



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Cabinet

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

On: Thursday, 10 April 2025

Time: 10.00 am

Chair: Councillor Rob Stewart

Membership:

Councillors: C Anderson, A Anthony, R Francis-Davies, L S Gibbard, H J Gwilliam, D H Hopkins, E J King, A S Lewis, R V Smith and A H Stevens

Watch Online: <http://tiny.cc/Cabinet10-4>

Webcasting: This meeting may be filmed for live or subsequent broadcast via the Council's Internet Site. By participating you are consenting to be filmed and the possible use of those images and sound recordings for webcasting and / or training purposes.

You are welcome to speak Welsh in the meeting.

Please inform us by noon, two working days before the meeting.

Agenda

Page No.

1. **Apologies for Absence.**

2. **Disclosures of Personal and Prejudicial Interests.**

www.swansea.gov.uk/disclosuresofinterests

3. **Minutes.**

To approve & sign the Minutes of the previous meeting(s) as a correct record.

1 - 8

4. **Announcements of the Leader of the Council.**

5. **Public Question Time.**

Questions can be submitted in writing to Democratic Services democracy@swansea.gov.uk up until noon on the working day prior to the meeting. Written questions take precedence. Public may attend and ask questions in person if time allows. Questions must relate to items on the open part of the agenda and will be dealt within a 10 minute period.

6.	Councillors' Question Time.	
7.	Respect, Rights and Relationships Policy (Draft Local Authority Learner Behaviour Policy).	9 - 31
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Next Meeting: Thursday, 15 May 2025 at 10.00 am



Huw Evans
Head of Democratic Services
Wednesday, 2 April 2025

Contact: Democratic Services - Tel: (01792) 636923

Agenda Item 3.



City and County of Swansea

Minutes of the **Cabinet**

Multi-Location Meeting - Lilian Hopkin Room, Guildhall / MS

Teams

Thursday, 20 March 2025 at 10.00 am

Present: Councillor R C Stewart (Chair) Presided

Councillor(s)

C Anderson
D H Hopkins
R V Smith

Councillor(s)

L S Gibbard
E J King
A H Stevens

Councillor(s)

H J Gwilliam
A S Lewis

Officer(s)

Huw Evans
Martin Nicholls
Ben Smith
Debbie Smith
Ness Young

Head of Democratic Services
Chief Executive
Director of Finance / Section 151 Officer
Chief Legal Officer and Monitoring Officer
Director of Corporate Services

Also present

Councillor(s):

Apologies for Absence

Councillor(s): A Anthony and R Francis-Davies

113. Disclosures of Personal and Prejudicial Interests.

In accordance with the Code of Conduct adopted by the City and County of Swansea, the following interests were declared:

- 1) Councillor R V Smith declared a Personal & Prejudicial Interest in Minute 118 "Local Authority Governor Appointments" and stated that he had dispensation from the Standards Committee to stay, speak but not vote on matters relating to the Appointment of Local Authority Governors.
- 2) Councillor A H Stevens declared a Personal Interest in Minute 120 "Disabled Facilities & Improvement Grant Programme 2025/26".
- 3) Councillor E J King declared a Personal Interest in Minute 122 "Proposed New model for Specialist Teaching Facilities (STFs) Across Swansea".

114. Minutes.

Resolved that the Minutes of the meeting(s) listed below be approved and signed as a correct record:

- 1) Cabinet held on 20 February 2025.

115. Announcements of the Leader of the Council.

The Leader of Council made no announcements.

116. Public Question Time.

No questions were asked.

117. Councillors' Question Time.

No questions were asked.

118. Local Authority Governor Appointments.

The Local Authority Governors Appointment Group submitted a report, which sought approval of the nominations submitted to fill Local Authority (LA) Governor vacancies on School Governing Bodies.

Resolved that:

- 1) The following nominations recommended by the Director of Education in conjunction with the Cabinet Member for Education & Learning be approved:

Burlais Primary School	Cllr Graham Thomas
Penllergaer Primary School	Paul Smallbones
Pennard Primary School	Eric James Williams
Birchgrove Comprehensive School	Cllr Matthew Jones
YGG Login Fach	Richard Edwards

119. Quarter 3 2024/25 Performance Monitoring Report.

The Cabinet Member for Corporate Services & Performance submitted a report which outlined corporate performance for Quarter 3 2024/25.

Resolved that:

- 1) The Council's performance achieving the Council's wellbeing objectives in quarter 3 2024/25 be noted.
- 2) The use of this information to inform executive decisions on resource allocation and, where relevant, corrective actions to manage and improve performance and efficiency in delivering national and local priorities be endorsed.

120. Disabled Facilities & Improvement Grant Programme 2025/26.

The Cabinet Member for Service Transformation submitted a report which sought approval to include the Disabled Facilities and Improvement Grant schemes in the 2025-26 Capital Programme.

Resolved that the Disabled Facilities and Improvement Grant Programme as detailed, including its financial implications, and includes the programme in the 2025-26 capital budget be approved.

121. Cabinet Response to Scrutiny Inquiry Panel into Community Assets Report.

The Leader of the Council submitted a report which outlined a response to previous scrutiny recommendations and presented an action plan for agreement.

Resolved that the response as outlined in the report and related action plan be agreed.

122. Proposed New Model for Specialist Teaching Facilities (STFs) Across Swansea.

The Cabinet Member for Education & Learning submitted a report which outlined that no objections were received during the Statutory Notice period and sought approval on the proposal to redesignate 25 STFs, change the specialism of 3 STFs, open 5 new STFs, expand 4 STFs and close 5 STFs in schools in Swansea with a phased implementation commencing in September 25.

Resolved that the proposal to redesignate 25 STFs, change the specialism of 3 STFs, open 5 new STFs, expand 4 STFs and close 5 STFs in schools the schools listed in Appendix A (to the report) with a phased implementation commencing in September 2025 be approved.

123. Proposal to Amalgamate Blaenymaes and Portmead Primary Schools.

The Cabinet Member for Education and Learning submitted a report which sought approval to consult on amalgamating Blaenymaes and Portmead primary schools into one primary school in September 2027.

Resolved that:

- 1) Approval be given to consult on amalgamating Blaenymaes and Portmead primary schools into one primary school in September 2027 as outlined in Appendix 1(to the report).
- 2) Cabinet considers responses following the consultation period.

124. Adult Services Day Services Transformation.

The Cabinet Member for Care Services submitted a report which outlined the proposed model to transform internal day services, the next steps and agreement to progress with making temporary moves permanent.

Resolved that:

- 1) The proposed new model of day opportunities is agreed (six types of day opportunity from social and community support, through to centre-based specialist day support) and that on this basis, it is agreed to progress with the co-production to review and remodel internal day services.
- 2) In support of the above, temporary moves are made permanent and vacant buildings previously used for day services are repurposed as follows:
 - a. Maesglas SNS (Special Needs Service) permanently remains in Swansea Vale Resource Centre and the former Maesglas SNS building is redeveloped into four temporary Supported Living apartments to support move-on options from Learning Disability residential care.
 - b. Ty Waunarlwydd Older People's Day Service does not re-open and the provision continues to be met by alternative Older People's Day Services. The former Older People's Day Service is re-developed into an Independent Living Hub.
 - c. Toronto Place is permanently relocated to Fforestfach Day Service and the Toronto Place building is assessed for Housing or alternative uses.

125. Financial Procedure Rule 7 – Capital Allocation to Highway Infrastructure Assets 2025-26.

The Cabinet Member for Environment and Infrastructure submitted a report which sought to confirm the Capital Work Programme for highway infrastructure assets.

Resolved that:

- 1) The proposed indicative allocations, together with the Financial Implications set out in Appendix A (to the report), be approved and included in the Capital Programme.

- 2) Authority be delegated to the Head of Service for Highways and Transportation with the agreement of the Cabinet Member for Environment and Infrastructure to prioritise, finalise and allocate funding to the appropriate schemes in line with the prioritisation approach detailed in this report.

126. Capital Programme Authorisation for the Commitment of Capital Grant Funding Awarded to the Authority's Traveller Site and Authorisation to Move Capital Funding Into The Traveller Site Budget.

The Cabinet Member for Service Transformation submitted a report which sought to comply with Financial Procedure Rule No 7 (Capital Programming and Appraisals) to commit and authorise schemes in the Capital Programme.

Resolved that:

- 1) The capital scheme for the sum of £59,175 to install 3 welfare / shower units on the Millstream Way site be approved and included in the capital programme for 2024/25.
- 2) £150,000 be transferred from the Property Appreciation Loans Budget (C05557) to the Traveller Site Capital Budget (C07737).
- 3) Further FPR7 reports be presented to Cabinet in line with the Council Constitution to commit funding to the capital programme when future grants become available for subsequent stages of the project.

127. Unreasonable Customer Behaviour Policy.

The Cabinet Member for Service Transformation submitted a report which sought approval of the updated Unreasonable Customer Behaviour Policy.

Resolved that the updated Unreasonable Customer Behaviour Policy (Appendix A to the report) be approved.

128. Financial Procedure Rule 7 – Local Transport Fund, Ultra Low Emission Vehicle Transformation Fund and Active Travel Fund Grants 2025/26.

The Cabinet Members for Environment & Infrastructure and Service Transformation jointly submitted a report which sought approval for the funding applications for Local Transport Fund (LTF), Resilient Roads Fund (RRF), Ultra Low Emission Vehicle Transformation Fund (ULEVTF) and Active Travel Fund (ATF), and delegated approval upon receipt of grant award letter to Director and Cabinet Member for expenditure on the associated projects in 2025/26.

The report also sought approval to comply with Financial Procedure Rule 7 (Capital Programming and Appraisals) and to commit and authorise schemes in the Capital Programme.

Resolved that

- 1) The grant funding applications be approved and delegated authority be given to the Director of Finance in conjunction with the Cabinet Member for Environment and Infrastructure, the Cabinet Member for Service Transformation and the Director of Place to accept any grant funding awarded for the LTF, RRF, ULEVTF (Electric Vehicle Charging Infrastructure) and ATF schemes.
- 2) The approved schemes be added to the Council's capital programme upon receipt and acceptance of the grant award letters by the S151 Officer, in line with FPR7.

129. Appointment of Directors to the Joint Venture Co. for Swansea Bay Sports Park.

The Leader submitted a report which following on from the previous approval to progress a new partnership agreement, via a Joint Venture Company (JVCo), with Swansea University for the Sports facilities at Sketty Lane in and around the Wales National Pool. Approval is now required to appoint two officers as Company Directors to progress the strategy to the final stage.

Resolved that:

- 1) The current status of the Gateway strategy as previously approved in its October 2024 Cabinet be noted and the appointment of two Council Officers, Director of Place and Head of Cultural Services, Parks & Cleansing as Company Directors to enable the creation of the Joint Venture Company by end March 2025 (Gateway 2) be approved.
- 2) Authority be delegated to the Director of Place and Head of Cultural Services, Parks & Cleansing to enter into all negotiations and agreements concerning the next Gateway 3 after consultation with the relevant Cabinet Members.
- 3) Authority be delegated to the Leader of the Council, Section 151 Officer and Monitoring Officer to make changes to the nominated Directors as the project progresses.
- 4) The full and final recommendations put forward by nominated Directors be subject to a further Cabinet report and approval, at Gateway 4 be noted.

130. UK Shared Prosperity Fund Transition Year. **

Call In Procedure - Urgency: This decision is exempt from the Authority's Call In Procedure as "either the Head of Paid Service, 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".

The Leader & Cabinet Member for Investment, Regeneration and Tourism jointly submitted a report which sought approval for the arrangements for UK Shared Prosperity Funding Transition Year 2025/26.

Resolved that:

- 1) Approval be given to proceed with the implementation of the Shared Prosperity Fund Transition Year as outlined in the report, with Swansea acting as Lead Authority for South West Wales.
- 2) The finalisation of any appropriate agreements between local authority partners as set out in the legal and financial implications paragraphs be delegated to Director of Place, Director of Finance and Chief Legal Officer.
- 3) The proposed budgets as set out in paragraph 6 be approved.
- 4) External grant awards above £25k be delegated to the Leader of the Council in consultation with the relevant Cabinet Member, Director of Finance, Director of Place and Head of Service for Planning and City Regeneration or any officer authorised to exercise the delegation on their behalf.
- 5) For grants up to £25k, decisions be delegated to Director of Place, Head of Service for Planning and City Regeneration and Economic Development & External Funding Manager, in consultation with the relevant Cabinet Member.
- 6) Decisions on the internally delivered projects within the Council to be delegated to Director of Place in consultation with relevant Cabinet Member. (e.g minor project adjustments.)
- 7) Further FPR7 reports will be brought back to Cabinet in line with Council Constitution for additional capital projects arising out of Shared Prosperity Fund be noted.

