



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Pwyllgor Rhaglen Chraffu

Lleoliad: Cyfarfod Aml-Leoliad - Ystafell Gloucester, Neuadd y Ddinas / MS Teams

Dyddiad: Dydd Iau, 1 Chwefror 2024

Amser: 11.00 am

Cadeirydd: Y Cynghorydd Peter Black CBE

Aelodaeth:

Cynghorwyr: A Davis, E W Fitzgerald, V A Holland, M Jones, W G Lewis, P N May, F D O'Brien, S Pritchard a/ac T M White

Aelodau Cyfetholedig Statudol: Beth Allender a/ac Elizabeth Lee

Cynghorwyr sy'n Aelodau Cyfetholedig: C A Holley, P R Hood-Williams, S M Jones, L R Jones a/ac S E Keeton

Gweddarlledu: Gellir ffilmio'r cyfarfod hwn i'w ddarlledu'n fyw neu'n ddiweddarach drwy wefan y cyngor. Drwy gymryd rhan, rydych yn cytuno i gael eich ffilmio ac i'r delweddau a'r recordiadau sain hynny gael eu defnyddio at ddibenion gweddarlledu a/neu hyfforddiant o bosib.

Agenda

Rhif y Dudalen.

1 Ymddiheuriadau am absenoldeb.

2 Datgeliadau o fuddiannau personol a rhagfarnol.

www.abertawe.gov.uk/DatgeluCysylltiadau

3 Gwahardd pleidleisiau chwip a datgan chwipiau'r pleidiau.

4 Cwestiynau gan y cyhoedd.

Gellir cyflwyno cwestiynau'n ysgrifenedig i'r Gwasanaethau Democratiaid Democratiaeth@abertawe.gov.uk hyd at ganol dydd y diwrnod cyn y cyfarfod. Bydd cwestiynau ysgrifenedig yn cael eu blaenoriaethu. Gall y cyhoedd ddod a gofyn cwestiynau'n uniongyrchol os bydd amser. Rhaid i gwestiynau fod yn berthnasol i'r eitemau ar ran agored yr agenda ac ymdrinnir â nhw o fewn cyfnod o 10 munud.

5 Galw penderfyniad y Cabinet i mewn - Fframwaith Siarter Cwsmeriaid a Safonau Gwasanaeth.

1 - 40

Cyfarfod nesaf: Dydd Mawrth, 13 Chwefror 2024 am 4.00 pm

Huw Evans

Huw Evans
Pennaeth y Gwasanaethau Democrataidd
Dydd Gwener, 26 Ionawr 2024

Cyswllt: Y Gwasanaethau Democrataidd Ffôn (01792) 636923

Agenda Item 5



Report of the Chair of the Scrutiny Programme Committee

Scrutiny Programme Committee – 1 February 2024

Call In of Cabinet Decision – Customer Charter and Service Standards Framework

Purpose:	To consider the Cabinet decision on Customer Charter and Service Standards Framework, in line with the Council's Call In procedure.
Content:	Original Cabinet decision and information on the Call In procedure including background, the role of Scrutiny and next steps.
Councillors are being asked to:	Consider the information provided in line with the Call In procedure and merits of the Call In.
Lead Councillor:	Councillor Peter Black, Chair of Scrutiny Programme Committee
Lead Officer & Report Author:	Brij Madahar Tel: 01792 637257 E-mail: scrutiny@swansea.gov.uk
Legal Officer:	Debbie Smith
Finance Officer:	Amanda Thomas
Access to Services Officer:	Rhian Millar

1. Call In of Cabinet Report

1.1 In accordance with the Council Constitution (Cabinet Procedure Rules, Part 4.4 Paragraphs 19 & 20 – **see Appendix A**), the Committee is required to consider the Call In of a Cabinet decision made on 18 January 2024 on the following report:

- Customer Charter and Service Standards Framework (Report of the Chair of the Corporate Services & Financial Resilience Service Transformation Committee) - see **Appendix B**

1.2 The Minutes of the meeting of Cabinet show the following decision being taken on this report:

Resolved that:

- 1) The Customer Charter & Service Standards Framework set out in Appendix A of the report be approved and adopted from 1 April 2024.
- 2) Authority be delegated to Directors and the relevant Cabinet Member, to make any minor changes to the Standards as appropriate and always in consultation with the Cabinet Member for Corporate Services & Performance (Joint Deputy Leader of the Council) and the Cabinet Member for Service Transformation (Joint Deputy Leader of the Council).

2. Reason(s) for Call In

- 2.1 The Call In was requested by Councillor Sandra Joy, supported by Councillors Allan Jeffery, Peter May, and Stuart Rice, and deemed valid by the Head of Democratic Services in consultation with the Monitoring Officer and Presiding Member. The reason(s) given for Calling In the decision are as follows:

The reason for the Call In is because we believe that the Cabinet made this decision without being fully appraised of the concerns expressed by members of the Corporate Services and Financial Resilience STC in a minuted meeting on 12th December, when this policy draft was discussed. They were under the impression that this policy draft had been accepted in its entirety by this STC, and that is not the case. The Chair of the Corporate Services and Financial Resilience STC omitted to share with the Cabinet members the concerns that were raised.

During this STC meeting, significant concerns were raised about the timescales for processing applications for free school meals. This is noted as 28 working days, almost six weeks. (Other timescales for people experiencing hardship were also raised in the meeting, but we are focussing on the direct impact on vulnerable children.)

Please note that children who are eligible for free school meals are some of the most vulnerable people in our society. They have no access to funds. Concern was expressed that such a child could potentially be in a position where they are unable to access any food during the day for up to six weeks.

The Council officer present informed the Committee that she would 'take that back to the Heads of Service' and 'feed back to you'. This did not happen until after the Cabinet had met and made their decision, so again they were not appraised of the concerns raised.

Obviously, supporting evidence that this was raised can be provided, both via the minutes of the meetings referred to here and the recordings of both meetings: the STC and the Cabinet meeting, as well as subsequent email exchanges with Council officers.

In summary, we believe that, the decision to adopt the Customer Charter and Service Standards Framework without amendment is unsafe, in that we believe the Cabinet would have been unlikely to accept that any vulnerable child should be expected to go without food every day for almost six weeks whilst adults process the required paperwork.

- 2.2 Extract from the Minutes of the Service Transformation Committee meeting referred to are attached as **Appendix C**.

3. Role of the Scrutiny Programme Committee

- 3.1 The Scrutiny Programme Committee shall consider the reasons for the Call In against the decision made by Cabinet and will hear from lead Councillors and Officers involved in the decision-making process to respond to the Call In and answer questions.

- i) If satisfied with the explanation it will so indicate to enable the Cabinet decision, as made, to be implemented;
- ii) If 'no longer concerned', but not minded to indicate that it is 'satisfied with the explanation', it is in order for the Committee to resolve that 'the explanation be accepted but not endorsed by the Committee';
- iii) If still concerned about the decision, then it may refer it back to Cabinet or the relevant decision maker / body for reconsideration, setting out in writing the nature of its concerns. The Cabinet, decision maker / body shall then reconsider its decision before making a final decision.

