – **Bonymaen Community Centre***

“The grant has allowed libraries to demonstrate that we provide an accessible space in communities which is valued by those attending. That warm drinks offer has been welcomed by those that need a refreshment. The funding has demonstrated that our residents are valued and that supporting individuals to feel good and improve their feeling of wellbeing is important to us as a library service and to the wider council. It has provided a small gesture of welcome to local communities.” – Swansea Libraries

Libraries

“The grant has allowed us to support community members who are harder to reach within the community, the session and the support from Swansea Council staff and partners who have attended to offer advice and guidance to members of the LGBTQ+ community has been incredible. The safe space provided has also allowed us as an organisation to gather new members, support these members and build strong working relationships and confidence with members of the community who are lonely and isolated and who haven’t previously engaged with services. People have been able to speak to the police and various partners at these sessions which without them they wouldn’t have done.” - Sadies Butterflies Swansea



“The grant has enabled us to offer this much needed provision to the local community. Many people that have attended have appreciated the opportunity to meet new people, make new friends and attend the Cuppa Club. People have also begun to attend other activities at the centre including the Share a Skill sessions, Short Mat Bowls and Produce Market. The Cuppa Club has grown over the 3 months and is now running once per week through the spring and summer. The volunteers have also been fundraising to raise money to keep the Cuppa Club running beyond the grant period. We have also recruited 7 volunteers that support the running of the Cuppa Club.” – Penclwydd Community Centre

Difference made for individuals

The difference made to individuals has exceeded providing warm and welcoming community spaces. We have seen the impact on supporting wellbeing and tackling social isolation, new friendships and activities being developed. This funding has provided a legacy in Swansea which we continue to support.

“We believe our activities had a double impact, with the benefits including the positive impact on physical and mental health, whilst being supported with advice and community relationships. We have seen a number of the same individuals return daily and attend other initiatives we are running. It has been so encouraging!” – St Thomas Church

“Providing a warm safe space where people could meet and develop friendships and even learn new skills is invaluable. We have been able to link people together, especially those from different generation and seeing how supportive friendships have grown skills have been shared.” – Faith in Families

“The warm hub sessions allowed local people to join in and feel part of their community. The main focus of the group was to allow people a space to feel warm and eat warm food, the hubs provided so much more than this. Individuals that came to the hubs were met with a warm welcome by someone who was able to offer support and guidance if they needed it. We held raffles and quizzes within the sessions and some new friendships were formed.

‘I leave with a fully belly and a stitch from laughing so hard. It’s a really nice group and I didn’t expect it to be as much fun as it is’

We also supported individuals by helping them to complete forms, have use our IT equipment for google searches, charge mobile phones and tablets as well as referring individuals onto other organisations to gain further assistance.” – Faith in Families

“Many of those who attended the Wednesday warm hub lunches came each week/very regularly. They made friends with others who came. There was lively conversation. Sharing tea/coffee, cake, lunch was a highlight for everyone. As we came near to the end of March, they were all asking for the sessions to continue so it was clear that they valued the lunches and the chance to meet and chat. Participants looked after each other, helped those who were more frail, forgetful to come and then to get back to their flat. We think that it brightened and warmed (literally and metaphorically) the winter days.” – St James’ Church

“People who can’t afford to eat in a good and healthy way had a chance to enjoy nourishing food that has improved their wellbeing. It helped bringing people together to reduce social isolation, helped people who don’t have and can’t afford access to healthy food and reduced the stigma around that. We provided a welcoming session, in a comfortable warm and safe environment and we also empowered people to find ways to look after themselves when money is an issue.” – Swansea Wellbeing Centre

“Friendships have been formed and isolation within the community reduced in a small way. We are very pleased to have been afforded the opportunity to continue our warm space throughout the spring and summer months with a small amount of funding provided by Pontarddulais Town Council. Whilst warm food may not be people’s priority, the opportunity to meet with others and form friendships remains high on their agenda. Many of these were already known to us through our food

bank, however a number of new faces attended the centre just to avail themselves of the opportunity to meet new people, have a warm meal, and to keep themselves warm. Some of these were aged 70+ and who have been fearful of mixing with others since the Covid-19 pandemic.” – Pontarddulais Partnership