131. Exclusion of the Public.

Cabinet were requested to exclude the public from the meeting during consideration of the item(s) of business identified in the recommendations to the report(s) on the grounds that it / they involve the likely disclosure of exempt information as set out in the exclusion paragraph of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007 relevant to the items of business set out in the report(s).

Cabinet considered the Public Interest Test in deciding whether to exclude the public from the meeting for the item of business where the Public Interest Test was relevant as set out in the report.

Resolved that the public be excluded for the following item(s) of business.

(Closed Session)

132. Councillors' Question Time.

No Questions were asked.

133. Castle Square Regeneration FPR7.

The Cabinet Member for Investment, Regeneration, Events and Tourism submitted a report which in accordance with Financial Procedure Rule 7 “Capital Programming and Appraisals” sought approval to commit and authorise the amended cost of the Castle Square scheme to the Capital Programme.

The Section 151 Officer asked that amendments be made to the report and to the recommendations.

Resolved that the recommendations outlined in the report as amended be approved.

The meeting ended at 11.07 am

Chair

Call In Procedure – Relevant Dates	
Minutes Published:	20 March 2025
Call In Period Expires (3 Clear Working Days after Publication):	23.59 on 25 March 2025
Decision Comes into force:	26 March 2025

Agenda Item 7.



Report of the Chair of Education & Skills Service Transformation Committee

Cabinet – 10 April 2025

Respect, Rights and Relationships Policy for Schools (Draft Behaviour Policy)

Purpose:	This report presents a draft local authority behaviour policy setting out expectations and responsibilities for rights-based respectful relationships across schools as part of a revised strategy for improving pupil behaviour.
Policy Framework:	Education Act 1998 Education and Inspection Act 2006 United Nations Convention on Rights of the Child Wellbeing of Future Generations Equality Act 2010
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that: 1) The draft policy is approved.
Report Author:	Kate Phillips
Finance Officer:	Caroline Rees-Jones
Legal Officer:	Stephen Holland
Access to Services Officer:	Rhian Millar

1. Introduction

1.1 The Vulnerable Learners Service Inclusion Strategy was agreed by Cabinet in May 2023 and aims to bring together the key priorities across all areas of the Vulnerable Learners Service which will support us to meet the needs of vulnerable learners to achieve the aims of the Education Directorate and Swansea Council. These priorities are:

- promoting attendance;
- promoting inclusion;

- embedding effective universal (whole school) provision while supporting sufficient specialist places;
 - embedding a shared inclusion ethos; and
 - a whole school approach to emotional health and psychological wellbeing (EHPW).
- 1.2 Within the priority of inclusion there is a current workstream focusing on developing a pupil behaviour strategy and local authority policy for Swansea schools. The strategic steps also include developing a model policy for schools, based on the local authority's policy This work is being considered as part on the Education Service Transformation Committee and regular updates have been provided to the committee, with committee members providing input, engagement and guidance to the policy development process.
- 1.3 This report details the work undertaken and the final output which is a strategy and draft local authority policy for consideration for approval.

2. Local and national context

- 2.1 It is reported nationally that behaviour in schools is becoming more challenging and this is reflected in Swansea schools. During the 2023-2024 academic year school leaders and trade unions identified the changing behaviour landscape in schools as a major priority requiring new approaches and swift action.
- 2.2 National data indicates an increasing trend in both fixed term and permanent exclusions from schools. While Swansea data compares favourably in comparison with national data the increasing trajectory of exclusions is mirrored in Swansea and we consider that every exclusion is potentially a reduced life chance for a learner. This view is supported by research.
- 2.3 The increasing trends around exclusions also indicate that current approaches are insufficient and change is needed.
- 2.4 Societal and demographic changes have been identified by researchers and these include (although are not limited to):
- the impact of the pandemic;
 - poverty and cost of living crisis;
 - social media;
 - substance use;
 - increase in violent crimes;
 - recruitment challenges in schools; and
 - challenging budget positions.
- 2.5 We also know there is an increase in learners with Additional Learning Needs and an increase in Neuro Diverse learners who require different approaches from those that may have been traditionally offered.

2.6 Our internal intelligence identifies that there are a few inconsistencies in ethos and approaches across schools in Swansea. We want a consistent approach across the whole of Swansea.

3. Policy and legal context

3.1 The local authority has a Duty to Promote High Standards of Education in accordance with Education Act 1998.

3.2 Schools and governing bodies have to meet their obligations, including those specified under the Education and Inspection Act 2006.

3.3 Both of the pieces of legislation outline responsibilities of education stakeholders and it is important to establish and differentiate where roles, responsibilities and expectations lie in relation to legislative requirements. Part of the intention of the policy is to clarify responsibilities.

3.4 In addition to legal requirements, we also have responsibilities in relation to the United Nations Convention on Rights of the Child and the Wellbeing of Future Generations. These important commitments aid establishing our vision and ethos in relation to inclusion and help develop a shared set of values.

3.5 Finally, the Equality Act 2010 protects people, including children, from discrimination due to protected characteristics and this has also informed our policy development.

4. Developing the policy – stakeholder engagement

4.1 A critical principle of this policy development work was stakeholder engagement and co-design. The following activity has been undertaken to capture the voice, views and input of as many stakeholders and delivery partners as possible:

4.1.1 Four multi agency stakeholder workshops have taken place between June 2024 and January 2025. These have been attended by representatives from:

- school (headteachers, senior leaders, middle leaders, additional learning needs co-ordinators and pastoral leads);
- trades unions;
- the Welsh Government;
- third sector organisations;
- school based counselling services;
- Child and Adolescent Mental Health Services (CAMHS);
- Local Health Board;
- Swansea Parent Carer Forum;
- Child and Family Services;

- Youth Justice Services;
- Police;
- Education Psychology Team;
- Education Officers and specialist teachers, including Behaviour Support Team;
- Governors; and
- Members of the Service Transformation Committee

4.1.2 In addition to this, standalone sessions have taken place with:

- Headteachers
- Chairs of Governors
- Children and Young People

4.1.3 The input from children and young people was gathered at the Big Voice event 28th January 2025 at the National Waterfront Museum and included representatives from both primary and secondary schools. This work was supported by the Participation and Children's Rights Team.

4.1.4 Questionnaires were also circulated to all schools and 23 responses were received.

4.1.5 Four practitioners were recruited via an expression of interest process to undertake research in relation to the themes and principles which emerged from the engagement work to ensure there was a triangulated approach supported by empirical evidence. These practitioners include:

4.1.6 Primary school headteacher, primary deputy headteacher, secondary school assistant headteacher and secondary pastoral leader. They were supported by a Lead Behaviour Support Teacher and Educational Psychologist.

4.1.7 The draft policy was informed by the feedback and input from all of these engagement activities and the sessions included opportunities for stakeholders to reflect on the development and moderate progress.

4.1.8 Finally, a workshop was undertaken to share the draft policy for refinement.

4.1.9 Regular reports have been made to the Education Service Transformation Committee who have also been valuable contributors to the workstream.

4.1.10 In total over 200 participants have taken part in the stakeholder development activity.

5. Findings from the engagement period

5.1 The engagement findings first identified the key issues which were being experienced in schools and these were themed and defined as:

- Dysregulation and emotional responses
- Increased physicality
- Gap between home and school expectations
- Insufficient resource for LA to provide support
- Children with 'complex' needs and ALN
- Issues of respect

5.2 Stakeholders considered what responses were needed to address these challenges and again, their responses were themed and the themes emerged as follows:

- Early intervention and support
- Training and development
- Parental involvement and support
- Consistent policies and procedures
- Positive reinforcement and relationships
- Funding and resources
- Specialist support and training
- Parental and community engagement
- Support from external agencies
- Consistent and clear guidelines

5.3 All of the stakeholder feedback from within these broader themes has been collated, analysed and moderated and used to inform the policy development and also any additional actions which may be needed to support policy implementation.

5.4 It is important to note that the policy has been constructed directly from stakeholder feedback. The themes have also been triangulated with research to ensure validity. The research links are available separately and will form part of a toolkit which is being developed to support policy implementation.

6. The continuum of views

6.1 It should be noted that there was a broad continuum of view points and approaches shared throughout the engagement activity. A key principle of the work was that it should be stakeholder led and it is considered that this has broadly been achieved. It is important to note however, that there were some elements of feedback that could not be incorporated because they did not align within existing legal frameworks or policies. Where this has been the case the feedback has not been ignored, rather consideration has been given to alternative approaches to addressing the issues raised. These will be reflected on an implementation plan which is being drafted to support the implementation of the draft policy and accompanying actions.

- 6.2 The three main examples of this are:
- 6.2.1 The role of **school admissions** and suggestions that some assessment of children's profile combined with consideration to current cohorts in schools should be undertaken pre offer of a school place. It is important to note that this would place the Local Authority in an unlawful position and so is not achievable however, it is also noted that Swansea is an area with high pupil mobility and so an action to be taken forward from this work will be to work with schools to consider how best to support pupil mobility in Swansea. This will be added to an implementation action plan relating to the behaviour policy.
- 6.2.2 There were also strong and conflicting views around the **use of restraint in mainstream schools** with a request from some stakeholders that mainstream school staff should receive training in the use of restraint. The Local Authority have a clear position on this which is that we operate in line with the Welsh Government guidance on reducing restrictive practices. We provide de-escalation training for all school staff and do not consider the use of restraint is appropriate in mainstream schools. We recognise that there are rare occasions where proportionate physical intervention is needed in emergency situations and this is outlined in the WG guidance below:
- <https://www.gov.wales/safe-and-effective-intervention-guidance-schools-and-local-authorities>
- <https://www.gov.wales/reducing-restrictive-practices-framework-html>
- 6.2.3 The Reducing Restrictive Practices Framework is non statutory, but gives a steer away from all restrictive practices which includes physical restraint. The Framework recognises that restrictive practices have a negative impact on the well-being of those people subject to these practices, as well as those who implement and witness them and should only ever be used as a last resort for examples, where there is a real possibility of harm to the individual or to others. Any physical restraint in schools should be in the context of the European Convention on Human Rights and in line with the principles described in the Human Rights Framework on Restraint produced by the Equality and Human Rights Commission. School staff need to be aware that any physical restraint could trigger a legal response.
- 6.3 The local training offer from the Swansea Council Behaviour Support Team (BST) includes a range of trauma informed responses to understand and work with children displaying heightened behaviours. They also provide universal de-escalation training for all school staff.
- 6.4 However, given the issue is still causing concern for some stakeholders we will be revising our position statement to more clearly articulate the position and review our de-escalation training offer to schools to help

alleviate remaining concerns. We will be providing a series of input at key future meetings with school stakeholders directly in relation to this matter and to ensure that access to appropriate training is in place to allow for proportionate responses and to support the concerns of some school based staff.