- 3.2 Any recommendations from the Committee, having considered the merits of the Call In, will be communicated to relevant decision-makers.

4. Legal Implications

- 4.1 The Scrutiny Programme Committee is being asked to consider and review the Cabinet decision and as such there are no additional direct legal implications beyond those set out in the Cabinet report seeking that original decision.

5. Financial Implications

- 5.1 The Scrutiny Programme Committee is being asked to consider and review the Cabinet decision and as such there are no additional direct financial implications beyond those set out in the Cabinet report seeking that original decision.

6. Integrated Assessment Implications

- 6.1 The Scrutiny Programme Committee is being asked to consider and review the Cabinet decision and as such there are no additional direct integrated assessment implications beyond those set out in the Cabinet report seeking that original decision.

Background papers:

None

Appendices:

Appendix 1: Extract from Council Constitution - Call In Procedure and Flow Chart
(<https://democracy.swansea.gov.uk/documents/s97888/Cabinet%20Procedure%20Rules.pdf?LLL=0>)

Appendix 2: Cabinet Report - 18 January 2024
(<https://democracy.swansea.gov.uk/ielIssueDetails.aspx?IId=51867&PlanId=0&Opt=3&LLL=0#AI49583>)

Appendix 3: Extract from Minutes of the Corporate Services & Financial Resilience Service Transformation Committee – 12 December 2023
(<https://democracy.swansea.gov.uk/documents/g11260/Printed%20minutes%20Tuesday%2012-Dec-2023%2014.00%20Corporate%20Services%20Financial%20Resilience%20Service%20Trans.pdf?T=1&LLL=0>)



EXTRACT FROM Council Constitution, Part 4.4 - Rules of Procedure (Cabinet Procedure Rules)

19 Call In Procedure

1 Executive Decisions

- a) Where a decision is made by Cabinet, the minutes of the decision shall be published electronically and made available at the Guildhall within 2 clear working days of the decision being made by the Head of Democratic Services.
- b) The Chair and Vice Chair of the Scrutiny Programme Committee shall also be sent electronic copies of the minutes of all such decisions.
- c) The minutes shall:
 - i) Bear the date on which they are published; and
 - ii) Specify that the decision will come into force and may then be implemented on the expiry of 3 clear working days (the Call In period) after the publication of the decision, unless called in pursuant to these Procedure Rules.

2 How to Call In an Executive Decision?

The Chair and / or Vice Chair of the Scrutiny Programme Committee or any 4 Councillors may Call In a decision by giving notice and stating the reason(s) for a Call In, in writing (preferably via e-mail) to the Head of Democratic Services within the Call In period. The Head of Democratic Services will then notify the decision taker of the Call In via e-mail.

3 Validity of Call In

The Head of Democratic Services upon consultation with the Monitoring Officer and Presiding Member may rule that a Call In is not valid if:

- a) It is not made by 23.59 on the 3rd clear working day of the publication of the decision;
- b) The decision is exempt from Call In on account of urgency provisions as set out below and also where:
 - i) The decision being called in is the same, or broadly the same, as a previous Call In within the last six months;
 - ii) The decision has been subject to pre-decision scrutiny and there is no material change in relevant information/evidence;
 - iii) The Call In does not specify precisely which aspects of the decision is to be challenged or provides too little information.

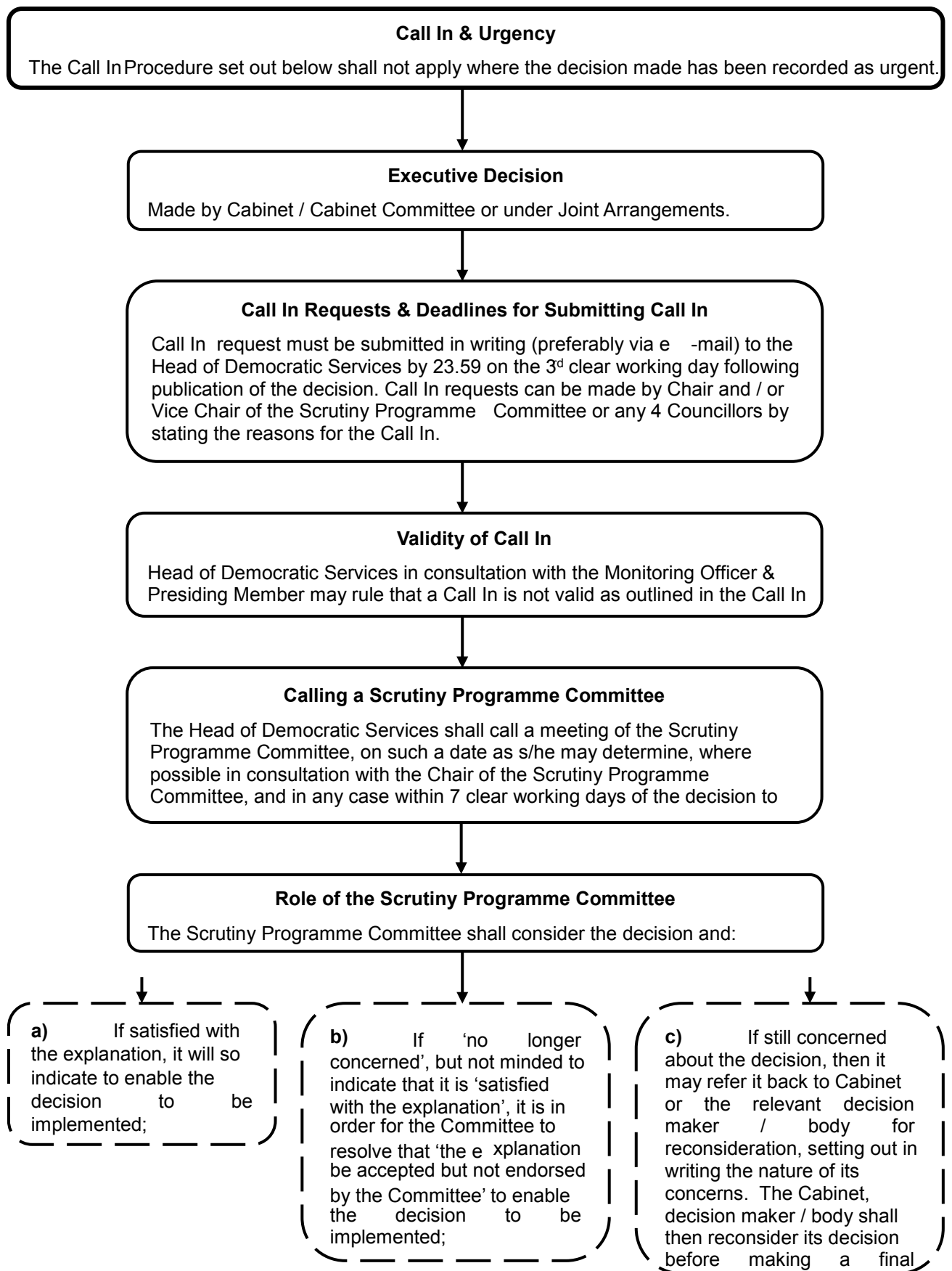
4 **Role of the Scrutiny Programme Committee**