“I have had messages from families of some of the people saying how they have struggled to get their parents out of the house and thanking us for our efforts, had villagers who had recently lost their husband/wife and were lonely at home and this got them out. Atmosphere in the room has been amazing. County Councillor calls each week, as do PCSOs when can and I have truly enjoyed running it to be honest.” – Felindre Welfare Hall

“By providing somewhere to go on a Sunday afternoon whilst the weather has not been the greatest has helped lots of people, from parents with young children, to single older adults. We have had young families attend with their children and they have been able to have a warm meal, and a hot cup of tea/coffee whilst their children have had a safe environment to play. Some of our older attendees have said how much they have enjoyed coming to the community lunch, as they have enjoyed chatting to the younger parents and watching the children playing as it reminds them of when their children were small.” – Manselton Community Centre

“There is a man across the road who started to come to our warm space after a few weeks. He has loved it ever since. He looked forward to coming over for a chat and some food. He brought a tub with him each week so he could take some food home for another day. He has been very lonely and enjoyed the fact he didn’t have to do anything just sit and chat. When he first started coming, he would stay about half an hour. By the end, he was staying the whole time. He has now linked with the Friends of Brynmelyn gardening group and although he can’t do a great deal, he is happy to sit there and chat to them on a Monday when they are there.” – Dyfatty Community Centre

“I think the best testimony for this is that all those who attend want it to carry on, without the grant it may have been hard to get this started.” – Parklands Church

“Below are some comments from Facebook. But the funding helped amplify the other free services libraries can offer to communities including signposting to the other great services offering help.”



'Love going to Central Library for our Swansea Yarnbombers group in the warm. The staff are so friendly and helpful that some of our members have joined the library and borrowed craft books. Thanks for providing this opportunity for us and so many others that attend there.'

'Fantastic library in Mumbles with really helpful, welcoming and knowledgeable staff. I'm not surprised they are offering this, they are a real asset to the local Community x'

'Gorseinon library echoes all the sentiments expressed always a joy to visit and take advantage of all the services provided with professional warmth and expertise.'

'Love and am grateful for our libraries! They all offer a safe, dry, warm, welcoming 'space throughout the year. The staff members in Gorseinon, my local, are fantastic - friendly.' – **Swansea Libraries**

"Part of quote: 'This is the first group event I have found and been able to attend in Swansea that isn't also focused on a particular sporting or alcohol-based activity, and that is hosted at a time I can fit around a full-time job. It has made such a difference to my life since January that it is hard to put into words, though I am about to try. Within this group I have found solidarity with the greater LGBTQIA+ community, more friends, contact with support organisations and charities, the local police and community support officers, Swansea council itself, and perhaps above all else, I have found a place I feel safe to be myself in, outside of my own home.' – **Sadies Butterflies Swansea**

"The grant has made a huge difference to those we support. It has brought the community together and it has helped people make new friends. It has also enabled us to influence how our families interact and play together which is invaluable. Some of those have left the following messages and there is also a video on our Facebook page:

"Absolutely amazing to see the centre so full and everyone having fun! Always said it was a wasted space. Brilliant to see what you have done"

"You have done amazing work not only for the kids but the adults too. I have loved seeing the kids enjoy, seeing old friends and catching up. Absolutely loved it!"

"Thank you for the most amazing time. It has given me something to do with my children and a place to visit to keep warm and have food."

"The holidays can be so expensive with food and poor weather so the Cwtch has been a lifesaver to my family!" – **Craigfelen Primary School**

"Recently I messaged our volunteers as we've been chatting about keeping the Cuppa Club going into spring. Our volunteers have also been fundraising to raise the cash to keep it going and it will continue once a week through the summer months. It's time for me to report back to the local authority so I also asked them to share any thoughts or ideas. I was humbled to receive the following.

“Something that stood out for me the week before last was one of the ladies wanted to help wash the dishes as she wasn’t ‘doing anything’ else that day. It just goes to show that somewhere like cuppa club helps people get out of the house.”

“I’ve thoroughly enjoyed volunteering in the cuppa club. It’s been a pleasure to get to know all those who attended and the other volunteers. It’s been great fun resurrecting the old games. 😊.

I’ve agreed with Betty & Linda that we’ll keep in touch and hopefully meet up monthly.”

“I’ve loved every minute of it volunteering and will continue when and if it restarts in the autumn.”