- 6.5 There were some strong views that the Local Authority should provide definitive guidance on **when to exclude** however, the local authority is not in a position to instruct schools over which incidents may or may not warrant an exclusion from school as these decisions clearly rest with the headteacher and ultimately the governing body of a school. This is provided for in legislation and cannot be changed however, the local authority can provide clear guidance and establish expectations which will help aid consistency in decision making at school level.
- 6.6 We propose to undertake a supplementary piece of work to form part of the toolkit to aim to achieve better consistency in exclusion decisions however, we will always be clear that individual situations, context, circumstances, motivations and mitigations must always be taken into account in any exclusion decision.
- 6.7 Other than these main areas the remaining feedback was collated and evaluated resulting in the following principles which guided the policy development.
- Wellbeing of whole school
 - Engagement, belonging and relationships
 - High quality training
 - Early intervention
 - Multi agency working
 - Inclusive curriculum
 - Back to basics approach
 - Behaviour toolkit
 - Specialist provision
 - Graduated responses
 - Reasonable adjustments
 - Sharing good practice
- 6.8 These principles were broadly inline with the approaches advocated by the local authority with the exception of 'back to basics approaches' where some of the comments and feedback contradicted some of the key principles of inclusion which underpin the Local Authority's guidance and approaches which in turn are underpinned by key legislation and national policy.
- 6.9 For this reason, we spent time in the two final workshops exploring these contexts in greater detail and depth. It was clear that there was also a difference in the views of workshop participants. While many favoured a 'back to basics' approach which focused on fundamental principles of building good relationships and setting clear and consistent expectations

others favoured a more punitive, zero tolerance approaches. The new behaviour policy has to be underpinned by legislation and also supported by the principles of the Vulnerable Learners Inclusion Strategy if it is to be advocated by the Local Authority. For this reason we have supporting the stakeholder agreed definition of 'back to basics' as an approach to building good relationships while setting clear boundaries and expectations. This is outlined in the draft policy. We will also be using the toolkit and training opportunities to support this approach and ensuring that approaches are centred around all learners to ensure the most effective learning environments for all.

- 6.10 Many workshop participants emphasised a need to refresh and reintroduce restorative approaches to behaviour management. These approaches align well with principles of inclusion and the aim to support the health, safety and wellbeing of the whole school community. We are committed to developing a training offer for all schools in relation to restorative conversations and have already begun to link with relevant agencies to facilitate this offer.

7. Draft policy

- 7.1 The draft policy is attached in Appendix A for consideration by Cabinet.

8. Implementation plan and school based policy.

- 8.1 Following agreement by the Service Transformation Committee the next steps is to develop a school exemplar policy which can be adopted and personalised by schools to suit their individual contexts.
- 8.2 This policy will mirror the local authority policy but include additional detail such as links to key documents and policies to support implementation of the school policy. These will include, but are not limited to guidance on exclusions, mobile phone use, social media, bullying and anti racism, sample parental agreements, documents to support self evaluation / checklist and information on admissions
- 8.3 An implementation plan will also be developed to ensure that key strategic actions such as those detailed in section 5 can be captured and delivery can be planned effectively.

9. Integrated Assessment Implications

- 9.1 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.

9.1.1 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'.

9.1.2 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.

9.1.3 As this report recommends a consultation with the relevant group of stakeholders, an IIA Screening Form (Appendix B) has been completed with the agreed outcome that a full IIA report was not required due to the positive impact for learners and wider school stakeholders.

10. Financial Implications

10.1 There are no financial implications associated with this report.

11. Legal Implications

11.1 There are no legal implications associated with this report.

Background Papers: None

Appendices:

- | | |
|------------|---|
| Appendix A | Draft Respect, Rights and Responsibility Local Authority Policy |
| Appendix B | IIA Screening Form |

Swansea Council Respect, Rights and Responsibility Policy

An Excellent Education for all by Working
Together



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Introduction/ Foreword

The Service Transformation Committee's (STC) commitment to supporting policy and strategy to improve the wellbeing objective of learning and skills within the Council's Corporate Plan is sustained through a particular focus on learner inclusion and safety across academic years 2023-2024 and 2024-2025.

The Education and Skills Service Transformation Committee (STC) has examined pupil behaviour through the lens of safe school environments where all members of the school community treat each other with kindness and consideration. In addition, the importance of instilling a sense of accountability for actions and decisions all members of a school community has influenced the development of policy in this area.

Following consideration about perceived changes in pupil behaviour in schools, a range of evidence and feedback provided by school staff, trades unions and agencies resulted in a co-constructed strategy with three key aims, namely, creating a local authority policy (setting out expectations on respect, rights and responsibilities), drafting a model school policy based on agreed principles and a helpful toolkit to support school staff.

The development of a set of respect, rights and responsibility (RRR) documents emphasising the importance of pupil behaviour cannot be underestimated. Any policy developed must ultimately be useful to practitioners within Swansea schools. It is important that the local authority's expectations of a child-centred approach are balanced with practical tools to help school staff do their jobs safely.

In recent years it has been important to develop policy in tandem with stakeholders. Nearly all the input into the local authority's RRR policy and the RRR policy for schools has come from professionals working in collaboration to address the issue of pupil behaviour.

It is envisaged that the LA's policy is noted by schools, that schools utilise or adopt the model policy to support existing policies and that every practitioner has access to the RRR toolkit.

In many cases there are positive and respectful relationship between adults and children in schools. However by setting out clear expectations for respectful relationships it is hoped that more schools can be supported to adapt practice to improve learner outcomes.

This policy document is not intended as a monitoring tool to hold schools to account but as a consistent, agreed approach in Swansea on responsibilities around respectful, rights-based interactions.

It is acknowledged that the strategy will take steady, incremental steps to support schools and that it is not a solution to solve societal problems. However, the strategy and its products are underpinned by Swansea's collective ambition for all its learners, with a strong emphasis on meeting learners' needs in schools.

Local Authority Respect, Rights and Responsibilities Policy

Expectations

All school partners are expected to understand that negative behaviour is usually a response to wider issues. All behaviour has a communicative function and it is important to look at the factors underpinning the behaviour. Learners who present with challenging behaviour should be viewed as vulnerable rather than challenging. Schools should respond to the feelings and emotions that drive certain behaviours, rather than the behaviour itself. Negative behaviour is not acceptable but support to address the root causes is expected. This does not mean that sanctions may also be appropriate, but these should be proportionate and issued as part of a response.

1. Promote Respect and Responsibility

- Foster an environment where all members of the school community treat each other with kindness and consideration.
- Instil a sense of accountability for actions and decisions for all members of school community.
- Support this aim through early intervention, specialist support and training and positive reinforcement.

2. Encourage Parental / Carer and Community Engagement

- Support all members of the school community to understand the importance of taking care of each other and the school environment.
- Promote responsible digital citizenship.
- Reinforce this aim through parental / carer involvement, community engagement, and support from external agencies.

3. Create Supportive and Consistent Environment

- Encourage open, honest, and respectful communication among learners, staff, and parent / carers.
- Build a supportive and collaborative school community.
- Back this aim with consistent policies, procedures, clear guidelines, training and development, and resources.

Legal Framework

- **Education Act 1998:** The Local Authority has a duty to promote high standards of education in accordance with this Act[1].
- **Education and Inspections Act 2006:** Schools and governing bodies must meet their obligations under this Act, which includes promoting high standards and fulfilling the potential of all learners[2]
- **Equality Act 2010** which protects people, including children, from discrimination due to protected characteristics
- **Wellbeing of Future Generations Act 2015** which requires public bodies in Wales (including local authorities and schools) to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change
- **United Nations Convention on the Rights of the Child (UNCRC)** which Swansea Council is committed to embedding setting all policies.

Principles of Behaviour

Respect

Learners should show respect for themselves, others, and property. This includes treating peers, staff, and the school environment with dignity. It is acknowledged that some learners may need support to achieve this. All learners have the right to learn in an environment with minimal disruption. Parent / carers are expected to be treated as an equal partner in their child's education and in turn respect the school staff

Rights

Learners should be supported to recognise their rights to be treated with respect, kindness, dignity and understanding and equally respect the rights of others. It is acknowledged that some learners may need support to achieve this. All learners have a right to learn and should work collaboratively with peers and staff to achieve success and foster a supportive learning environment. School staff have a right to expect to be able to work in safe environments

Responsibility

Learners should be supported to take ownership of their learning by attending regularly and engaging in learning opportunities. Learners are expected to make choices that ensure their safety and the safety of others. School staff are committed to guiding learners to take responsibility for their actions and provide an engaging learning environment.

Local Authority (LA) Provision

- Promote high standards of education in accordance with the Education Act 1998 by:
- Supporting schools with advice, guidance, training and prevention and intervention strategies which align with the approach of fostering Respect, Rights and Responsibilities.
- Ensure consistent and clear guidelines which can be applied across all schools. Noting that the final decision around adopting this guidelines rests with the agreement of the individual schools' leadership and governing body.

Schools Provision

- Implement and adhere to consistent policies and procedures to develop a culture of Respect, Rights and Responsibilities.
- Ensure agreed policies and procedures are visible and accessible to all partners.
- Foster positive reinforcement and relationships.
- Provide training and development for staff.

- Engage with parent / carers and the community.
- Encourage open communication between home and school to ensure learners' success.
- Facilitate support from external agencies.

Pupils Responsibilities

- Treat others with respect and kindness.
- Take accountability for their actions.
- Engage positively with school policies and procedures.

Parent/ Carer Responsibilities

- Support the school's behaviour policy.
- Engage with the school community.
- Promote responsible behaviour at home. Parent / carers are essential partners in reinforcing appropriate behaviour and supporting the school's behaviour expectations.
Learners.

Ten Collective Responsibilities

1. Early Intervention and Support

Implement early intervention programmes and provide support for learners with additional needs.

2. Training and Development

Offer suitable ongoing training and development for staff to effectively manage behaviour.

3. Parental Involvement

Encourage and facilitate parental involvement in school activities and policy development.

4. Consistent Policies and Procedures

Develop and maintain consistent policies and procedures for.

5. Positive Reinforcement

Use positive reinforcement to encourage good behaviour.

6. Funding and Resources

Ensure adequate funding and resources are available to support initiatives.

7. Specialist Support and Training

Provide access to specialist support and training for staff and learners.

8. Community Engagement

Engage with the wider community to support the r policy.

9. Support from External Agencies

Collaborate with external agencies to provide additional support and resources.

10. Share Effective Practice

Build capacity in schools by sharing effective practice

References

- [1] [School Standards and Framework Act 1998 - Legislation.gov.uk](#)
- [2] [School Standards and Framework Act 1998 - Legislation.gov.uk](#)

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

Which service area and directorate are you from?

Service Area: Vulnerable Learner Service

Directorate: Education

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:

The Vulnerable Learners Service Inclusion Strategy was agreed by Cabinet in May 2023 and aims to bring together the key priorities across all areas of the Vulnerable Learners Service which will support us to meet the needs of vulnerable learners to achieve the aims of the Education Directorate and Swansea Council. These priorities are:

- promoting attendance;
- promoting inclusion;
- embedding effective universal (whole school) provision while supporting sufficient specialist places;
- embedding a shared inclusion ethos; and
- a whole school approach to emotional health and psychological wellbeing (EHPW.)

Within the priority of inclusion there is a current workstream focusing on developing a pupil behaviour strategy and local authority policy for Swansea schools. The strategic steps also include developing a model policy for schools, based on the local authority’s policy This work is being considered as part on the Education Service Transformation Committee (STC) and regular updates have been provided to the committee, with committee members providing input, engagement and guidance to the policy development process.

The STC approach has been to consider behaviour through the lens of safe school environments where all members of the school community treat each other with kindness and consideration. In addition, the importance of instilling a sense of accountability for actions and decisions all members of a school community has influenced the development of policy in this area.

A range of evidence and feedback provided by school staff, trades unions and agencies via a series of workshops, questionnaires and wider engagement activity has resulted in a co-constructed strategy with three key aims, namely, creating a local authority policy (setting out expectations on respect, rights and responsibilities), drafting a model school policy based on agreed principles and a helpful toolkit to support school staff. The policy being considered for screening in this form is the newly developed Rights, Respect and Responsibility (RRR) Policy

In recent years it has been important to develop policy in tandem with stakeholders. All the input into the local authority’s RRR policy and the RRR policy for schools has come from professionals working in collaboration to address the issue of pupil behaviour.

It is envisaged that this policy will be noted by schools and that schools utilise or adopt the model policy to support existing policies and that every practitioner has access to the RRR toolkit.

The policy aims to set out clear expectations for respectful relationships it is hoped that more schools can be supported to adapt practice to improve learner outcomes. It is the first step in a series of documents which will be produced but it is necessary to get the policy agreed and in place first before the supporting documents can be finalised.