- a) The Head of Democratic Services shall call a meeting of the Scrutiny Programme Committee on such date as s/he may determine, where possible after consultation with the Chair of the Scrutiny Programme Committee, and in any case within 7 clear working days of the decision to Call In.
Note: For the purpose of this paragraph, the last working day before Christmas and the working days between Christmas and the New Year shall not be counted as working days.
- b) At its meeting, the Scrutiny Programme Committee will consider the called in decision.
- c) The Scrutiny Programme Committee shall consider the reasons for the Call In and the decision and:
 - i) If satisfied with the explanation it will so indicate to enable the decision to be implemented; ii) If 'no longer concerned', but not minded to indicate that it is 'satisfied with the explanation', it is in order for the Committee to resolve that 'the explanation be accepted but not endorsed by the Committee'; iii) If still concerned about the decision, then it may refer it back to Cabinet or the relevant decision maker / body for reconsideration, setting out in writing the nature of its concerns. The Cabinet, decision maker / body shall then reconsider its decision before making a final decision.

5 **Call In and Urgency**

- a) The Call In procedure set out above shall not apply where the decision being taken is urgent. A decision will be urgent if either the Chief Executive, the Section 151 Officer or the Monitoring Officer certifies that any delay likely to be caused by the Call In procedure could seriously prejudice the Council or the public interest including failure to comply with statutory requirements;
- b) The record of the decision, and notice by which it is made public, shall state whether the decision is an urgent one, and therefore not subject to Call In.
- c) The operation of the provisions relating to Call In and urgency shall be monitored annually and a report submitted to Council with proposals for review if necessary.

20 Call In Procedure Flowchart





**Report of the Chair of the Corporate Services & Financial Resilience
Service Transformation Committee**

Cabinet – 18 January 2024

Customer Charter and Service Standards Framework

Purpose:	To recommend to Cabinet for approval and adoption the Customer Charter and Service Standards Framework (Appendix A).
Policy Framework:	Successful and Sustainable Swansea Digital Strategy 2023-28
Consultation:	Access to Services, Finance and Legal
Recommendation(s):	It is recommended that: <ol style="list-style-type: none"> 1) Cabinet approves the Customer Charter and Service Standards Framework (Appendix A), for adoption from the 1st April 2024. 2) Cabinet delegates authority to Directors and the relevant Cabinet Member, to make any minor changes to the Standards as appropriate and always in consultation with the Cabinet Member for Corporate Services & Performance (Deputy Leader) and the Cabinet Member for Service Transformation (Deputy Leader).
Report Author:	Sarah Lackenby
Finance Officer:	Ben Smith
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 The Corporate Services Service Transformation Committee discussed a draft Customer Charter and Service Standards on the 25th of July 2023, after which public consultation and engagement was undertaken in the form of:
- A survey published online and in paper copies at libraries and the reception in Civic Centre.

- Engagement with the Ageing Well Steering Group. This group is made up of partners and community groups and includes representation from all communities over 50.
 - The Council also asked people for feedback at a large engagement event in December, which had representation from groups who work with the Council on the LGBTQ+ Forum, Disability Liaison Group and Ageing Well.
- 1.2 Overall, 144 people responded and the Customer Charter and Service Standards Framework (Appendix A) has been updated as a result of their feedback, which is highlighted in section 2 of this report.
- 1.3 The Charter and Standards are a dynamic set of guidelines. They will require constant review, and moving forward, will be updated in line with changes to legislation and working practices. Therefore, although it is recommended this version of the Charter and Standards is adopted, it will be subject to change and development moving forward.

2 Survey Consultation and Engagement Feedback

- 2.1 There were 73 responses to the survey of whom 81% were Swansea residents and 16% were Swansea Council staff.
- 2.2 A summary of feedback from residents who completed the survey includes the following:
- 84% of respondents agreed the overall promises laid out in the Charter are needed and 73% felt they will improve customer standards. Responding in a timely manner was raised throughout by several respondents.
 - With regard to accessing services online 76% of respondents felt they were the right promises and 68% felt they would improve customer standards. However, additional comments strongly highlighted the need for telephone and face-to-face channels alongside online services.
 - Regarding contacting Council services by email, 70% of respondents felt they were the right promises and 77% felt they would improve customer standards.
 - Regarding contacting Council services by phone, 77% of respondents felt they were the right promises and 68% felt they would improve customer standards. This is the area where responding in a timely manner was requested by most respondents to the survey.
 - Regarding residents visiting Council offices, 92% of respondents felt they were the right promises and 90% felt they would improve customer standards.
 - Regarding Council staff visiting residents, 96% of respondents felt they were the right promises and 90% felt they would improve customer standards.
- 2.3 With regard to the Service Standards listed for each service area, some comments were received around individual cases and current service requests, these will be passed to the relevant department.

- 2.4 In addition, the Partnership and Involvement Team provided the support for further direct engagement and feedback through both the Ageing Well Steering Group and a large engagement event in December. The event had representation from groups who work with the Council on the LGBTQ+ Forum, Disability Liaison Group and Ageing Well. 71 responses were received with feedback across the following themes:
- The importance of face-to-face access channels
 - Pocket guides were requested for useful information such as the Customer Charter and Service Standards
 - Requests for services to be available in more languages.

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.
- 3.1.1 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'.
- 3.1.2 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.
- 3.2 An IIA Screening Form has been completed (Appendix B) with the agreed outcome that a full IIA report was not required. The IIA has been updated following the survey feedback and will continue to be reviewed. Summary of findings from the IIA screening:
- The Customer Charter and Service Standards will have a medium positive impact across all groups as residents and businesses will know what level of service to expect when they contact the Council.

- The Service Standards are already in place, some of which are statutory, therefore changes will not be possible for some areas.
- The Charter and Standards are dynamic and will be subject to change, for example, as a result of legislative or service changes. Moving forward, services may therefore also undertake their own consultation and engagement where changes are being proposed, this may include co-production where appropriate.
- A broad survey consultation has been undertaken and changes have been made to the Charter and Service Standards as a result, including:
 - A framework to reflect the dynamic nature of services.
 - Providing access to services and information in alternative formats, e.g. large print, braille etc.
 - Strengthening the need for telephone and face-to-face to support online channels.
 - Strengthening the timeliness of responses, especially when responding by phone.
- In addition to the survey, further engagement was undertaken with the Ageing Well Steering Group and through a large engagement event in December, which had representation from groups who work with the Council on the LGBTQ+ Forum, Disability Liaison Group and Ageing Well. Further suggestions are being evaluated, particularly the themes around more languages and handy pocket guides.
- This work delivers on the Transformation and Financial Resilience well-being goal and steps in the Corporate Plan. The aim of the Charter and Standards is to provide clear guidance to residents and businesses when they access Council services.
- Risks are considered to be low as Service Standards are already in place, some of which are statutory.
- The cumulative impact is considered to be positive at this stage in development, providing a firm framework for residents and businesses accessing Council services.

4. Financial Implications

- 4.1 Providing access to information and services in alternative formats such as large print or braille may incur additional costs for some services. It is expected to be accommodated within existing budgets.