“Hi ladies, looking at it from the other side, I have also found that volunteering at the cuppa club has given me back some of the confidence I’d lost since giving up work. It can benefit us volunteers, as well as the people we set out to help and support. I’m happy to continue with the Tuesdays whenever possible, as and when cuppa club is running. It’s been lovely meeting everyone and would be lovely to keep in touch with a monthly coffee until it startups again hopefully in the autumn. “

“I definitely agree Jan, it’s certainly helped me get my confidence back since Paul passed. Thank you all.”

“I completely agree with Jan but for me it’s the confidence after the past 3 years of the pandemic.”

It’s been wonderful to see the Cuppa Club grow and develop over the past 3 months and fantastic to hear the difference that volunteering has made to our fantastic team of volunteers.” – Penclwydd Community Centre

Feedback on Grant Process

“The grant application was relatively straight forward and clear, its benefit is clear for all to see.” – Llangyfelach Church

“We are very grateful to City and County of Swansea for providing the grant to allow St. James to be of service to the community. The process of application and reporting has been straightforward and appropriate.” – St James’ Church

“If we knew further in advance that we would receive funding specifically to run warm-hub sessions then our volunteers would be able to better plan their own time commitments and also alert the community thereby enabling a larger cohort to attend on a regular basis. From our experiences we believe that having funding for Warm Hubs from October to March this next year could better support those in need in our community.” – The Hill Community Development Trust

“I really underestimated how much this was needed in our village, a very small village and this has made a huge different, so much so that we (the volunteers) have decided to keep it going until funds run out.” – Felindre Wellfare Hall

“The grant process was easy and understandable to apply for. We would like to see more funding opportunities made available when we enter the winter months.” – Manselton Community Centre

“The grant came very late and would have been more helpful earlier in the winter season – but grateful nevertheless. The form and process was straightforward and well managed and efficient.” – Swansea Libraries

“I thought the application process was straightforward which would enable everybody to apply without being ‘frightened’ by the form. I would also like to say that to be a part of a community, to support each other and to help people move forward with their lives – you can’t put a price on that. We strive each day we are open to help the people in our community and the Warm Spaces funding has helped us do that. Many thanks.” – Clydach Men’s Shed

“Liaising with Yvonne Bennett (TPDO) was really helpful, having someone to talk to for advice during the process made it a lot less daunting.” – St Barnabas Church

“The opportunity to apply and receive this grant has made such a difference to many LGBTQ+ community members across Swansea who have no space or engagement session to attend on a regular basis. It has connected people, helped people receive peer to peer support and build new social connections which have proven to be a lifeline to many. Thank You for the support and help and believing in Sadie’s Butterflies to provide this valuable service to the LGBTQ+ community.” – Sadies Butterflies Swansea

“This funding has proved invaluable to our community. A massive thank you for supporting us with the funding and enriching our community.” – Craigfelen Primary School

Sources of further information

<https://www.swansea.gov.uk/MoreSwanseaSpaces>
<https://www.swansea.gov.uk/SwanseaSpacesPR>
<https://www.swansea.gov.uk/SwanseaSpaceLindenCentre>
<https://www.swansea.gov.uk/BAMESpace>
<https://www.swansea.gov.uk/Sadiesbutterflies>
<https://www.swansea.gov.uk/LlangyfelachSwanseaSpace>
<https://www.swansea.gov.uk/SwanseaSpacesLibraries>
<https://www.swansea.gov.uk/Spacethankyou>

9. Men's Sheds Grant

Summary

Description	Swansea Council funding to support and develop Men's Sheds projects in Swansea
Grant Value	£25,000
Grants Awarded	8 successful applications
Grant Spend	Growing Supplies, Overhead Contributions, Tools and Equipment, Building Improvements, Volunteer Expenses, Refreshments, Storage Solutions

Difference made for organisations

In recognition of the wealth of skills and experience which exists within communities, and of the positive impact of Men's Sheds on health, well-being and in reducing social isolation, Swansea Council once again made funding available for the development of existing and new Men's Sheds in Swansea.