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<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"/>
Future Generations (yet to be born)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Human Rights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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

The policy has been fully co-designed with stakeholders from across a breadth of sectors and groups, including children and young people. A critical principle of this policy development work

was stakeholder engagement and co-design. The following activity has been undertaken to capture the voice, views and input of as many stakeholders and delivery partners as possible:

Four multi agency stakeholder workshops have taken place between June 2024 and January 2025. These have been attended by representatives from:

- school (headteachers, senior leaders, middle leaders, additional learning needs co-ordinators and , pastoral leads;
- trades Unions;
- the Welsh Government;
- third sector organisations;
- school based counselling services;
- Child Adolescent Mental Health Services (CAMHS)
- Local Health Board;
- Swansea Parent Carer Forum;
- Child and Family Services;
- Youth Justice Services;
- Police
- Education Psychology Team
- Education Officers and specialist teachers, including Behaviour Support Team
- Governors
- Members of the Service Transformation Committee

In addition to this, standalone sessions have taken place with:

- Headteachers
- Chairs of Governors
- Children and Young People

The input from children and young people was gathered at the Big Voice event 28th January 2025 at the National Waterfront Museum and included representatives from both primary and secondary schools. This work was supported by the Participation and Children's Rights Team.

Questionnaires were also circulated to all schools and 23 responses were received.

Four practitioners were recruited via an expression of interest process to undertake research in relation to the themes and principles which emerged from the engagement work to ensure there was a triangulated approach supported by empirical evidence. These practitioners include:

Primary school headteacher, primary deputy headteacher, secondary school assistant headteacher and secondary pastoral leader. They were supported by a Lead Behaviour Support Teacher and Educational Psychologist.

The draft policy was informed by the feedback and input from all of these engagement activities and the sessions included opportunities for stakeholders to reflect on the development and moderate progress.

Finally, a workshop was undertaken to share the draft policy for refinement.

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

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

Q8 Does the initiative involve changes to the way you process the personal data of Council staff or service users, for example the purchase of new customer management software?

Yes No

If your answer is yes, you should also screen the initiative for any implications regarding privacy and other GDPR rights and consider whether you need to amend your entry in the Council’s Information Asset Register. Please use the following link to the online screening form for a Data Protection Impact Assessment <https://staffnet.swansea.gov.uk/dpiascreeing>

For more about the Information Asset Register, please see <https://staffnet.swansea.gov.uk/informationassetregister>

Q9 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.)

Outcome of Screening

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

- **Summary of impacts identified and mitigation needed (Q2)**

The impacts of this policy are high positive due to its commitment to meeting all the requirements of the Equality Act 2010 and the Wellbeing of Future Generations. The policy is intended to improve relationships in school contexts and reduce incidents of negative behaviours. It champions equality and positive relationships for all. The intention is that it supports school environments to be more conducive to learning and support the health, safety and wellbeing of all school stakeholders.

- **Summary of involvement (Q3)**

This is a truly co-designed policy. There has been significant stakeholder engagement as outlined in Q3 and this has directly shaped the policy produced.

- **WFG considerations (Q4)**

As already detailed the WFG has been a key policy consideration in developing this policy and the principles underpinning it are all around securing positive futures. The policy considered the long term impact on people and communities and certainly helps to prevent persistent problems. The fundamental principles of the policy are prevention and positive relationships leading to increased wellbeing and educational progression

- **Any risks identified (Q5)**

This is a low risk initiative, there are no risks identified.

- **Cumulative impact (Q9)**

The cumulative impact is high positive and low negative.

(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: Kate Phillips
Job title: Head of Vulnerable Learners Service
Date: 07/02/2025
Approval by Head of Service:
Name:
Position: _____
Date:

Agenda Item 8.



Report of the Local Authority Governor Appointment Group

Cabinet – 10 April 2025

Local Authority Governor Appointments

Purpose:	To approve the nominations submitted to fill Local Authority Governor vacancies in School Governing Bodies
Policy Framework:	Local Authority (LA) Governor Appointments Procedure (Adopted by Council on 26 October 2017)
Consultation:	Access to Services, Finance, Legal
Recommendation(s):	It is recommended that: 1) The nominations recommended by the Director of Education in conjunction with the Cabinet Member for Education & Learning be approved.
Report Author:	Agnes Majewska
Finance Officer:	Caroline Rees-Jones
Legal Officers:	Stephanie Williams
Access to Services Officer:	Catherine Window

1.0 The nominations referred for approval

1.1 The nominations are recommended for approval as follows:

1. Crwys Primary	Mrs Alison Douglas
2. Morriston Primary	Cllr Yvonne Jardine
3. Portmead Primary	Miss Rochellena Richards

2.0 Financial Implications

2.1 There are no financial implications for the appointments; all costs will be met from existing budgets.

3.0 Legal Implications

3.1 There are no legal implications associated with this report.

4.0 Integrated Assessment Implications

4.1 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.

4.1.1 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'.

4.1.2 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.

4.2 Following the completion of the IIA process it has been identified there are no negative impacts and a full IIA is not required.

4.3 There is no need for mitigation as impacts that have been identified are not negative impacts. The panel choose Governors, no public consultation is required. In order for schools to run effectively they need to have effective Governing Bodies, this appointment supports this.

Background Papers: None

Appendices:

Appendix A - Integrated Impact Assessment 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: Achievement and Partnership

Directorate: Education

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:

Appointing Local Authority governors to schools in Swansea

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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
Religion or (non-)belief	<input checked="" type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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"/>
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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>

**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 activity does not require consultation.

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.)

In order for schools to run effectively they need to have effective Governing Bodies.

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)**

We have identified high impact on children and young people because it is in school environment and Governors are appointed to those school. Race, Religion and Welsh language have been also identified as high impact because we have some religious and welsh language schools. There is no need for mitigation as impacts that have been identified are positive. The panel choose governors and no public consultation is required. In order for schools to run effectively they need to have effective governing bodies, this appointment process supports this.

(NB: This summary paragraph should be used in the relevant 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: Gemma Wynne
Job title: Governor Support Officer
Date: 08/09/23
Approval by Head of Service:
Name: Rhodri Jones
Position: Head of Achievement and Partnership
Date: 08/09/23

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

Agenda Item 9.



Report of the Cabinet Member for Care Services

Cabinet - 10 April 2025

Annual Review of Swansea Council's Charges in Social Services

Purpose:	To present the consultation findings of the Social Services Charging Policy for Social Care, Support Services and other services provided by Swansea Council Social Services and the final charges to apply in 2025/26 following consultation.
Policy Framework:	Social Services and Well-being (Wales) Act 2014 (Part 5)
Consultation:	Social Services, Revenue and Benefits, Finance, Access to Services and Legal
Recommendation(s):	It is recommended that; 1) The findings of the public consultation are noted as part of the full IIA report (Appendix C) 2) The Charging Policy for Social Care, Support Services and other services provided by Swansea Council Social Services is accepted (Appendix A) 3) New charges and revised charges are implemented for the financial year 2025/26 (Appendix B)
Report Author:	Jane Whitmore
Finance Officer:	Chris Davies
Legal Officer:	Lucy Moore
Access to Services Officer:	Rhian Millar

1. Background

- 1.1. This report outlines the findings of the public consultation as part of the full IAA report (**Appendix C**), the final Charging Policy for Social Care, Support Services and other services provided by Swansea Council Social Services (**Appendix A**) and the new charges and revised charges for implementation for the financial year 2025/26 (**Appendix B**), following the annual report which was presented to Cabinet in January 2025 which set out the findings and recommendations arising from the work carried out by the Social Services Finance and Charging Group.
- 1.2. Swansea's approach to the Annual Review of Social Services Charges is based on Audit Wales's best practice for reviewing charging (2016), to help ensure that Swansea's charging policy continues to be based on strong principles of fairness and equality. [Charging for services and generating income by local authorities | Audit Wales](#)
- 1.3. Council spending restrictions in relation to fees and charges require charges to be reviewed on an annual basis as part of the budget process with an assumption that all increase in line with inflation.
- 1.4. Where charges are not increased by inflation as expected we will explain the rationale for not doing so, for example where fixed by statute.

2. Charging Policy for Social Care

- 2.1. The Social Services and Wellbeing (Wales) Act 2014 enables local authorities to decide whether or not to charge people for the care and support services that are arranged and funded by them.
- 2.2. In common with many councils, Swansea Council has decided to charge for care. This is because the income received from care charges is critical to the Council being able to reach its statutory funding commitments and set a balanced budget. Without that income, it would not be possible to provide social care, so Swansea Council has no practical option other than to charge for social care services. The income raised helps to protect, maintain, develop, and extend care and support services in the right form to meet the needs of vulnerable adults in our area.
- 2.3. The new Policy drafted was published for a 4-week consultation throughout February. Despite extensive promotion and publication, only 21 responses were received.
- 2.4. Consultation indicated no significant change to the Policy as it stands. Full details of the reach and comments from the consultation can be found with the full IIA report (**Appendix C**).

- 2.5. The final version of the Charging Policy for Social Care, Support Services and other services provided by Swansea Council Social Services can be found at **Appendix A**.

3. Revision of Current Year Charging Structure

- 3.1. In recent years, the Council has uplifted most Social Care by a set percentage. In the current financial year, the average uplift was 6% and in 23/24, a figure of 10% was used. The primary exception to this standard uplift regards charges for private residential and nursing care. Subject to a financial assessment of the resident, these charges are linked to the fee that we pay. The 25/26 fees for this sector were confirmed as part of the Council's budget process in early 2025.
- 3.2. In our initial review of our charging structure, some anomalies have been identified, and we propose that these are corrected before any annual uplift is applied for 25/26. The work here is to reset the baseline prior to the 25/26 uplift and will mean that charges for 25/26 are higher than they would be should the current approach continue.
- 3.3. It is important to note that the revision of current residential charges referred to below in paragraph 3.4 to 3.6 will only impact new clients coming into our services from 1st April 2025. Charges for existing clients will remain as per the current individual placement agreement.
- 3.4. **Residential Care for Older Persons.** A differential has emerged between the maximum amount residents are charged for residential care depending on whether they reside in a council or a private care home. The maximum charge for private sector care is equivalent to the fee that Council pays for that care. Until April 2022, the maximum charge for a council home was higher than the private sector equivalent.
- 3.5. Since then, uplifts in the private sector fee have been higher than the increase in the internal charges and this has resulted in the maximum charge for a private sector place in the current financial year (£848/week) being £97.50 per week more than the Council equivalent (£750.50). Due to the specialist nature of our internal homes and the increased costs of operating within the public sector, the unit costs for our homes will be higher than the private sector.
- 3.6. It is proposed that from 2025/26, we eliminate the differential that has emerged by linking the maximum weekly charge for our internal homes to the fee we pay the private sector for residential care.
- 3.7. **Short Term Residential Care.** There is a need to clarify our policy around charging for temporary residential care. Previously, the definition of temporary has on occasion been considered any period up to 52 weeks.

In the future, non-residential charges will apply for up to six weeks. Should the placement continue beyond six weeks, it is proposed that standard residential rates will apply.

- 3.8. **Step Up Beds.** We have previously not charged for an initial two week assessment period in a step up bed. It is proposed that this free period be removed, and the non-residential rate apply from the date of admission.
- 3.9. **Reablement Beds.** We will clarify our charging policy for reablement care. The first six weeks of reablement are provided with no charge. Should a length of stay exceed six weeks, standard non-residential charges will apply.
- 3.10. **Domiciliary Care.** The current hourly charge for domiciliary care (£23.18) is less than the average hourly rate that we pay for private sector domiciliary care. (£25.33).
- 3.11. It is proposed that the current average cost becomes the baseline for future charges.
- 3.12. **Client Property & Finances.** The Ministry of Justice sets most charges levied within this area. The exception to this is pre-deputy support fees which reimburse the council for an element of our costs prior to the receipt of a court order. Currently this fee is charged at £5 per week. It is proposed to increase this to £10 per week to better reflect the cost of providing this service.
- 3.13. We are permitted to charge for this service under the Social Services and Well-Being (Wales) Act so long as the charge is reasonable, does not exceed the cost of providing the service and does not cause hardship. The Council does not levy this charge if it would cause financial hardship.
- 3.14. The revised charges as noted above were published for a 4-week consultation throughout February. Despite extensive promotion and publication, only 21 responses were received.
- 3.15. Consultation indicated agreement to the proposals to ensure consistency and fairness. Full details of the reach and comments from the consultation can be found with the full IIA report (**Appendix C**).
- 3.16. The final version of the revised charges to be implemented for the financial year 2025/26 for be found at **Appendix B**.