5. Legal Implications

- 5.1 There are no specific legal implications arising from this report.

Background Papers: None

Appendices:

- Appendix A Customer Charter and Service Standards
 Appendix B IIA Screening



CUSTOMER CHARTER & SERVICE STANDARDS FRAMEWORK

Customer Charter

The Swansea Council Customer Charter, combined with our published Service Standards, provide our framework for communicating how we will meet the expectations of our residents. The framework provides clear and concise statements, detailing ways by which we can measure and monitor customer service levels.

The Service Standards explain what each front-facing service delivers. They also describe the timescales within which you can expect us to deal with your query. We are committed to ensuring that you are completely satisfied with the service you are getting in line with our Standards.

Swansea Council is committed to putting our customers at the heart of everything we do and we welcome your feedback on how we can improve our services.

Our Customer Charter framework sets out our promises as to how we will deliver high quality services to you and the service standards we will provide to enable us to meet your expectations.

Our promises

We will:

- Provide you with quality services
- Ensure that we use plain language and have trained staff to answer your questions
- Be honest, approachable and polite, keeping your needs at the heart of everything we do
- Acknowledge and respond within the timescales laid out in our Service Standards
- Aim to answer your enquiry through the publicised first point of contact wherever possible
- Make sure the information we provide is accurate, up to date, and bilingual where required
- Provide information in alternative formats where requested, e.g. large print, braille
- Deliver services in a way which offers good value for money for the community
- Involve you in the design and delivery of our services wherever possible.

When you need to access services online, we will:

- Provide you with easy-to-use, accessible, bilingual online services with all the information you need in one place

- Publish a range of web addresses and emails so you can quickly access services or contact officers
- Deliver secure and trusted online services to you
- Help those residents unable to use online channels with telephone and face-to-face support.

If you email us, when we respond we will:

- Be clear, use plain language, and reply bilingually where appropriate
- Respond within the timescales laid out in our Service Standards.

If you phone the Council, we will:

- Aim to answer your call in a timely manner
- Give you alternative options and information for accessing services during busy periods
- Provide access to services in Welsh and other languages.

When you visit our public offices, we will:

- Provide an accessible space which is open during published hours
- Provide a welcoming, friendly and helpful atmosphere
- Aim to see you within 30 minutes (if you have to wait longer we will explain why).

If we visit you, we will:

- Arrive at the agreed appointment time (unless we are delayed, in which case we will contact you)
- Be helpful, polite, and treat you with respect and dignity.

When you speak with our staff we expect you to:

- Be helpful, polite, and treat us with respect and dignity
- Understand we will address unreasonable behaviour and may end the conversation / visit, or invoke our Unreasonable Customer Behaviour Policy if necessary.

Service Standards

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Benefits – Housing Benefit (HB)	Make a new claim for Housing Benefit or tell us about a change in your household circumstances that might affect an existing claim	If you have provided all the information we need, we will work out how much HB you are entitled to and tell you	28 working days	Web: Housing Benefit and Council Tax Reduction - Swansea Email: benefits@swansea.gov.uk Phone: 01792 635353
Benefits – Council Tax Reduction (CTR)	Make a new claim for CTR or tell us about a change in your household circumstances that might affect an existing claim	If you have provided all the information we need, we will work out how much CTR you are entitled to and tell you	28 working days	Web: Housing Benefit and Council Tax Reduction - Swansea Email: benefits@swansea.gov.uk Phone: 01792 635353
Benefits – Housing Benefit (HB) and Council Tax Reduction (CTR)	Query entitlement/ payments / the potential impact of changes in circumstance on benefits / seek advice, support	We will explain our decisions/calculations and the regulations in a clear and concise way.	28 working days	Web: Housing Benefit and Council Tax Reduction - Swansea Email: benefits@swansea.gov.uk Phone: 01792 635353
Breach of planning control	Report works where a property doesn't have planning permission or is breach of condition	Investigate your complaint and advise on course of action to be taken	12 weeks	Web: swansea.gov.uk/planningenforcement Email: enforcement.development@swansea.gov.uk Phone: 01792 635701
Building Control application	Submit a completed application form for building regulations	Register your application	Within 3 working days	Web: www.swansea.gov.uk/bcon Email: bcon@swansea.gov.uk Phone: 01792635636

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Building inspections	Request an Inspection	Carry out inspections while the work is taking place and we are happy to talk to you about an inspection programme for your scheme that suits you.	Where possible same working day, or within 24hrs of request. Future date inspection by arrangement.	Web: www.swansea.gov.uk/bcon Email: bcon@swansea.gov.uk Phone: 01792 635636
Cemeteries	Search for a grave	We will conduct a search of municipal cemeteries	Within 5 working days	Web: Burials and cremations - Swansea Email: bereavementservices@swansea.gov.uk Phone: 01792 636389
Crematorium	Enquire about a memorialisation scheme for the crematorium	Provide information / costs and process application	Within 5 working days	Web: Burials and cremations - Swansea Email: bereavementservices@swansea.gov.uk Phone: 01792 636481
Registrars	Enquire to register a birth	Offer an appointment	Within 5 working days	Web: swansea.gov.uk/registrars Email: registrars@swansea.gov.uk Phone: 01792 637444
Commercial land and property	Search for available land and property in Council ownership	We will advise on available council land and property.	Email contact 5 working days. Tel contact 2 working days If call unable to be answered and message	Web: Land and property for sale or lease - Swansea Email: Corporate.Property@swansea.gov.uk Phone: General enquiries (property / asset management) 01792 636727

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			being left requesting a call back	
Committee agendas	To find out information on any meetings such as council, cabinet, planning etc.	We will advise and help in your search for information on items reported to the various meetings of council.	5 working days	Web: www.swansea.gov.uk/democracy Email: democracy@swansea.gov.uk Phone: 01792 636923
Councillors	To find out information on any our 75 councillors.	We will assist and advise with queries such as who is my local councillor or relevant cabinet member for a service area.	3 workings days	Web: www.swansea.gov.uk/councillors Email: democracy@swansea.gov.uk Phone: 01792 636923
Complaints	Make a complaint about any service	We will investigate the complaint and respond to you. We take complaints very seriously and use them as an opportunity to improve our services.	Corporate complaints: Stage 1: 10 working days Stage 2: 20 working days Social Services complaints follow a specific Policy, please visit the link	Web: Corporate complaints policy Social Services complaints policy Email: complaints@swansea.gov.uk Phone: 01792 637345
Council-owned land	To make general queries including ownership	We will advise if land is council owned and confirm areas of responsibility	Email contact 5 working days. Tel contact 2 working days If call unable	Email: Corporate.Property@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			to be answered and message being left requesting a call back	Phone: General enquiries (property / asset management) 01792 636727
Council Tax	Report a change of address / change of ownership or occupation of a property	Take the details off you and make the necessary updates so a correct bill can be issued	28 working days	Web: Register/report a change of circumstances that may affect your Council Tax - Swansea Email: council.tax@swansea.gov.uk Phone: 01792 635382
Council Tax	Ask to pay by direct debit	Take the details off you and set up a direct debit claim for whichever of the 4 available dates you choose	28 working days	Web: www.swansea.gov.uk/paycounciltax Email: council.tax@swansea.gov.uk Phone: 01792 635382
Council Tax	Tell us about difficulties you may have with paying your bill	We will listen and do our best to agree a reasonable, mutually acceptable payment plan with you. We will also offer to refer you for independent financial advice and tell you about Council Tax Reduction	28 working days	Web: Problems paying your Council Tax bill - Swansea Email: council.tax@swansea.gov.uk Phone: 01792 635382
Council Tax	Make a payment	We will take the payment from you promptly	3 days	Web: www.swansea.gov.uk/paycounciltax