'Men's Sheds' are social groups or enterprises set up in local communities, for social interaction and promoting positive well-being, they are self-governed and self-supported. How each individual shed looks and the activities that take place in them, depend entirely on the skills and interests of the group. Further information on Men's Sheds can be found here: www.mensshedscymru.co.uk/

“Enabled us to grow our project, reaching more individuals and enabled us to buy tools and supplies for our activities.” – **Petallica Flower Farm**

“It has been fundamental to the successful function & running of the group. Provided us with tools & equipment for longer term.” – **Summit Good**

“Prior to this grant we had 2 pottery wheels (benefit of previous men's shed grant) but more were needed for a full class/workshop activity. We are now in that situation. Likewise, we are now able to start sewing/crochet activity for the first time.” – **Swansea Community Workshop**

“The project has been a great success. Supported men from all walks of life.” – **Swansea Wellbeing Centre**

“It's allowed us to expand our number of projects and with it our membership. Enabled us to purchase and store more tools and equipment.” – **Ynystawe Cricket Club**

Difference made for individuals

The network of Men's Sheds in Swansea continues to grow, attracting wider audiences and providing opportunities for people to socialise, engage in activities, learn new skills and improve their wellbeing.

“Enabled us to support them, emotionally & socially. Many of the men just need a good listening ear and value time together. This has led to improved wellbeing and quality of life for the men.” – **Summit Good**

“Encouraged people to get involved and do more in their own gardens. Seeing our lovely flowers & plans has encouraged people to call in for a chat and they have returned week after week. Calling in to chat about flowers, extending the chat and having someone to listen has literally saved lives.” – **The Old Blacksmiths**

“Has allowed those with disabilities to get more involved. The partnership with the charity Sporting Memories has encouraged us with additional resources to improve our services.” – **Ynystawe Cricket Club**



Feedback for Grant process

“Very simple and easy with good communication.” – **Pontarddulais Partnership**

“It's first class and made a difference thank you.” – **Ynystawe Cricket Club**

Sources of further information

<https://www.swansea.gov.uk/Shedsfunding>

10. Cost of Living – Discretionary Fuel Payments Grant

Summary

Description	Welsh Government funding to support those disproportionately impacted by the Cost of Living Crisis
Grant Value	£52,500
Grants Awarded	350 payments of £150 to individual households
Grant Spend	

Overview of grant

This grant was made available to internal council services through Social Services, Tackling Poverty and Housing. The grant enabled services such as the Tenancy Support Unit and Housing Rents Team to make applications for support for their most vulnerable tenants.

The funding targeted those at most risk to their health of having a cold home and those on low incomes who were struggling with essential bills. The funding has supported people with their essential bills during the cost-of-living crisis. The administration of this grant was an example of good cross directorate collaboration.

Outcomes

350 households most impacted by the cost-of-living crisis and most at risk were supported with a one off payment of £150.

11. Summary

Funding from Welsh Government and the Council has proved essential in supporting the network of services, organisations and community groups across Swansea to meet unprecedented levels of demand for their services.

Levels of food poverty and food insecurity have been extremely high following the Covid-19 pandemic and subsequent Cost of Living Crisis. More people and households have needed essential support including many that have not previously needed help.



The Tackling Poverty Development Team have worked to maximise the impact of available funding in a timely and efficient manner. We work with our partners across Swansea to design and improve our grant giving processes to ensure that they are open and accessible, meet local needs and the team are always on hand to help applicants through the application process, during the delivery of the activity and monitoring process.

During 2022/23, the team reviewed and improved our monitoring forms to gain a greater insight into the difference that the funding is making and to provide feedback on our processes for further improvement.

We would like to recognise and give thanks to our grant recipients for the work they do in delivering these essential services and supporting the people of Swansea. We would also like to recognise and thank our colleagues that are involved in our processes from the Web Development Team and Corporate Communications Team to Funding Panel Members, Cabinet Members and Councillors and those that are working with and supporting our applicants.

To contact the Tackling Poverty Development Team email tacklingpoverty@swansea.gov.uk

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Tackling Poverty Service

Directorate: Adult Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services

(b) Please name and fully describe initiative here:

This is an IIA Screening for the 'For Information' Report to the Scrutiny Performance Panel – Adult Services regarding Tackling Poverty Grants Impact Report 2022/23.