4. New Charges for 2025/2026

- 4.1. It is important to note that new charges will only impact new clients coming into our services from 1st April 2025.
- 4.2. **Community Alarms (Lifeline).** A charge is proposed for the installation of Community Alarms equipment. It is proposed that this charge will be £46.00.

- 4.3. **Deferred Payments.** A deferred payment agreement (DPA) is a legal contract that allows a homeowner to use the value of their home to pay for care in a residential or nursing care home. The agreement involves the Council paying part of the homeowner's care home fees until they sell their home. The proceeds of the sale are then used to reimburse the Council. The homeowner would still be required to pay their assessed contribution from their income during the period of the deferred payment.
- 4.4. The Council incurs significant administrative, legal, and financial costs through our administration of DPAs. These include the need for additional staff to manage these arrangements, legal costs around the securing of a charge on relevant properties, valuation costs, and the financing costs due to the timing difference between the Council paying for care and the deferred payment being received. Currently, the Council is not recovering any of these costs.
- 4.5. The Council is permitted by the Care and Support (Deferred Payment) (Wales) Regulations 2015 to charge interest on amounts deferred based on the weighted average interest rate on conventional gilts +0.15%. This figure is regularly updated by the Office for Budget Responsibility and is currently 4.3%. The rate to be applied will be the relevant rate in the preceding January or July depending on the start date of the arrangement or the review date. We are proposing to charge interest at the maximum allowable rate, which currently would be 4.45%.
- 4.6. It is also proposed to introduce the following administrative charges.

Set up costs (one-off costs) which would include:

- Land registry fees – the cost is on a sliding scale dependent on the valuation of the property and is set by the Land Registry ([HM Land Registry: Registration Services fees - GOV.UK](https://www.gov.uk/government/publications/hm-land-registry-registration-services-fees))
- Legal fees of £200
- Administration fee of £265
- Valuation fee £200
- Annual administration fee of £80 to be charged on the anniversary of the DPA each year.
- Valuation or re-valuation fee of £200

In some cases, the property may be unregistered with the Land Registry. The first registration of a property may be undertaken by the Council's Legal Department on behalf of the homeowner if requested.

The charge for this service will be available on request as the cost will differ depending on the valuation of the property.

For all fees and any interest charged, the homeowner will have the choice to pay the costs immediately upon invoice, or to add the costs to the deferred amount.

- 4.7. The new charges as noted above were published for a 4-week consultation throughout February. Despite extensive promotion and publication, only 21 responses were received.
- 4.8. Consultation indicated overall agreement to the new charges. However, there was a lack of understanding in relation to the Deferred Payment proposal, indicating further work will needed to explain these charges for new clients. Full details of the reach and comments from the consultation can be found with the full IIA report (**Appendix C**).
- 4.9. The final version of the revised charges to be implemented for the financial year 2025/26 for be found at **Appendix B**.

5. Non-Social Care Charges

- 5.1. Other non-social care charges that are applied across the directorate have also been reviewed and an inflationary increase is proposed to ensure full cost recovery.
- 5.2. Consultation indicated agreement to this approach and is included in the final version of the revised charges to be implemented for the financial year 2025/26 for be found at **Appendix B**.

6. Integrated Assessment Implications

6.1 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.

6.1.1 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'.

- 6.1.2 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.
- 6.2 A 4-week consultation was undertaken in February 2025, despite extensive promotion and publication, only 21 responses were received, which were overall positive.
- 6.3 A full IIA report has been completed and can be found at **Appendix C** with the agreed action plan which addresses identified actions as part of the assessment that will be taken forward to monitor the initiative once it is implemented.
- 6.4. The IIA considered the implications of the proposals, mitigating actions and the consultation response.
- 6.5 In responses received, more of the respondents were in agreement with the proposals. A small number of respondents are not in favour of the Deferred Payments proposal, it is considered, on balance, that it is appropriate to undertake further investigation into this recommendation before this is adopted and to work with those people affected by the proposal to support them to manage the impact.
- 6.6 Respondents also commented on issues beyond local government control, such as national policies and the overall health and social care system. Concerns were raised about the ability of vulnerable individuals to pay increased charges, especially those on welfare benefits.
- 6.7 No changes have been made to the initial proposal following the consultation, and all mitigation actions remain in place. To improve accessibility, an Easy Read guide will be produced, and the document will be available digitally for use with screen readers and text sizing tools, as well as in print.
- 6.8 Individuals needing additional support can request an updated Financial Assessment from the Council's Social Care Income and Finance (SCIF) Team. Financial Assessment Officers will assist with understanding changes, applying allowances, assessing disability-related expenses, and accessing benefits advice. They can also collaborate with social workers and welfare rights officers to maximize clients' benefits.

7. Financial Implications

- 7.1 Swansea's Charging (social services) policy applies the corporate principle of full cost recovery. However, charges can only partially recover costs of services from residents as there is a national framework of caps and thresholds set.

- 7.2 Decision to, or not to, charge for services, or to subsidise the costs of services are based on detailed cost and demand analysis, encouraging fair access. The annual review supports this process.
- 7.3 Income generation reduces the costs of services to Council taxpayers and helps to provide care and support to more people in need.
- 7.4 The revision of the policy and the review of all charges is an integral part of the budget setting process and underpins many of the savings proposals in the Medium Term Financial Plan (MTFP) for 2025-2029.
- 7.5 In 25/26 there is a specific saving proposal of £250,000 to *“Reduce the costs of in-house residential care provision by 10% over 3 years by increasing occupancy and maximising partner and client income contribution”* which increased to £750,000 saving proposal over the lifetime of the MTFP.

8. Legal Implications

- 8.1 The Social Services and Wellbeing (Wales) Act 2014 enables local authorities to decide whether or not to charge people for the care and support services that are arranged and funded by them. The charge can only relate to the cost that the local authority incurs in meeting the needs to which the charge applies.
- 8.3 The charge imposed must be no more than is ‘reasonably practicable for the person to pay’. The Care and Support (Charging) (Wales) Regulations 2015 and Part 4 and 5 Code of Practice (Charging and Financial Assessment) set out the provisions relevant to charging and financial assessment.
- 8.4 The regulations stipulate that the maximum charge for non-residential care and support is currently £100.00 per week. The capital limit for the purposes of residential care is presently £50,000 and the capital limit for the purposes of non-residential care charges is £24,000. These limits may change for the next financial year as the Welsh Government sets the level of the maximum charge and capital limit each year.
- 8.5 The Care and Support (Financial Assessment) (Wales) Regulations 2015 makes provision about the way in which a local authority must carry out a reasonable financial assessment of a person’s financial resources.

Background Papers: None

Appendices:

- Appendix A Charging Policy for Social Care, Support Services and other services provided by Swansea Council Social Services
- Appendix B Client Charges Table 25/26
- Appendix C Full IIA Report



Cyngor **Abertawe**
Swansea Council

Appendix A

Charging Policy - Social Care, Support Services, and Other Services provided by Swansea Council Social Services

April 2025

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0. Introduction

- 1.1. Unlike NHS Healthcare, local authority care and support services are not generally free of charge. People have traditionally had to pay something towards the cost of their care if they can afford to do so.
- 1.2. **The Social Services and Wellbeing (Wales) Act 2014** continues this principle and enables local authorities to decide whether or not to charge people for care and support services that are arranged and funded by them.
- 1.3. In common with the vast majority of, if not all, councils, Swansea Council has decided to charge for care. This is because the income received from care charges is critical to the Council being able to reach its statutory funding commitments and set a balanced budget. Without that income, it would not be possible to provide social care, so in reality Swansea Council has no practical option other than to charge for social care services. The income raised will help to protect, maintain, develop, and extend care and support services in the right form to meet the needs of vulnerable adults in our area.

1. Summary

- 1.1. Swansea Council has decided that where it is permitted to do so, its Social Services Directorate will charge for social care and support services. This will be done in accordance with the Social Services and Well-being (Wales) Act 2014 (SSWB Act), accompanying Regulations and Code of Practice, any contribution limits set by the Welsh Government, and in general practice on a fair and equitable basis.
- 1.2. The actual cost of providing the various Social Care services will be calculated every year in the period preceding the Council's annual budget setting using the information available at that time. That calculation will be used to determine the full charge for each service type and that will be published annually.
- 1.3. The Council is required to have regard to the needs of all the taxpayers/citizens of Swansea and must ensure charges that are set are not negligent in respect of potential income to the authority.
- 1.4. Service users who decide they do not wish the Council to undertake a financial assessment of their ability to pay their full charge, will be required to pay the full charge for their care, subject to any contribution limits set by the Welsh Government. The same will apply to anyone who refuses to provide the Council with the information needed to make such a financial assessment.
- 1.5. Service users who ask for a financial assessment of their ability to pay social care

charges to be made, and who provide the necessary information to the Council, will have their contribution towards those charges calculated according to the relevant legislation/guidance and also subject to any contribution limits set by Welsh Government.

- 1.6. There are provisions within the SSWB Act which permit LAs some discretion in respect of social care charges and various elements of the financial assessment. Details of the authority's decisions regarding these areas are given in Appendix 4 of this report.
- 1.7. The Social Care Directorate provides other services which might not traditionally be considered a Social Care provision, but which currently fall within their responsibility (for example lifelong learning services and outdoor learning centres). Where it is permitted to do so, the Social Services Directorate will charge for such services, subject to any relevant legislation and under the general principle of full cost recovery. Details of these charges are given. Details of the charges will be published annually in the Council's annual Review of Social Service Charges report.
- 1.8. The Council will always seek to collect service users' full contribution towards the cost of their care as this income is needed to fund the provision of care within the Swansea area.

2. The Statutory basis for charging for social care and support services

- 1.1. **The Social Services and Well-Being (Wales) Act 2014** ("the Act") provides the legal framework for charging for care and support services. Section 59 of the Act enables the local authority to charge an individual in receipt of care and support services. Sections 50 and 63 place a duty on the local authority to undertake an assessment of an individual's financial resources to determine the amount they will be required to pay towards the costs of the care and support services they receive.
- 1.2. The **Care and Support (Financial Assessment) (Wales) Regulations (as amended)**, the **Care and Support (Charging)(Wales) Regulations 2015 (as amended)** and the **Welsh Government Code of Practice Part 4 and 5 Code of Practice (Charging and Financial Assessment)** issued under Section 145 of the Act set out the details regarding charging for care and support services.

2. Policy statement in respect of charging for social care and support services

1.1. Swansea Council will charge for social care services and will do so in accordance with the Social Services and Well-being (Wales) Act 2014 (SSWB Act), accompanying Regulations and Code of Practice and any contribution limits set by the Welsh Government.

1.2. Under the SSWB Act, a local authority can only charge:

- up to the cost of providing the service
- what the person can afford (as determined by the financial assessment process)

1.1. Swansea Council will not charge for services where it is:

- Not permitted to do so by regulations or advised not to do so by the Welsh Government code of practice OR
- Where it has chosen to exercise its discretionary powers not to do so after taking into account corporate strategic priorities and population wellbeing outcomes OR
- Where a service is provided under a specific grant which wholly covers the cost of that service.

5.4 Swansea Council reserves the right to make changes to its charging arrangements outside or other than those stated in this policy should circumstances arise that are outside of its control that require it to do so. For example, if national government (UK or Welsh Government) amends the financial arrangements for social care, employer taxation or other regulatory legislation (for example material increases to the national living wage) placing additional financial, regulatory, procedural or other burdens on the Local Authority that need to be funded.