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
				Email: council.tax@swansea.gov.uk Phone: 0300 4562765
Dangerous structures	Report a dangerous structure.	To react within 3 hours/ 24 hours depending on severity.	Deal with imminent dangers within 3 hours. Non-imminent danger the next working day.	Web: www.swansea.gov.uk/bcon Email: bcon@swansea.gov.uk Phone: 01792635636
Dog fouling/litter	Report locations where dog fouling and/or litter is creating a hazard and/or nuisance	Remove the nuisance and/or hazard	Danger – by end of next working day Nuisance – within 5 working days	Web: https://www.swansea.gov.uk/reportit Email: evh@swansea.gov.uk Phone: 01792 635600
Education: General Queries	Ask any question about the provision of education in Swansea	Provide a clear and concise response and/or signpost to the relevant school/process	15 working days	Web: https://www.swansea.gov.uk/schoolsandlearning Email: education@swansea.gov.uk Phone: 01792 637400
Education: School Uniform Grant (School Essentials Grant)	Helpline to support the online grant application process	Provide support to claimants that are struggling with the online application process	15 working days	Web: https://www.swansea.gov.uk/schooluniformgrant Email: SchoolUniformGrant@swansea.gov.uk
Education: Free School Meals (FSM)	Make a new application for FSM or tell us about a change in your household circumstances that might affect an	If you have provided all the information we need, we will work out if you are entitled to FSM and tell you	28 working days	Web: Free school meals - Swansea Email: freeschoolmeals@swansea.gov.uk Phone: 01792 635353

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	existing award of FSM			
Education: Additional Learning Needs Inclusion Team (ALNIT)	Contacting a member of the ALNIT Team for information, advice or assistance	Make sure we publish all the relevant information on our website	15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/alnprofessionals Email: ALNIT@swansea.gov.uk Caseworker@swansea.gov.uk DESCO@swansea.gov.uk Phone: 01792 636162
Education: Additional Learning Needs Inclusion Team (ALNIT)	General enquiries to the team	Ensure all the relevant information is available on our website. Answer emails on specific questions Provide a limited phone services for those without internet or email access	15 school days to respond to e-mail queries Phone line will be open between 10.00 am to 12 noon & 2.00 pm to 4.00 pm Monday to Friday	Web: https://www.swansea.gov.uk/aln Email: ALNIT@swansea.gov.uk Phone: 01792 636162
Education: School Admissions	Apply to change school in the school year	Write to you with the outcome of your application in line with the timescales	15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk Phone: 01792 636550
	Apply for a school place because you have moved into the area	Write to you with the outcome of your application in line with the timescales	15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk Phone: 01792 636550
	Apply for a school place for entry to reception or year 7	Make sure we publish all the relevant information on our website and write to		Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
		you directly if you are currently registered with a Swansea school		Phone: 01792 636550
	Admission Appeals	Make sure we publish all relevant information on our website to advise of the process to follow	Notification of right to appeal 15 school days (during term time) or 28 calendar days (during school holidays)	Web: https://www.swansea.gov.uk/schooladmissions Email: admissions@swansea.gov.uk Phone: 01792 636550
	General enquiries about school admissions	Ensure all the relevant information is available on our website. Answer emails on specific questions Provide a limited phone services for those without internet or email access	10 working days to respond to email queries Phone line will be open between 10 and 12 a.m. and 2 and 4 p.m. Monday – Friday (excluding bank holidays)	
Empty properties	Report details of an empty property which is open to access	We will visit the property, try to identify and contact the owner and make sure the property is secured if there is a risk of unauthorised access.	Visit the property within 2 working days	E-mail: evh@swansea.gov.uk Phone: 01792 635600
Food hygiene enquiries or complaints	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5	Web: https://www.swansea.gov.uk/food Email: foodandsafety@swansea.gov.uk Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			working days of receipt	
Freedom of Information requests	Make a Freedom of Information Request in writing	On receipt of a written request for recorded information the Council will notify you whether we hold that information. We will provide it in the way you requested	20 working days	Web: www.swansea.gov.uk/freedomofinformation Email: freedomofinformation@swansea.gov.uk Phone: 01792 637345
Grants and funding	Find out about grant funding options or opportunities	Help to signpost you to the most appropriate funding source(s)	Within 28 working days for initial request	Email: ExternalGrants@swansea.gov.uk GrantiauAllanol@abertawe.gov.uk
Grass verge cutting	Report locations where long grass is limiting driver visibility and creating a hazard	Cut visions splays as necessary	Within 5 working days	Email: parks.section@swansea.gov.uk Phone: 01792 280210
Health and Safety advice and complaints	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: https://www.swansea.gov.uk/healthandsafety Email: evh@swansea.gov.uk Phone: 01792 635600
Highways: Active Travel	General enquiries	Ensure all the relevant information is available on our website. Answer emails on specific questions.	Officers will respond to your enquiry, complaint or request for a service within 10	Web: https://www.swansea.gov.uk/activetravel Email: activetravel@swansea.gov.uk Phone: 01792 843330 (Highways)

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			working days of receipt	
Highways: Emergency	Report an immediately dangerous situation on the Highway	To react within 4 hours/ 24 hours depending on severity.		Phone to Highways Front Desk 01792 843330
Highways: Pothole Pledge	Report a pothole	We will repair the pothole where able.	48 hours for action and further 48 hours for response when an email address is provided.	Using the online "Report it" form, Email to highways@swansea.gov.uk or By Phone to 01792 843330
Highways Service Request	Reporting requests for works or routine service, ice, road condition, flooding etc	Log the call, investigate action appropriately.	Non safety defects no agreed response time. Dealt with by routine programmes of work.	Using the online "Report it" form, Email to highways@swansea.gov.uk or By Phone to 01792 843330
Houses in Multiple Occupation (HMO) Licensing	Make a licence application or request a variation of an existing licence	Log the application and contact you to confirm details, take payment and explain next stages.	Within 10 working days of you submitting the application.	E-mail: hph@swansea.gov.uk Phone: 01792 635600
Housing Standards	Report issues with the condition of your privately rented property	Take the details from you, including details of your landlord/agent, give you advice and arrange an inspection of the property, after contacting your landlord/agent.	Contact you to arrange an inspection within 5 working days of your report	Web: Get advice on private rented housing - Swansea E-mail: evh@swansea.gov.uk Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Housing	General enquiries	We will refer your query to the correct section/team	General email enquiries: an initial acknowledgement within 1 working day and full response within 10 working days from the relevant team.	General enquiries: https://www.swansea.gov.uk/housingenquiryform email: housing@swansea.gov.uk housing portal: https://housing.swansea.gov.uk Area Housing Office emails: westarea.housingoffice@swansea.gov.uk eastarea.housingoffice@swansea.gov.uk northarea.housingoffice@swansea.gov.uk centralarea.housingoffice@swansea.gov.uk
Housing	Apply for Housing	Your application will be assessed in accordance with our Housing Allocations Policy.	30 working days	Housing Options Web: https://www.swansea.gov.uk/applyforcouncilhousing https://www.swansea.gov.uk/contacthousingoptions Email: housing.options@swansea.gov.uk Phone: 01792 533100
Housing	Make a Homelessness application	If you are at risk of becoming homeless, contact Housing Options and we will take initial details from you and arrange for you to be contacted by a homelessness caseworker who will carry out an assessment with you.	On the day if homeless that night. 10 working days if at risk of homelessness	Housing Options Web: https://www.swansea.gov.uk/helpforhomeless https://www.swansea.gov.uk/atriskoflosingyourhome https://www.swansea.gov.uk/contacthousingoptions Email: housing.options@swansea.gov.uk Phone: 01792 533100
Housing	Discuss your rent account	We will offer advice and support if you are	You will be contacted within 5	Rents Team Queries:

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
		struggling to pay your rent, or have a query about your account.	working days to discuss your query	Email: rentsteam@swansea.gov.uk Tel: 01792 534094 Ways to pay: https://www.swansea.gov.uk/rentsteam Pay your rent online: https://www.civicaepay.co.uk/Swansea/Webpay_public/webpay/default.aspx?Fund=21 Housing portal: https://housing.swansea.gov.uk
Housing	Report a repair	We will respond to your request and deal with your repair.	Repair categories: A - Emergency repairs – Attended to and made safe within 24 hours. Out of hours service available B - Urgent repairs – complete in 5 working days C - Non-urgent – complete in 20 working days (maybe subject to pre-inspection) D - Specialist Repairs – complete in 80 working days (may be subject to pre-inspection)	Repairs Web: https://www.swansea.gov.uk/requesthousingrepair Email: housingrepairscentre@swansea.gov.uk Housing portal: https://housing.swansea.gov.uk Tel: 01792 635100 Monday - Thursday 8.30am - 5.00pm and Friday 8.30am - 4.30pm Out of office hours emergencies: 01792 521500 Monday - Thursday 5.00pm - 8.30am Friday 4.30pm - Monday 8.30am

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			<p>Pre-inspections carried out via an appointment arranged with the tenant</p> <p>Damp and mould – inspected within 5 working days and work needed carried out within 20 working days</p>	
Housing	Report anti-social behaviour (ASB) on council estates	Your initial complaint will be responded to either by the Area Housing Office or by the Neighbourhood Support Unit (NSU)	Your initial report will be responded to within 5 working days if a name and address is left.	<p>Report ASB - NSU Web: https://www.swansea.gov.uk/reportantisocialbehaviour Tel: 01792 648507 (24 hours)</p>
Housing	Request support from the Tenancy Support Unit (TSU)	The Tenancy Support Unit will provide housing-related support and advice to home owners, housing association tenants, council tenants and those who rent from the private sector.	An initial assessment of support needs will be undertaken within 5 working days.	<p>Web: https://www.swansea.gov.uk/requesttenancysupport Email: tsu@swansea.gov.uk Phone: 01792 774360</p>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Housing	Council Housing Major Improvement Programme	Provide advice and guidance to tenants of council properties about major repair and improvement work being undertaken or proposed in the future	Replies to emails will be made in 5 working days	Enquires to HousingILT@swansea.gov.uk Phone: 01792 635117
Housing	Renewals – enquire about grants and loans for eg Council House adaptations, Disabled Facilities Grants and repairs eg HomeFix Loan and Welsh Government loans	Provide initial advice and assistance on the forms of assistance available and signpost to most suitable service. Assist client in applying for that form of assistance.	Contacted within 10 working days to complete an initial enquiry for housing grants / loans assistance.	Renewals – Housing Grants Team Email: urbanrenewals@swansea.gov.uk Tel: 01792 635330
Land searches	To request Local Authority Con 29 searches, copies of documents, make payments and queries on all searches	We carry out local land searches which are part of the property conveyancing process. It allows prospective purchasers of properties and mortgage lenders to find out information that we hold about a property.	10 working days	Web: www.swansea.gov.uk/locallandcharges Email: locallandcharges@swansea.gov.uk Phone: 01792 635728
Licensing		Log the application and process in accordance		Web: https://www.swansea.gov.uk/licensing Email: evh.licensing@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	<p>Submit a completed application for a licence</p> <p>-----</p> <p>Make a complaint, submit an enquiry or request for a service</p>	<p>with statutory requirements</p> <p>-----</p> <p>Investigate the complaint, respond to the enquiry or request for a service and take appropriate action</p>	<p>Applications will be processed in accordance with statutory timescales where applicable</p> <p>-----</p> <p>Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt</p>	<p>taxilicensing@swansea.gov.uk</p> <p>Phone: 01792 635600</p>
Litter/dog bins	<p>Report locations where overflowing litter/dog bins are creating a hazard and/or nuisance</p>	<p>Remove the nuisance and/or hazard</p>	<p>Danger – by end of next working day Nuisance – within 5 working days</p>	<p>Web: https://www.swansea.gov.uk/reportit Email: evh@swansea.gov.uk Phone: 01792 635600</p>
Local Development Plan	<p>Understand, raise queries about, and get involved in the production of, the Swansea Local Development Plan</p>	<p>To provide clear, consistent advice and opportunity for the public and key stakeholders to be active participants in the LDP process in accordance with the agreed Community Involvement Scheme</p>	<p>Respond to queries within 2 working days</p>	<p>Web: https://www.swansea.gov.uk/RLDP Email: ldp@swansea.gov.uk</p>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Noise nuisance and Pollution	Report a problem about noise, water, land or air pollution	Take the details from you and investigate and action appropriately	An officer will contact you for further information, where necessary within 5 working days.	Web https://www.swansea.gov.uk/reportpollution E-mail: pollution@swansea.gov.uk Phone: 01792 635600
Parking ticket appeal	When you make representations in writing appealing against the issue of a Parking Charge Notice	Consider your reasons for appealing the Parking Ticket and make a decision to either uphold or reject these representations.	Pre Notice to Owner (NTO) appeal – respond in writing within 6 months. Post Notice to Owner (NTO) appeal – respond in writing within 56 Days	Web: Challenge Entry - City and County of Swansea Email: Car.parks@swansea.gov.uk
Passport to Leisure (PTL)	Make a new application for a PTL or to tell us about a change in your household circumstances that might affect a PTL you already hold	If you have provided all the information we need, we will work out if you are entitled to a PTL and tell you	28 Working days	Web: Passport to Leisure - Swansea Email: PTL@swansea.gov.uk Phone: 01792 635353
Placemaking and heritage	Obtain advice or information relating to placemaking and heritage in Swansea, including for Conservation Areas and Heritage Protected Assets	To provide clear, consistent advice and information	Respond to queries within 2 working days	Web: https://www.swansea.gov.uk/placemakingandheritage Email: ldp@swansea.gov.uk