The report outlines the range of community grants administered by the Tackling Poverty Service during 2022/23 and highlights the impacts.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further investigation
	+	-	+	-	+	-	
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

Marriage & civil partnership	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

This report reflects on the impact of grant funding administered during the 2022/23 financial year. Typically, the criteria of the grant funding is set by Welsh Government and is for local authorities to make available to organisations / services / community groups to apply for based on eligible activity and spend. Where possible, we keep potential applicants informed of the availability of grants from the outset and involve them in the local design of the administration to ensure that the available funding meets local needs.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No

- c) Does the initiative apply each of the five ways of working?
 Yes No

- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No If yes, please provide details below

Q7 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?
(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

Integrated Impact Assessment Screening Form

The report highlights the positive impacts of the tackling poverty grants outlined within the report during the 2022/23 financial year. The grants administered have had a direct positive impact on people experiencing hardship and or vulnerable people within communities in Swansea. The grant application process allows for local organisations groups and services to meet local needs through their work and engagement with the people and communities. The grants support further development of projects and the ability to respond to changes in demand such as the impacts of the cost of living crisis.

Outcome of Screening

Q8 Please describe the outcome of your screening below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

N/A

This is an IIA Screening for the 'For Information' Report to the Scrutiny Performance Panel – Adult Services regarding Tackling Poverty Grants Impact Report 2022/23.

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Anthony Richards
Job title: Tackling Poverty Development Manager
Date: 20/07/23

Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Social Services and Tackling Poverty
Date: 25/07/23

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 8



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 7th August 2023

Direct Payments Case Studies

Purpose	To provide personal stories of how Direct Payments are used.
Content	<p>Further to the Direct Payments report to scrutiny in November 2022, a request was made for personal stories of how Direct Payments are used. This report gives examples of different uses of Direct Payments.</p> <p>A separate case study video has been shared with the panel which has been given permission to share but it will not be publicly broadcast during the meeting.</p>
Councillors are being asked to	Consider the report and give their views; make recommendations to the Cabinet Member.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Amy Hawkins, Head of Adult Services & Tackling Poverty
Report Author	Peter Field, Principal Officer Adult Services Commissioning Peter.Field@swansea.gov.uk
Legal Officer	Carolyn Isaac, Lead Solicitor
Finance Officer	Chris Davies, Group Accountant
Access to Services Officer	Rhian Millar, Consultation Coordinator

1. Current Position

- 1.1. Direct Payments were made to 392 unique Adult service users (including Carers) per month on average over the past six months and to 128 unique Children service users.
- 1.2. A cross directorate Social Services Direct Payments Project Board is in place and a Systems Review is underway to fully review the journey of Direct Payments from first enquiry through assessment to payment. It is anticipated the review will inform system changes and reduce the time taken for people to receive Direct Payments and other associated actions to improve the experience for the public.
- 1.3. In addition to the Direct Payments Systems Review, the team are utilising the 'Most Significant Change' technique as a form of participatory evaluation through people's stories of change. In addition to quantitative information, this will be incorporated into the Direct Payment performance management.

2. Case Studies

- 2.1. A video case study has been shared with Panel members, demonstrating the variety of uses of Direct Payment by a younger adult. This includes using the Direct Payments on paying Personal Assistants, a directly purchased Day Service and buying an item to help them meet their care and support needs and personal well-being outcomes.
- 2.2. Annex A is a case study of a where a group of Direct Payment recipients have pooled their budgets to achieve significant positive outcomes.
- 2.3. Annex B is a case study from the Direct Payment recruit local campaign. Since October 2022, over 100 new Personal Assistants have been recruited to support clients with over 60 matched to date. There has been interest in this approach and the team, along with the Local Area Coordinator and SCVS have presented the approach to - Social Care Wales and other Councils.

3. Integrated Assessment Implications

- 3.1. The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.

- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage.
- Consider opportunities for people to use the Welsh language.
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

3.2. The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

3.3. Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

3.4. An Integrated Impact Screening has been completed for this report with no further assessment required (See Appendix C). This is an IIA Screening for the 'For Information' Report to the Scrutiny Performance Panel – Direct Payments Case Study update.

4. Legal Implications

4.1. There are no legal implications.

5. Financial Implications

5.1. There are no direct financial implications arising from this report.

Background papers: None

Annex A: Case Study – Pooling Direct Payments

Annex B: Case Study – Recruit Local

Annex C: IIA Screening Form

Pooled Direct Payments

Friends United Together was formed when the commissioned care and support a number of individuals were receiving was being re-tendered.

A number of individuals were worried by the proposals because they had received support from the commissioned provider 'Community Lives Consortium' for many years, had built close and enduring relations with care staff, and were active participants in the organisation.

In response to the proposed changes and with the support of Andrew from the Direct Payment team and Lisa from the Commissioning team, the group set up a 'cooperative', with support from Cwmpas, to manage their direct payments and agree how they would use the direct payment to meet their collective needs.