2. Services for which there is a charge

2.1. Swansea Council has decided to charge for the following services from April 2025, whether they are provided in-house or by the private sector:

2.2. General charges:

- Residential care
- Domiciliary care and support (including extra care services)
- Day services
- Telecare – where it is part of a person’s assessed needs
- Direct payments/citizen-directed support/support budgets
- Shared Lives
- Supported Living
- Set up and administration costs of Deferred Payment Schemes
- Respite at home

1.1. Charges for services that are not part of a person’s assessed needs:

- Meals received during the course of attendance at a day centre or in Extra Care Housing settings
- Lifeline / Community Alarms

1.2. Client Property and Finance Unit charges.

2. Services not charged for

2.1. The following services are currently not charged for:

- Carers' services
- Child and family services
- Provision of information and advice
- Reablement services that are time-limited
- Work opportunities
- The administration cost of arranging services on behalf of those self-funding their care and support
- Education activity

1.1. Legislation currently prevents charges being introduced for:

- Care and support provided as Reablement to an individual (normally up to 6 weeks) to enable them to maintain or regain their ability to live independently at home, the provision of transport to attend a day service where the transport is provided by, or arranged by, a local authority and where attendance at the day service and transportation to it are included in the individual's managed care and support plan.
- The provision of assessment of needs, care planning, care plans and provision of statements of charges must not be charged for, since these processes do not constitute the provision of care and support. This includes the provision of information and advice
- For undertaking a review of a charging decision where required to do so.
- Care and support to a child or for support to a child who is a carer, nor for direct payments to secure such support.
- Transport to a day service where the transport is provided as part of meeting an individual's needs.
- Independent professional advocacy, where a local authority has arranged for the provision of this in accordance with the code of practice on advocacy under Part 10 (Complaints, Representatives and Advocacy Services) of the Act where an individual can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes, with assistance

from an appropriate individual and no such individual was available.

- Sensory services

3. How much will the full charge for social care services be?

- 1.1. Swansea Council's approach to charging is that it should support corporate strategic priorities, and be sustainable in the longer term, and charging arrangements should be applied equally and fairly.
- 1.2. For example, all clients, with broadly the same assessed need for care and support, are treated equally, and therefore the same gross charges should apply.
- 1.3. The amount to be paid in the end would be subject to a financial assessment which will reflect people's individual ability to pay.
- 1.4. The Council can only charge up to the cost of providing the service so the actual cost of providing a service will be determined each year and a decision will then be made on the full charge to be levied taking that cost and the above requirements into account.

4. Annual review of social care charges

- 1.1. Decisions to charge or not to charge under the authority's discretionary powers and the amount to be charged will be reviewed annually when setting the budget for the next financial year, or more regularly if required. This will be done within corporate governance arrangements. These revised charges will, in normal circumstances, be applied from the start of the next financial year but where it is considered necessary and appropriate a different commencement date may be selected.
- 1.2. Details of the reviewed charges will be published annually in the Council's annual Review of Social Service Charges report.

5. In-year changes to existing or new social care charges

- 1.1. There may be circumstances when a change to the existing charge or the imposition of a new charge needs to take place during a financial year.
- 1.2. Any such changes to charges will be subject to the normal processes of business case review, public consultation where appropriate, and an integrated impact assessment as required.
- 1.3. That process will include a decision on the effective date of the new charge, the

amount to be charged and all other relevant matters.

11. How much will a person have to contribute towards the full charge for their care?

- 1.1. Legislation and guidance including the **Care and Support (Financial Assessment)(Wales) Regulations, the Care and Support (Charging)(Wales) Regulations 2015** and the **Welsh Government Code of Practice Part 4 and 5 Code of Practice (Charging and Financial Assessment)** issued under **Section 145 of the Act** set out the provisions regarding the assessment of a client's contribution towards the cost of their social care and support services.
- 1.2. If an individual or carer does not wish to have a financial assessment or refuses to cooperate with the financial assessment process, they will be assumed to have the means to pay for the full cost of their care in the case of residential care or up to the maximum weekly amount set by Welsh Government for other care and support services.
- 1.3. If the Council has reason to believe that the individual may have tried to deliberately avoid paying for care and support through not fully disclosing details of their personal and financial circumstances or through depriving themselves of assets, either capital or income, the authority will seek to recover those costs.
 - Where the Council is satisfied that an individual has transferred capital or a capital asset to a third party, or otherwise disposes of a capital asset to avoid or reduce paying charges, their contribution towards care charges will be assessed as if they still hold that capital.
 - Where the Council determines that an individual has transferred the asset to a third party to avoid charges in whole or part, the third party may be deemed liable to pay to the Local Authority the difference between what it would have charged and what it actually charges the individual receiving care and support services, taking into account the value of the asset.
- 1.4. For people who have provided the information necessary to enable the Council to carry out a financial assessment of their ability to pay care charges, the assessment will calculate the most an individual will be asked to pay towards their care charges.
- 1.5. For Respite Residential Services where the planned stay is for no more than 8 weeks, the charge will be further subject to a maximum weekly charge set by the Welsh Government as set out in The Care and Support (Charging) Wales Regulations 2015.
- 1.6. In the case of non-residential care and support services the charge will also be subject to a maximum weekly charge set by the Welsh Government as set out in The Care and

Support (Charging) Wales Regulations 2015. However, an individual will only pay for the actual services they receive which may cost less than their assessed maximum weekly charge.

- 1.7. Flat rate charges may be charged separately and may not be subject to the maximum weekly charge for care and support as set by the Welsh Government.

1. Debt

- 1.1. Invoices which are not paid will be considered as a debt and will be pursued by the Council. This may lead to recovery action through the Courts if payment is not made. Court action will be an avenue of last resort used when the debtor has failed to engage positively with the authority in respect of arranging payment.
- 1.2. A Deferred Payment will be offered where appropriate. In cases where a Deferred Payment has been refused or the individual is ineligible, the Local Authority has the power under Section 71 of the Act to create a charge over the individual's interest in land to secure payment due for care and support services where payment has not been made.

13. Additional costs (third-party top-ups)

- 1.1. Some care homes charge higher fees than the standard fees paid by the Authority. If the care and support services required can be provided by care homes which accept the standard fees, then the Authority will only pay an amount to match those fees.
- 1.2. However, a person may choose a care home that charges more than the Local Authority would usually expect to pay for the provision of the accommodation of that type, for that individual.
- 1.3. Where the individual has chosen a care home that is more expensive, an agreement will need to be made as to how the difference in cost will be met. This additional cost is the difference between the amount of the Local Authority's standard fees and the actual cost of the individual's chosen care home.
- 1.4. The individual will have to identify a third party (not the person receiving care) who is able to pay the additional cost of the chosen accommodation for the full duration of their stay. The Authority may assess the ability of that third party to meet the additional cost for the duration of the arrangement. In some cases, the individual may be permitted to meet the additional cost themselves.
- 1.5. If the financial or personal circumstances of the third party change to the point that they cannot continue to meet the additional costs, the person receiving care may need to move to alternative accommodation where no top-up fees are payable.

12. Service Users' Payments towards social care charges

- 1.1. Liability for charges for social care services usually starts from the first day that care and support are provided.
- 1.2. However, a payment of the service user's contribution towards those charges will not be required until a notification from the Authority has been issued detailing the contribution to be made and the start date from when that contribution must be paid as this could be some weeks before the date the notification could be issued.

13. Re-assessment and methods of appeal

13.1. When might a new financial assessment be needed?

- 1.1.1. Periodically, a new financial assessment will be necessary to ensure the services users assessed contribution towards their care costs is accurate and up to date. For example, when an individual's income or capital has changed, their personal circumstances have changed or where there has been a change to their Care and Support plan.
- 1.1.2. It is possible that after the financial review/reassessment there may, or may not, be a change in the amount a customer is required to contribute. The individual will be notified in writing of the outcome of the assessment.

1.1. Request for a review of the result of a financial assessment

- 1.1.1. If an individual does not agree with the outcome of a financial assessment, the charges applied or the contribution they have to pay, they can request a review. The request for review can be made any time after the Local Authority has made its decision and this has been communicated to the individual. The individual must state all the reason(s) why they are requesting a review, and this should be done in writing to ensure the Council has all the necessary information to undertake the review.
- 1.1.2. A representative can act on behalf of the individual to request a review.
 - 1.1.1. To ask for a review of the outcome, the individual or their representative should contact the Council's Social Care Income and Finance Team who will:
 - Check that the financial information used in the calculation is correct.
 - Look at any new information provided by the individual.

- Check that the assessed contribution has been calculated correctly.
- Decide whether the decision was fair and correct.

The individual will be notified of the outcome of the review in writing.

1.1.1. Where the Council has decided that an individual has transferred assets to another person (the liable transferee) in order to reduce their charge or contribution, the 'liable transferee', may request a review of the decision to charge them using the process detailed above.

1.2. Appeals against the outcome of a financial assessment

1.1.1. Where an individual remains in disagreement with the outcome of the review they may make a formal complaint to the Council through its formal complaints procedure.

1.1.2. The individual will be notified in writing of the outcome of the complaint. An individual can only make a complaint where they consider the Council has not made a properly considered decision in determining its review, for example:

- Not following the charging policy for care and support services (this policy)
- Not following the Social Services and Well-being (Wales) Act 2014.
- Not properly considering relevant information.

14. Fraud

1.1. Swansea Council is required by law to protect the public funds it administers. Adult social care fraud is thought to be one of the highest-risk areas of fraud, costing councils across the UK an estimated £13.7 million a year – with the average case worth £29k.

1.2. Examples of adult social care fraud include:

- Exaggerating a disability or illness to receive more support
- Not declaring, or under-declaring income, benefits, savings, or capital in financial assessments
- Financial abuse of a vulnerable person including theft of their income/capital assets
- Using direct payments for non-care related expenditure
- Care providers claiming for hours of care which haven't been provided

1.1. The Council will undertake cross-checks with data it already holds and also with other organisations such as the Department for Work and Pensions (DWP) to detect and prevent social care fraud.

1.2. Where appropriate, it will prosecute anyone it considers guilty of such crimes to the full extent of the law.

1.3. It may also share information provided to it with other bodies responsible for auditing or administering public funds, in order to prevent and detect other fraudulent acts.

15. Services provided by the Social Care Directorate outside of the provision of the Social Services and Wellbeing Act

15.1. Statutory basis for charging for services outside the SSWB Act

- 1.1.1. The Local Government Act 2003 includes a general power for Best Value Authorities in both England and in Wales to charge for discretionary services. Authorities have a duty to ensure that, taking one year with another, the income from charges does not exceed the costs of provision. Authorities must also already have the power to provide the service. This includes discretionary services provided under well-being powers in the Local Government Act 2000.
- 1.1.2. The Social Care Directorate provides other services which might not traditionally be considered a Social Care provision, but which currently fall within their responsibility. Where it is permitted to do so, the Social Services Directorate will charge for such services, subject to any relevant legislation.
- 1.1.3. Services outside the SSWB Act for which there is a charge:
- Lifelong learning services
 - Outdoor learning centres and activities
 - Passport to Leisure

15.2. How much will the charge for these services be?

- 1.1.1. The actual cost of providing the various social care services will be calculated every year in the period preceding the Council's annual budget setting using the information available at that time. That calculation will be used to determine the full charge for each service type which will be published annually.
- 1.1.2. Depending on the nature of the service, other considerations may also be made to determine the final charge which may include commercial viability and market forces where appropriate.
- 1.1.3. Managers are expected to review fees and charges on an annual basis as part of the budget process with an assumption all increase in line with inflation.
- 1.1.4. Please see Appendix 3 to this report for details of the charges to be made. Details of the charges will be published annually in the Council's annual Review of Social Service Charges report.

15.3. Annual review of charges for services outside the SSWB Act

- 1.1.1. Decisions to charge or not to charge under the authority's discretionary powers and the amount to be charged will be reviewed annually when setting the budget for the next financial year, or more regularly if required. This will be done within corporate governance arrangements. These revised charges will, in normal circumstances, be applied from the start of the next financial year but where it is considered necessary and appropriate a different commencement date may be selected.
- 1.1.2. Details of the reviewed charges will be published in the annual review of the charging policy.
- 1.1.3. Details of the charges for these services will be published annually in the Council's annual Review of Social Service Charges report.

15.4. In-year changes to existing or new charges for services outside the SSWB Act

- 1.1.1. There may be circumstances when a change to the existing charge or the imposition of a new charge needs to take place during a financial year. Any such changes to charges will be subject to the normal processes of business case review, public consultation where appropriate, and an integrated impact assessment as required.
- 1.1.2. That process will include a decision on the effective date of the new charge, the amount to be charged and all other relevant matters.
- 1.1.3. Please see Appendix 3 to this report for details of the charges to be made for these services. Details of the charges will be published annually in the Council's annual Review of Social Service Charges report.