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	such as Listed Buildings			
Planning Pre-application advice	To explain how the Pre application service works, including the different types of pre applications provided and to make Payments	To provide clear and concise advice on the feasibility of proposals submitted	<ol style="list-style-type: none"> 1. Statutory advice service – 21 days of receipt of valid application 2. Non-Statutory advice service – 28 days of receipt of valid application or as agreed for larger schemes. 	Web: www.swansea.gov.uk/preplanningadvice Email: planning@swansea.gov.uk Phone: 01792 635701
Planning applications	To explain how the planning application process works, updates on planning applications, request application forms and to pay planning fees	To process as many applications as possible within Statutory targets, to approve developments assessed against current planning policies that bring social and economic benefits to all residents and communities within Swansea	56 days (for most applications)	Web: www.swansea.gov.uk/planningapplications Email: planning@swansea.gov.uk Phone: 01792 635701
Playgrounds - dangerous	Report playgrounds where there perceived hazards	Remove the hazard	Danger – by end of next working day	Email: parks.section@swansea.gov.uk Phone: 01792 280210
Pest Control	If you have problems with pests like mice, rats, fleas and wasps you can	Arrange a visit by a pest control officer after payment of the relevant	Due to the volume of calls the pest control service is receiving it can	Web: https://www.swansea.gov.uk/pestcontrolenquiryform

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
	arrange a pest control visit by completing the on-line enquiry form.	fee, as most of our services have a charge.	take up to 10 working days for a visit date to be made, from date of enquiry	Phone Environment Call Centre on 01792 635600
Port Health	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: https://www.swansea.gov.uk/swanseabaypha Email: Port.Health@swansea.gov.uk Phone: 01792 635600
Register to vote / Elections / Voting	Enquire about vacancies, and standing for election	We will give you advice according to current legislations	We will follow statutory timetables during election time, otherwise we will respond within 5 working days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
	Enquire about elections in your area and how and where to vote	We will advise you of the correct procedure and where and when to vote	Within 3 working days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
	Report a change of name, address, add or remove an elector from your property	We will write to you confirming of the change	Within 28 days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
	Enquire about your registration details	We will confirm your registration status	Within 3 working days	01792 636123 Web: https://www.swansea.gov.uk/elections Email: elections@swansea.gov.uk
Paying for Adult Social	Make a new application for help	If you have provided all the information we need,	28 Working Days	Web: Paying for residential care - Swansea

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Care – Residential Care	towards the cost of Residential Social Care or to tell us about a change in your circumstances that might affect an existing application.	we will work out how much help you are entitled to and explain how we have arrived at our decision.		Email: - SCIF@swansea.gov.uk Phone: 01792 636380
Paying for Adult Social Care – Non-Residential Care	Make a new application for help towards the cost of Non- Residential Social Care costs or to tell us about a change in your circumstances that might affect an existing application.	If you have provided all the information we need, we will work out how much help you are entitled to and explain how we have arrived at our decision.	28 Working Days	Web: Charges for care at home - Swansea Web: www.swansea.gov.uk/chargesforcareathome Email: SCIFhomecare@swansea.gov.uk Phone: 01792 636160
Social Care – Direct Payments Finance	Query the Finance side of Direct Payments	The Finance Directorate will make payments as instructed by Social Services, based on the client's support plan.	28 working days from when the instruction is received from Social Services	Web: Social care direct payments - Swansea Email: - DPFinance@swansea.gov.uk Phone: 01792 636511
Social Care – Childcare Payments	Query the Finance side of Childcare Payments including Fostering, Special Guardianships and Adoption	The Finance Directorate will make payments as instructed by Social Services, based on the client's support plan.	28 working days from when the instruction is received from Social Services	Web: Fostering and adoption - Swansea Email: - softbox.remittances@swansea.gov.uk Phone: 01792 636310

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
Paying for Adult Social Care-	Make a payment	We will take the payment from you promptly	3 days	Web: Pay - Swansea Residential Care Phone: 01792 636380 Non Residential Care Phone: 01792 636160
Adult Social Care	Information, advice or assistance Reporting a safeguarding concern	We will work with you to live well and safely in our community	We will respond within 2 working days via telephone or email.	Web: Social care and wellbeing - Swansea Common Access Point: CAP@swansea.gov.uk Phone: 01792 636519 Safeguarding: AdultSafeguardingTeam@swansea.gov.uk Phone: 01792 636854 Emergency Duty Team (out of hours): Emergency Duty Team - Swansea Email: edt.edt@swansea.gov.uk Tel: 01792 775501
Social Services	Make a comment, complaint or compliment about Social Services	When things go wrong and a service user or someone sufficiently concerned with their welfare, may wish to complain, the law says you have a right to get your views heard about Social Services	You will get an acknowledgement within 2 working days. We will contact you to discuss your complaint within 10 working days, We will write to you within 5 working days of the resolution date,	Phone: 01792 637345 Or contact the <u>Council Complaints Team</u>

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
			confirming the outcome.	
Child and Family Services	Seek information, advice or assistance or to report a safeguarding concern	We can help families to get support from the right people at the right time to live happy, health and safe lives	We will respond within 48 hours via telephone or email	Swansea Single Point of Contact (Monday to Thursday, 8.30 am – 5.00 pm; Friday 8.30 am – 4.30 pm) Email: singlepointofcontact@swansea.gov.uk Phone: 01792 635700 Emergency Duty Team is available outside of normal working hours on 01792 775501
Child and Family Services	Enquire about becoming a foster carer	We provide dedicated support on your fostering journey, from specialist training to financial allowances, so you're never alone	We will respond to your initial enquiry within 24 hours	Email: fosterwales.swansea@swansea.gov.uk Fostering Enquiry Line: 0300 555 0111
Child and Family Services	Enquire about becoming an adoptive parent	Western Bay Adoption offer support to not only adopters going through the assessment but also so adopted young people affected by adoption	We will respond to your initial enquiry within 5 working days	Email: enquiries@westernbayadoption.org Phone: 01639 685396
Stray Dogs	Report a dog straying in your area or contact us to see if your dog has been picked up by the Animal Warden	We will take the details from you and try and collect a straying animal or check our register to confirm whether your stray dog has been picked up. Take the release fee from you and explain how you	We will respond within 1 working day	E-mail: pest.control@swansea.gov.uk Phone: 01792 635600

Request	When you contact the Council to:	The Council's Commitment to you:	Within the Following Timescales	Contact Details of this Service:
		can collect your impounded dog.		
Trading Standards	Make a complaint, submit an enquiry or request for a service	Investigate the complaint, respond to the enquiry or request for a service and take appropriate action	Officers will respond to your complaint, enquiry or request for a service within 5 working days of receipt	Web: https://www.swansea.gov.uk/tradingstandards Email: trading_standards@swansea.gov.uk Phone: 01792 635600
Trees - dangerous	Report trees which are considered to be creating a hazard	Remove the hazard	Immediate Danger – by end of next working day Non immediate hazard - within 5 working days	Email: parks.section@swansea.gov.uk Phone: 01792 280210
Waste & Recycling: Assisted waste collections	When all residents of a property are unable to put waste out for collection due to disability or infirmity	Our waste team will be advised and will agree a safe position on the premises to collect the bags/bins	On your normal bin collection day, (Mon-Fri)	Web: Assisted collections - Swansea Email: evh@swansea.gov.uk Phone: 01792 635600
Waste & Recycling: Collections - missed	Report that your waste, correctly put out on time, has not been collected on the correct collection day, giving us your contact details	If put your waste out correctly and on time, our Waste Team will return to collect it	Within 5 working days	Web: Missed recycling and rubbish collection - Swansea Email: evh@swansea.gov.uk Phone: 01792 635600

Integrated Impact Assessment Screening Form – Appendix B

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

Which service area and directorate are you from?