Lisa said: "The individuals involved in Friends United Together have been an absolute pleasure to work alongside. It has been their certainty of knowing what works for them, their determination not to be derailed by endless bureaucracy and their ability to collaborate which has led to their success. They just needed council officers to keep the door open and facilitate conversations with the right people for them to succeed. They have shown that it is possible to take control and live better lives, and they are happy to share their learning to support others to do the same."

The cooperative model has given the group flexibility and control and they can bank their hours and decide when to use them.

A representative from Cwmpas said, "Cwmpas supported the Friends United Together to set up as a cooperative, to enable them to keep the care organisation, (Community Lives Consortium) that people were used to and happy with...Their determination to be able to choose who provides their care and to be able to control how and when that care is delivered was amazing. The Friends themselves felt it was worth doing and wanted to help others to do the same by learning from their experiences."

The Direct Payment team have said, this is an exemplary piece of work enabling a small community to have autonomy, being able to direct where they go and what support they have, even down to having a say in who they employ to help them. It enabled them to have a say in what activities are essential to them, what matters to them, and how they make those things come to fruition. It shows that people should have a say in their support and that it should be designed around their needs and support them in their best vision of a good life.

This case study was chosen as a good practice example from Wales for the IMPACT study (Improving Adult Social Care Together) a UK centre for implementing evidence in Adult Social Care.

IMPACT's feedback reported that the Friends United Together initiatives ensures:

- More choice and freedom in how support hours are used.
- More choice over who works with them – more say in recruitment.
- More members joining Friends United Together.

- More events in the community, as they did before the pandemic (coffee mornings etc.), giving support and being involved in the community.
- Keep challenging and trying new ways of doing things, always looking to improve things.
- Be an example to others of what can be achieved.
- Help others to do what they have done.
- New guides and materials – 'a pathway for a Co-operative'.

And the long-term goal of the project state: "Ultimately, we want to help more people set up care Cooperatives".

Following on from the success of this project, the Direct Payment Support Team are now supporting a new and innovative project supporting the development of a Shared Living Home where residents have full voice, choice and control over where the home is, what it looks like and who lives there, including choosing who it is that provides their support.

The group have formed themselves into a cooperative organisation, they have developed a project plan, design principles for the housing and support (including social, economic and environmental factors) and are currently working with a group of young people to work out who can live together and a Housing Provider are currently looking for accommodation/plots.

Case Study: Recruit Local

People can use Direct Payments to pay people to deliver their care and support by employing a Personal Assistant to help them.

The Social Care sector has had workforce challenges due to austerity measures, the impact of Covid 19, the cost of living crisis and wider impacts including Brexit, increased demand, lack of career opportunities, low wages have reduced the Personal Assistant workforce, leaving a shortage of staff willing and able to work in these roles.

The knock-on effect of this is that often Local Authorities, Care Homes and Care Agencies compete for staff in an ever-reducing pool of people. Lack of job security, differing pay rates, external competition and possible perceptions of the role result in difficulties recruiting and retaining staff.

In 2022 the Direct Payment Support Team recognised that they had to take a different approach and developed the 'Recruit Local' approach.

One of the Direct Payment Support Team role changed to a Personal Assistant Coordinator and they were supported by a temporary team member on work placement.

Recruit Local

The aim is to recruit local people to help local people in communities all across Swansea. In doing so, supporting resilient communities, taking support to people rather than the other way around, capitalising on the wealth of knowledge, expertise and support of communities.

Partnering with Local Area Coordination, Swansea Employability programmes including Workways+, the Council Communications Team, Job Centre and Swansea Council for Voluntary Services MicroEnterprise project to support the implementation.

The team work in partnership to run PA recruitment events in local community venues and these are promoted via local networks. They are used to recruit PA's and support DP recipients who want to employ a PA.

T is a young man who uses a motorised wheelchair. He actively wants to be in charge of his life, to have a say on every decision that involves him, and wants to engage fully in society.

T was not able to attend a city centre recruitment venue due to transport being a considerable issue. T attended a Recruit Local event held in Manselton Church looking for a Personal Assistant and was introduced to the DP team. T worked with the team on an advertisement for the recruitment of a Personal Assistant to support him. Even before the event finished, the advert was sent for translation so that it could be published without delay.