18. Appendix 1 – Relevant guidance and documentation

- **The Social Services and Well-being (Wales) Act 2014**
www.legislation.gov.uk/anaw/2014/4/contents
- **Regulations**
<https://socialcare.wales/resources-guidance/information-and-learning-hub/sswbact/sswbact-regulations>
- **The Social Services and Well-being (Wales) Act 2014: part 4 and 5 code of practice**
www.gov.wales/code-practice-charging-social-care-services
- **Welsh Government guidance on charging for Social Care**
www.gov.wales/charging-social-care

1. Appendix 2 – Disability related expenditure (Social Care and Support Services)

1.1. Discretionary disregard of additional disability-related expenses

The Council has the discretion to disregard additional disability-related expenses in certain circumstances. When to use that discretion will be a matter determined by the Head of Service or their nominated representative.

1.1. Residential Care Services

The Council has the discretion to disregard additional expenses over those disregarded as standard and which are reasonably incurred by residents for disability-related items not provided by the care home or by the Health Board or are for expenses related to the property they own.

1.1. Non-Residential Care Services

The Council has the discretion to disregard additional expenses over those disregarded as standard and which are reasonably incurred by residents for disability-related items that are related to needs identified in a person's care and support plan that will help them to live independently, where these are not covered by the allowances automatically included in the financial assessment.

15.5. What are Disability-Related Expenditure costs?

1.1.1. Usually these costs fall into one of these three categories:

- **Specialised items and services:** Items to help with disabilities such as wheelchairs or electric recliner chairs.
- **Increased use of non-specialised items and services:** disabled people may have to use things more, such as transport or heating.
- **Higher cost non-specialised items and services:** a person may have to use things that cost more than the average, such as home delivery.

1.1.2. Discretionary allowances for disability-related expenditure will only be made where those costs are:

- Met entirely by the person being financially assessed.
- Specifically relate to the disability in question.
- Exceed what a non-disabled person would reasonably be expected to spend.

1.1.1. There would be an expectation that the person had carried out a reasonable amount of research to find the best price before incurring any expense as anyone

would do when making a significant purchase.

1.1.1. Applicants may be asked to provide further information in support of their request such as supporting evidence to prove that the additional expense has been incurred and evidence that the cost is related to their disability. That evidence may be requested periodically to ensure the financial assessment remains up to date.

1.1.2. When considering if the additional expense declared can be taken into account, the Council will consider various issues including the following. This list is not intended to be exhaustive, or prescriptive, it is just intended to illustrate the issues that the Council will consider.

- Has the expense been incurred by the person being financially assessed?
- Is the person receiving a disability-related benefit?
- Can the item be reasonably considered a disability-related expense in respect of a need identified by the person's care assessment?
- Does the expense specifically relate to the disability in question?
- Is the expense being regularly incurred?
- Does the expense exceed what a non-disabled person would reasonably be expected to spend?
- Is a reasonable alternative available at a lesser cost?
- Will the item/service in question help the person to live independently?
- Is the item being provided for in another way or could it be provided for in another way - for example through benefits, a grant or the NHS?
- Can the person, and should the person, be carrying out the task themselves - for example, gardening might be beneficial to their physical and/or mental health?

1.1.1. Swansea Council will include the payment of Lifeline as an additional disability-related expenditure when calculating a person's contribution towards the cost of their social care, where a person is making such payments. This is because Lifeline performs a critical function by enabling people to live independently within their own homes.

15.6. What costs would not usually be considered a disability-related expense?

This list is not exhaustive or prescriptive:

- Cost of private healthcare (e.g. BUPA subscription)
- Hairdressing (including styling, colouring, cutting, and others). Hair washing only would be part of the Care and Support Plan
- Cost of private dental care

- Standard costs of daily living (e.g. food, TV licence, cinema tickets, pub, phone line, gym, etc.)
- Funeral Plans
- Personal Trainer
- Dietary requirements which are not medically necessary (e.g. fizzy drinks and treats etc.)
- Personal Care - To be included in the Care and Support Plan
- Elective Private Respite Care / Holidays - To be included in the Care and Support Plan
- Transfer from and to medical appointments
- Transfer from and to places identified to meet eligible needs (e.g. Day Centres) - To be included in the Care and Support Plan
- Legal Costs incurred by adults to uphold any legal rights
- Physiotherapy, Hydrotherapy, and other alternative therapies - if these are health needs the NHS will fund these
- Gardening (including landscaping, flower beds, etc.) - unless limited to reasonable costs of basic garden maintenance and if necessitated by the individual's disability – e.g. front and back entrance to ensure safe access or unless there is a specific requirement in the person's tenancy agreement.
- Medical / Dental Expenses not related to disability
- Mobile Phone Rental
- Deputyship Costs (charged by Swansea Deputyship Team or any other professional)
- Private Home Care / Cleaner

1.2. How would the cost of a disability-related expense be calculated?

How to calculate the cost of each item/service depends on what it is. The Council will accept a reasonable estimate when an exact calculation is not possible. These are some examples:

- Equipment/aids: take the item's cost and divide it by its predicted lifespan. This will give its cost over time. For example, if a special mattress was bought due to medical needs that cost £480 and it was expected to last two years: $£480 \div 24 = £20$ per month
- For regular payments for services such as care, and wheelchair insurance, invoices/bills should be available.

- Extra utility costs: the actual cost minus the average for a household of a similar size can be used

Decisions on whether other additional reasonable disability-related expenses can be taken into account in a person's financial assessment will be made by the Head of Adult Services or their nominated representative.

2. Appendix 3 – Income Buffers

15.7. Minimum Income Amounts for Non-Residential care financial assessments (otherwise known as “Buffers”)

- 1.1.3. When calculating a person’s charge, a local authority must ensure an individual is left with a net weekly income that is not below the Minimum Income Amount.
- 1.1.4. Where the individual is in receipt of Income Support, Universal Credit, Employment and Support Allowance or Pension Credit (guaranteed), the MIA is an amount of not less than 35% of the maximum standard entitlement of that benefit (the “buffer”) plus at least a further 10% of that amount to compensate for disability-related expenditure.
- 1.1.5. Where an individual is not in receipt of a relevant benefit, the starting point of the calculation is an amount which the local authority reasonably assesses would be a person’s basic entitlement to benefits, having regard to their age, circumstances and level of disability (the estimated basic entitlement).
- 1.1.6. Basic entitlement to what benefit is not specified in the regulations and it is also not clarified in the code of practice. Swansea Council has therefore made the reasonable decision that:
- For pensioners – basic entitlement is a single person’s entitlement to guarantee credit (but the amount included for severe disability)
 - For non-pensioners – basic entitlement is a single person’s entitlement to Income Support (including the enhanced disability premium)
- 1.1.7. The Severe Disability premium is paid to help recipients pay for their care and support where certain qualifying conditions are met. It is therefore reasonable to expect them to use it for that purpose. It is taken into account as income for the same reason.
- 1.1.8. The Minimum Income Amount (or buffer) is confirmed on the notification letter sent to the individual as the “Further Allowances”.
- 1.1.9. The Benefit Allowances are based on the breakdown of a person’s entitlement to state benefits which will have been confirmed with the Department for Work and Pensions.
- 1.1.10. Where the individual is not in receipt of any state benefits for income (such as Universal Credit, Employment and Support Allowance or Pension Credit) then the basic allowance Minimum Income Amount will be used.
- 1.1.11. The amount of the MIA being received may differ depending on the age of the citizen in line with the regulations prescribed for the benefit being received. The

age range will increase in line with the Government's planned increases to the State Retirement Age.

- 1.1.12. The Council will use its discretion to increase the basic allowance of the MIA by a weekly amount, to match the level of the enhanced disability premium, for people satisfying the criteria detailed in Appendix 4 of this document.
- 1.1.13. The income buffer amounts will be reviewed every year and included in the Council's annual review of Social Service charges.

7. Appendix 4 – Decisions in respect of discretionary provisions within the Social Services and Well-being (Wales) Act 2014 and subsidiary legislation

15.8. Charging for social care and support services

Swansea Council has determined to charge for social care and support services under Section 59 of the SSWB Act 2014.

2. Increases in the Basic Minimum Income Amount [MIA] (As part of a review of the Council's procedures to determine if there were any issues arising from the "Norfolk" case, it was identified that a number of citizens only have the lowest "basic" MIA used in their financial assessment as a consequence of being unable to access certain disability benefits. These primarily include:

- Young adults who remain in full-time education past the age of 18.
- Working-age adults in the assessment phase or Universal Credit - once they have been assessed they may or may not become entitled to those disability benefits as determined by the DWP. However, based on anecdotal evidence, normally they would be entitled to those additional allowances once assessed.
- Working-age adults who are not entitled to means-tested disability benefits for financial reasons e.g. due to the income of their partner.

1.1.1. The reality for most of these clients is that as their income increases, their contribution may actually reduce because the extra income awarded is a disability allowance and entitlement to that allowance increases their MIA. Consequently, those citizens whose final entitlement to disability-related benefits has not yet been determined or who are unable to access income-related disability benefits at a higher rate for financial reasons, have to pay more towards the cost of their social care. This can either be permanently or until the DWP assessment process is completed.

1.1.2. In order to take steps to rectify what could be perceived as inequality and unfairness, the basic allowance of the MIA will be increased by a weekly amount, to match the level of the enhanced disability premium, for people satisfying the criteria detailed below. This amount will be reviewed every year to keep it in line with any increases in that premium implemented by the DWP.

1.1.3. The person must be entitled only to the basic MIA amount in their financial assessment and must be entitled to high-rate DLA Care or PIP Daily Living

Component Enhanced Rate and:

- a) The person must be a young adult who has remained in full-time education past the age of 18 or
- b) The person must be a working-age adult who is not entitled to a means-tested disability benefits for financial reasons e.g. due to the income of their partner, their own capital etc. or
- c) The person must be of working age and in the assessment phase of ESA or Universal Credit.

18.1.1. In respect of people in group c), if, at the end of the assessment phase, the DWP decides they are not entitled to ESA or UC for anything other than financial reasons, a referral would be made to the Council's Welfare Rights Team to consider whether an appeal should be made against the DWP's decision or if other income maximisation advice is appropriate. This will be done before the additional MIA is removed from the financial assessment.

15.9. General discretion to vary financial assessments in extreme circumstances

18.1.2. The Authority has the authority to vary the 'normal' terms of a financial assessment in extreme circumstances to recognise the exceptional needs of a care recipient where they exist. Doing so could either decrease or increase, the care recipients assessed contribution towards the cost of their care.

18.1.3. There may be financial implications to making discretionary adjustments to the 'standard' financial assessment as the financial burden of reducing a care recipient's contribution will be a loss of income which would have to be met through an increase in the general level of Council Tax for Swansea taxpayers.

18.1.4. However, any decision made will be without reference to any budgetary considerations notwithstanding the fact that any awards must be balanced against the needs of local taxpayers who will ultimately pay for a reduction in the authority's income.

18.1.5. As a consequence of this the Council will only consider using its powers to reduce the contribution a care recipient would make under the terms of a 'standard' financial assessment below that level in exceptional circumstances. Also, there must be clear evidence that an individual has exceptional circumstances which are not caused by negligence or inaction on their part.

The care recipient must have made all reasonable efforts to deal with those circumstances before applying for discretionary relief including maximising their financial resources or using their existing financial resources to meet the cost.

- 18.1.6. Each case will be determined on its own merits based on the supporting information/evidence provided to the authority. Decisions on whether to vary the terms of any financial assessment will be made by the Head of Service or their nominated representative.