Service Area: Digital and Customer Services

Directorate: Corporate 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 initiative is a Customer Charter and Service Standards as part of delivering the first goal in the Digital Strategy 2023-28. Customer Charters are considered good practice and provide a framework for communicating how the Council will meet the expectations of our residents. In addition, a Customer Charter provides clear and concise statements detailing ways by which the organisation can measure customer service levels.

The Service Standards demonstrate what each front facing service within the Council will adhere to, with the timescales for dealing with a query.

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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"/>	<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"/>	<input type="checkbox"/>
Religion or (non-)belief	<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"/>
Sex	<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"/>
Sexual Orientation	<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"/>
Gender reassignment	<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"/>

Integrated Impact Assessment Screening Form – Appendix B

Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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"/>

**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**

Consultation and engagement has been undertaken following discussion at the Service Transformation Committee on the 25th July 2023. A survey was undertaken to gather feedback and input from residents and further engagement was undertaken with the Ageing Well Steering Group and through a large engagement event in December, which had representation from groups who work with the Council on the LGBTQ+ Forum, Disability Liaison Group and Ageing Well. The Service Standards are already in place, some of which are statutory, therefore changes will not be possible for some areas. Services may also undertake their own consultation and engagement where changes are being proposed, this may include co-production where appropriate.

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

This work delivers on the Transformation and Financial Resilience well-being goal and steps in the Corporate Plan. The aim of the Charter and Standards is to provide clear guidance to residents and businesses when they access Council services.

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**

Integrated Impact Assessment Screening Form – Appendix B

The Charter and Standards will be adopted across the Council

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.)

The cumulative impact is considered to be positive. Feedback following consultation and engagement has been incorporated into the Customer Charter and further suggestions are being evaluated, particularly the themes around more languages and handy pocket guides.

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)**

Summary of findings:

- The Customer Charter and Service Standards will have a medium positive impact across all groups as residents and businesses will know what level of service to expect when they contact the Council.
- The Service Standards are already in place, some of which are statutory, therefore changes will not be possible for some areas.
- The Charter and Standards are dynamic and will be subject to change, for example, as a result of legislative or service changes. Moving forward, services may therefore also undertake their own consultation and engagement where changes are being proposed, this may include co-production where appropriate.
- A broad survey consultation has been undertaken and changes have been made to the Charter and Service Standards as a result, including:
 - A framework to reflect the dynamic nature of services.
 - Providing access to services and information in alternative formats, e.g. large print, braille etc.
 - Strengthening the need for telephone and face-to-face to support online channels.
 - Strengthening the timeliness of responses, especially when responding by phone.
- In addition to the survey, further engagement was undertaken with the Ageing Well Steering Group and through a large engagement event in December, which had representation from groups who work with the Council on the LGBTQ+ Forum, Disability Liaison Group and Ageing Well. Further suggestions are being evaluated, particularly the themes around more languages and handy pocket guides

Integrated Impact Assessment Screening Form – Appendix B

- This work delivers on the Transformation and Financial Resilience well-being goal and steps in the Corporate Plan. The aim of the Charter and Standards is to provide clear guidance to residents and businesses when they access Council services
- Risks are considered to be low as Service Standards are already in place, some of which are statutory.
- The cumulative impact is considered to be positive at this stage in development, providing a firm framework for residents and businesses accessing Council 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

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: Sarah Lackenby
Job title: Head of Digital & Customer Services
Date: 13th July 2023 updated 20th November 2023 and 15th December 2023
Approval by Head of Service:
Name: Ness Young
Position: Director of Corporate Services
Date: 13th July 2023

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



City and County of Swansea

EXTRACT FROM Minutes of the Corporate Services & Financial Resilience Service Transformation Committee

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

Tuesday, 12 December 2023 at 2.00 pm

Present: Councillor V M Evans (Chair) Presided

Councillor(s)
E T Kirchner

Councillor(s)
F D O'Brien

Councillor(s)
L V Walton

Officer(s)

Caritas Adere

Emily-Jayne Davies

Sarah Lackenby

Rhian Millar

Lee Wenham

Samantha Woon

Associate Lawyer

Strategic Policy Officer

Head of Digital and Customer Services

Consultation Co-ordinator

Head of Communications & Customer Engagement

Democratic Services Officer

Also present

Councillor H Gwilliam – Cabinet Member for Community

Councillor A S Lewis – Cabinet Member for Service Transformation

Apologies for Absence

Councillor(s): P N Bentu

18 Customer Charter and Service Standards Framework.

The Head of Digital & Customer Services presented the Customer Charter and Service Standards Framework.

The Committee had discussed the draft Customer Charter and Service Standards at their meeting on 25 July, 2023 following which public consultation and engagement was undertaken in the form of a survey. The Charter and Standards had been updated as a result of feedback in the survey. Further views were being sought with specific consultation groups before the Charter and Standards are submitted to Cabinet for approval on 18 January, 2024.

The Customer Charter and Service Standards Framework is a dynamic set of guidelines which will require constant review and will be updated in line with changes to legislation and working practices. Therefore, although it is recommended that this version of the Charter and Standards are adopted, it will be subject to change and development.

There were 73 responses to the survey of whom 81% were Swansea residents and 16% were Swansea Council staff. A summary of feedback from residents regarding the Customer Charter was detailed.

With regard to the Service Standards listed for each service area, some comments were received around individual cases and current service requests, these would be passed to the relevant department.

It was noted that providing access to information and services in alternative formats such as large print or braille would incur additional costs for some services which is expected to be accommodated within existing budgets.

Committee questioning and discussion focussed on:

- Timescales in regard to dealing with Council Tax and Free School Meals – the Head of Digital & Customer Services will liaise with the relevant Heads of Service on this.
- Corporate complaints had benefitted from the introduction of a new system which had assisted with processing times. Freedom of Information requests could prove complex if responses were required from multiple organisations. In these cases, the individual would be advised of revised response times if the timescales were not feasible.

The Head of Digital and Customer Services stated that she would report the Committee comments to Leadership Team.

The Chair thanked the Head of Digital & Customer Services for the informative report.

Resolved that:

- 1) the Chair present the Customer Charter and Service Standards Framework to Cabinet on 18 January, 2024, for approval and adoption from 1 April, 2024.

The meeting ended at 2.17 pm