T's Mum said: *"The event was really well set up everyone was easy to talk to"*.

T had been trying to recruit a Personal Assistant who could drive and who could offer him more independence and opportunities for a long time.

Shortly after the event a PA was identified and introduced to T. The new PA drives T to various activities and this has opened the door to more opportunities for T.

On-going

The Direct Payment Support Team will continue to work alongside Local Area Coordinators, Swansea Council for Voluntary Services, Workways+, Swansea Council Communications Team and the Job Centre in delivering 'Recruit Local' throughout the County on a continuous cycle. This includes specifically targeting areas that are identified as having particular shortages of PA's.

Perhaps some of the most important things to come out of this work is that people are talking about being a Personal Assistant, and the people who need the support of a Personal Assistant are being listened to and supported in finding the right support that they are happy with and suits them.

The potential is now realised for the creation of lasting relationships, and through this work, and partnering with MicroEnterprises, there is additional opportunity to support people within communities, to create the foundations of cyclical, reciprocal and resilient communities.

Impact

"Recruit Local enabled us to support our clients hoping to find work, to find opportunities within their local community. We were able to work closely with the team to match clients well with the current vacancies and even offer them to come down and chat face to face about the vacancies. This really enabled our clients to see the bigger picture of how amazing being a personal assistant is and breaking down any barriers or confusion into the role. Many clients on the Workways+ project applied for various vacancies being advertised on the day and some have now gone into work and no longer require our support. All because of the amazing work by the team in Recruit Local." – **Kayleigh, Workways+ Mentor.**

"Recruit Local gives communities a chance to speak to knowledgeable people about jobs and opportunities in their areas. For those trying to get back into work, explore new career paths or even find their first ever job. I found the team were very supportive and felt they gave everyone time, taking into consideration the needs of each and every person. Looking forward to the next one." - **Joseph, Swansea Local Area Coordinator.**

"Thank you, it's good to know that there are people out there interested because it has been so hard finding staff in the past. Thank you again for your help and support. You have been amazing. Warm regards" **Nikki – DP recipient.**

"Recruit Local is the ethos of Microenterprise. We support local people to set up services that meet the needs of their communities. The project offers guidance, information and help with start-up costs to enable them to deliver local services to local people based on need."

We are very fortunate to work closely with the Direct Payment Team in Swansea Council. It enables us to offer alternative forms of employment to meet their needs and more choice for individuals that need additional support.” - Roxane, SCVS

Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Adult Services – Adult Commissioning

Directorate: Social Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

This is an IIA Screening for Direct Payment case studies report for Adult Services Performance Scrutiny meeting. Further to the Direct Payments report to scrutiny in November 2022, a request was made for personal stories of how Direct Payments are used. This report gives examples of different uses of Direct Payments.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the relevant Cabinet Member.

There is no impact for the report itself. Recommendations made by the committee to inform future activity may require further investigation through the full IIA process which would be actioned at the appropriate time.

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Integrated Impact Assessment Screening Form

Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Direct Payment beneficiaries engage in the coproduction of their Care and Support plans. The Direct Payment Team involve DP recipients to coproduce processes, systems and recruitment of team members. A cross directorate Social Services Direct Payments Project Board is in place and a Systems Review is underway to fully review the journey of Direct Payments from first enquiry through assessment to payment. It is anticipated the review will inform system changes and reduce the time taken for people to receive Direct Payments and other associated actions to improve the experience for the public. The review will be involving the Direct Payment recipients and those who have chosen not to access DPs.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan’s Well-being Objectives when considered together?
 Yes No

- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
 Yes No

- c) Does the initiative apply each of the five ways of working?
 Yes No

- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
 Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Integrated Impact Assessment Screening Form

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes No **If yes, please provide details below**

Direct Payments are a mechanism for individuals with assessed care and support needs having voice, choice and control to meet their personal well-being outcomes. This person-led approach reduces the impact on Council led and Council commissioned services. Although the support and administration of Direct Payments is managed by Adult Social Services and the financial assessments and payments are managed by the Social Care Income and Finance team in Revenues and Benefits.

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes No **If yes, please provide details below**

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

There is no impact for the report itself.

Recommendations made by the committee to inform future activity may require further investigation through the IIA process which would be actioned at the appropriate time.

Outcome of Screening

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

This is an IIA Screening for the Report on the some Direct Payment case studies.

The Adult Services Scrutiny Panel is being asked to consider the report and give its views / make recommendations to the Cabinet Member for Care Services.

(NB: This summary paragraph should be used in the 'Integrated Assessment Implications' section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

Integrated Impact Assessment Screening Form

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Amy Hawkins
Job title: Head of Adult Services and Tackling Poverty
Date: 27/07/23
Approval by Head of Service:
Name: Amy Hawkins
Position: Head of Adult Services and Tackling Poverty
Date: 27/07/23

Please return the completed form to accesstoservices@swansea.gov.uk

Agenda Item 9

ADULT SERVICES PERFORMANCE PANEL WORK PLAN 2023-24

Meeting Date	Items to be discussed
<p>Meeting 1 28 June 2023</p> <p>4.30pm</p>	<p>Confirm Convener of the Panel and Co-optee</p> <p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Briefing on Recent CIW Care Home Inspection Reports <i>Amy Hawkins</i></p> <p>Draft Work Plan 2023-24</p>
<p>Meeting 2 7 August 2023</p> <p>4pm</p>	<p>WAO Report 'Together we Can' – Community Resilience and Self-reliance <i>Invited to attend:</i> <i>Hayley Gwilliam, Cabinet Member for Community (Support)</i> <i>Alyson Pugh, Cabinet Member for Wellbeing</i> <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Lee Cambule, Tackling Poverty Service Manager</i></p> <p>Tackling Poverty Service Grants 2022-23: Impact Report <i>Invited to attend:</i> <i>Alyson Pugh, Cabinet Member for Wellbeing</i> <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Lee Cambule, Tackling Poverty Service Manager</i> <i>Anthony Richards, Poverty and Prevention Strategy and Development Manager</i></p> <p>Additional Direct Payments Information <i>Amy Hawkins</i></p>
<p>Meeting 3 5 September 2023</p> <p>4.30pm</p>	<p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Wales Audit Office Report 'A Missed Opportunity' Social Enterprises <i>Lee Cambule, Tackling Poverty Service Manager</i> <i>Peter Field, Principal Officer Prevention, Wellbeing and Commissioning</i></p>
<p>Meeting 4</p>	<p>Director of Social Services Annual Report 2022/23</p>

<p>31 October 2023</p> <p>4pm</p>	<p><i>David Howes, Director of Social Services</i></p> <p>Briefing on Deprivation of Liberty Safeguards (DoLS) <i>Amy Hawkins</i></p>
<p>Meeting 5 12 December 2023</p> <p>4.30pm</p>	<p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Update on Adult Services Transformation and Improvement Programme <i>Amy Hawkins / Helen St John</i> <i>Lucy Friday, Principal Officer Transformation</i></p>
<p>Meeting 6 30 January 2024</p> <p>4pm</p>	<p>Local Area Coordination Update <i>Hayley Gwilliam, Cabinet Member for Community</i> <i>Lee Cambule, Tackling Poverty Service Manager</i></p> <p>Briefing on Dementia (including case studies) <i>Amy Hawkins / Helen St John</i></p>
<p>BUDGET MEETING ? February 2024</p> <p>JOINT SOCIAL SERVICES MEETING</p>	<p>Draft Budget Proposals for Adult Services / Child and Family Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i></p> <p>Adult Services / Child and Family Services Complaints Annual Report 2022-23 <i>Louise Gibbard</i> <i>Sarah Lackenby, Head of Digital and Customer Services</i></p>
<p>Meeting 7 20 March 2024</p> <p>4pm</p>	<p>Performance Monitoring <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i></p> <p>Update on West Glamorgan Transformation Programme <i>Kelly Gillings, Programme Manager</i></p> <p>Briefing on Annual Review of Charges (Social Services) 2022-23 <i>David Howes, Director of Social Services</i></p>
<p>Meeting 8 7 May 2024</p> <p>4pm</p>	<p>Update on how Council's Policy Commitments translate to Adult Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i></p>

	<p>Update on Adult Services Transformation and Improvement Programme – including progress on Reviews <i>Amy Hawkins, Head of Adult Services and Tackling Poverty</i> <i>Helen St John, Head of Integrated Community Services</i> <i>Lucy Friday, Principal Officer Transformation</i></p> <p>End of Year Review</p>
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Future Work Programme items:

- Recruitment and Retention of Care Staff (dates tbc once new policies developed)
- Wales Audit Office Reports (dates to be confirmed):