Appendix B – Proposed Client Charges for 25/26

Generic Opportunity Descriptor	Description	Fee for 24/25	Fee for 25/26		Comments
Assistive Technology	Lifeline (Installation)	£0.00	£46.00	New Charge	New charge proposed
Assistive Technology	Lifeline (Flat Rate)	£175.83	£187.26	6.50%	Standard Uplift
Llanfair	Llanfair House (per week) -Core Rent	£130.35	£138.82	6.50%	Standard Uplift
Llanfair	Llanfair House (per week) - Service Charge eligible for Housing Benefit	£74.14	£78.96	6.50%	Standard Uplift
Llanfair	Llanfair House (per week) - Service Charge not eligible for Housing Benefit	£7.84	£8.35	6.50%	Standard Uplift
Long Term Residential Care	Elderly care (per week) Internal Homes	£750.50	To match the agreed fee paid to the private sector for new clients. New admissions £900	20.32%	Matched to external sector
			Existing clients who pay full cost £799	6.46%	
Long Term Residential Care	Learning Disability - long term (per week) Internal Homes	£1,966.55	£2,094.40	6.50%	Standard Uplift
Long Term Residential Care	Residential Care - Older Persons (per week) Private Homes	£848.00	£900	6.13%	Agreed final fee paid to external sector
Long Term Residential Care	Residential Care - Mental Health (per week) Private Homes	£848.00	£900	6.13%	Agreed final fee paid to external sector
Long Term Residential Care	Residential Care - Learning Disabilities (per week) Private Homes	£848.00	£900	6.13%	Agreed final fee paid to external sector
Long Term Residential Care	Residential Care - Younger Adults (per week) Private Homes	£848.00	£900	6.13%	Agreed final fee paid to external sector
Long Term Residential Care	Nursing Care - Older Persons (per week) Private Homes	£888.00	£942	6.08%	Agreed final fee paid to external sector
Long Term Residential Care	Nursing Care - Mental Health (per week)	£888.00	£942	6.08%	Agreed final fee paid to external sector

Generic Opportunity Descriptor	Description	Fee for 24/25	Fee for 25/26		Comments
Long Term Residential Care	Nursing Care - Learning Disability (per week)	£888.00	£942	6.08%	Agreed final fee paid to external sector
Long Term Residential Care	Nursing Care - Dementia (per week)	£937.00	£994	6.08%	Agreed final fee paid to external sector
Long Term Residential Care	Nursing Care - Younger Adults (per week)	£888.00	£942	6.08%	Agreed final fee paid to external sector
Short Term Residential Care	All Adults - Up to 8 weeks (known as respite care) - per week	Max £100/week	Max £100/week	n/a	No scope for increase unless Welsh Government amend the maximum weekly charge
Short Term Residential Care	Reablement Beds. No charge for up to six weeks. After initial period, standard non-residential charges apply for weeks 7 and 8. Residential rates will then apply from week 9.	Max £100/week	Max £100/week if returning home or residential rate to apply. £900/week if move on plan is residential or nursing care	n/a	No scope for increase unless Welsh Government amend the maximum weekly charge
Short Term Residential Care	Step Up Beds- (Weeks 1-2)	£0	Max £100/week	New Charge	New charge proposed
Short Term Residential Care	Step Up Beds (Week two until move on plans are agreed)	Max £100/week	Max £100/week if returning home or residential rate to apply. Estimated £900/week if move on plan is residential or nursing care	n/a	No scope for increase unless Welsh Government amend the maximum weekly charge
Non-residential (community based) service	Domiciliary Care or Home Care, including respite at home, supported living (per hour)	£23.18	£27.00	16.46%	Matched to weighted average fee and then uplifted for expected increase
Non-residential (community based) service	Older Persons Day Services (per day)	£53.87	£57.36	6.48%	Standard Uplift

Generic Opportunity Descriptor	Description	Fee for 24/25	Fee for 25/26		Comments
Non-residential (community based) service	Younger Adults/ Special Needs Day Services (per day)	£67.37	£71.74	6.49%	Standard Uplift
Non-residential (community based) service	Meals (within community-based, day services) (per day)	£4.73	£5.04	6.50%	Standard Uplift
Court of Protection Deputyship	Application Fee	£944.00	£944.00	0.00%	Set by Department of Justice.
Court of Protection Deputyship	First Year Management Cost	£982.00	£982.00	0.00%	Set by Department of Justice.
Court of Protection Deputyship	Second and Subsequent Years	£824.00	£824.00	0.00%	Set by Department of Justice.
Court of Protection Deputyship	Annual Report Fees	£274.00	£274.00	0.00%	Set by Department of Justice.
Court of Protection Deputyship	Property Management Fee	£380.00	£380.00	0.00%	Set by Department of Justice.
Pre Deputy support charge	Pre Deputy support charge (per week)	£5.00	£10.00	100.00%	Proposed uplift to better match costs of providing the service
Outdoor Centres	Activities per person per day	£43.00	£45.00	4.65%	5% uplift rounded to nearest £1
Outdoor Centres	Day activities for all schools per person full day	£29.00	£30.00	3.45%	5% uplift rounded to nearest £1
Outdoor Centres	Evening Activities for Swansea schools per pupil per night	£6.00	£6.00	0.00%	
Outdoor Centres	5 day Residential Placement (FSM) - Autumn- Swansea Schools only	£137.00	£137.00	0.00%	No uplift for Autumn Term. Wish to extend season
Outdoor Centres	5 day Residential Placement (FSM) - Spring- Swansea Schools only	£156.00	£164.00	5.13%	5% uplift rounded to nearest £1
Outdoor Centres	5 day Residential Placement (FSM) - Summer - Swansea Schools only	£169.00	£177.00	4.73%	5% uplift rounded to nearest £1
Outdoor Centres	5 day Residential Placement (full price) - Autumn	£238.00	£238.00	0.00%	No uplift for Autumn Term. Wish to extend season

Generic Opportunity Descriptor	Description	Fee for 24/25	Fee for 25/26		Comments
Outdoor Centres	5 day Residential Placement (full price) - Spring	£262.00	£275.00	4.96%	5% uplift rounded to nearest £1
Outdoor Centres	5 day Residential Placement (full price) - Summer	£275.00	£289.00	5.09%	5% uplift rounded to nearest £1
Outdoor Centres	Split Week 2.5 day Residential Placement (FSM) - Autumn-Swansea Schools only	£76.00	£76.00	0.00%	No uplift for Autumn Term. Wish to extend season
Outdoor Centres	Split Week 2.5 day Residential Placement (FSM) - Spring-Swansea Schools only	£86.00	£90.00	4.65%	5% uplift rounded to nearest £1
Outdoor Centres	Split Week 2.5 day Residential Placement (FSM) - Summer - Swansea Schools only	£93.00	£98.00	5.38%	5% uplift rounded to nearest £1
Outdoor Centres	Split Week 2.5 day Residential Placement (full price) - Autumn	£130.00	£130.00	0.00%	No uplift for Autumn Term. Wish to extend season
Outdoor Centres	Split Week 2.5 day Residential Placement (full price) - Spring	£144.00	£151.00	4.86%	5% uplift rounded to nearest £1
Outdoor Centres	Split Week 2.5 day Residential Placement (full price) - Summer	£152.00	£160.00	5.26%	5% uplift rounded to nearest £1
Outdoor Centres	Teachers - Food Supplement (Full Week)	£58.00	£61.00	5.17%	5% uplift rounded to nearest £1
Outdoor Centres	Teachers - Food Supplement (Half Week)	£29.00	£30.50	5.17%	Half of the full weekly charge
Outdoor Centres	Commercial Self-Catering - Borfa House (per night) - Autumn	£794.00	£834.00	5.04%	5% uplift rounded to nearest £1
Outdoor Centres	Commercial Self-Catering - Borfa House (per night) - Spring	£949.00	£996.00	4.95%	5% uplift rounded to nearest £1
Outdoor Centres	Commercial Self-Catering - Borfa House (per night) - Summer	£1,058.00	£1,111.00	5.01%	5% uplift rounded to nearest £1
Adult Education	Chargeable Courses	£30 per Term (From Sep 24)	£40 per Term (From Sep 25)	33.33%	Proposed uplift to better match costs of providing the service
Adult Education	Non-Chargeable Courses	£0.00	£0.00	0.00%	N/a
Deferred Payment Arrangements	Legal Fees	£0.00	£200.00	New Charge	New charge proposed
Deferred Payment Arrangements	Administration Fee	£0.00	£265.00	New Charge	New charge proposed

Generic Opportunity Descriptor	Description	Fee for 24/25	Fee for 25/26		Comments
Deferred Payment Arrangements	Valuation/Revaluation Fees	£0.00	£200.00	New Charge	New charge proposed
Deferred Payment Arrangements	Annual Administration Fee (to be charged on anniversary of arrangement)	£0.00	£80.00	New Charge	New charge proposed
Deferred Payment Arrangements	Interest on amounts deferred	0.00%	0.15% above average interest rate on conventional gilts (Currently 4.45%)	New Charge	New charge proposed. Interest rate is based upon weighted average interest rate on conventional gilts +0.15% and subject to six monthly change based upon the figure calculated by the OBR. This measure reflects that allowed by legislation.

Appendix C - Integrated Impact Assessment (IIA) Report

This form should be completed when a screening form has indicated a full Integrated Impact Assessment is required and found to be relevant to Equality Act 2010, Socio-economic Duty and Well-being of Future Generations (Wales) Act 2015

Please refer to the 'IIA Report Form Guidance' while completing this form. If you need further support, please contact accesstoservices@swansea.gov.uk.

Which service area and directorate are you from?

Service Area: Commissioning and Resources

Directorate: Social Services

Q1(a) What are you assessing?

- 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 Boards 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:

The annual review of social services charging was carried out on behalf of the Social Services Finance and Charging group, chaired by the Director of Social Services.

This Full IIA Report covers both the Annual Review of Charges (Social Services) report and a change to Swansea Council's Charging Policy (Social Services), and the proposed List of Charges to be applied in 2025/26.

The main change to take effect from 1st April 2025 is that all social services charges are to be increased in line with current inflation and forecasts; and there are some new charges.

Clearly there are some impacts arising from applying an inflationary uplift within the Council's charges (on social care) However all social service non -residential charges are set within a national legislative framework, and in compliance to regulations and code of practice as set by Welsh Governments, namely within Parts 4 and 5 of the Social Services and Well-being (Wales) Act 2014, henceforth 'the Act'.

Under the Act, citizens to whom the charges apply are protected by some important policy entitlements:

- right to be offered a financial assessment to consider whether they have the means to pay a contribution to the costs of their social care and support
- there are clear principles that a person's ability to pay should not precluding access to care and support or that the charges for care and support should not exceed the costs of provision
- there are personal thresholds set by the Welsh Government
- Capital and Personal income allowances are also set for people who are subject to charges in relation to residential care.

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

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

Website: Public information updated pages and inclusion of policy in all formats to be actioned by Social Services CPDP team in conjunction with the corporate Web team. Internal Website: Social Services Staffnet pages also to be updated to be actioned by Social Services CPDP team.

(d) It was initially screened for relevance on: 12/12/2024

Lead Officer

Name: Jo Doek

Job title: Communication Planning & Digital Production T/L

Date: 4th March 2025

Approved by Head of Service

Name: Jane Whitmore

Job title: Interim Chief Officer Commissioning & Resources

Date: 12th March 2025

Section 1 – Aims

What are the aims of the initiative?

Social Services and Well-being (Wales) Act 2014 (The Act) came into effect in April 2016 setting out the statutory requirements placed on each Local Authority, to publish their discretionary charges for social services.

In working a sustainable approach to social care, Welsh Local Authorities have some discretion in how charges for residential and non-residential and community-based social services can be applied.

Under the Social Services and Well-being (Wales) Act 2014, a local authority can only charge:

- up to the cost of providing the social care service;
- what the person can afford to pay for an assessed for service.

Swansea Council's Charging (social services) policy sets out the arrangements for charging citizens for costs incurred when providing care and support services.

The List of Charges, appended to the policy, details what services are chargeable and the level of charge for the year ahead.

Swansea Council carries out a 'best practice' approach to social services charging by carrying out an annual review of the charges and how they are applied each year.

Who has responsibility?

Director of Social Services
Cabinet Member- Care Services
Head of Adult Services

Adults Services are responsible for the provision of services to the most vulnerable adults in Swansea.

Adult Services vision

"Working alongside you to live well and safely in our community through Prevention, Promoting independence and Prioritising resources."

Who are the other stakeholders?

- Non-residential service users of social care services (Young people / adults)
- Unpaid carers

- Providers of community-based adult social care services (in-house/ external) including home care, day services, respite care, community alarms
- Staff from partnership organisations/ bodies locally and regionally (Health)

Within Swansea Council:

- Social Services Finance & Charging group
- Safeguarding People and Tackling Poverty Corporate Delivery Committee
- Cabinet/ Corporate Management Team

Other stakeholder groups who may need future consideration:

- Advocates including Llais
- Third sector representatives
- Benefits advice and welfare right groups/organisations
- Disability groups

Section 2 - Information about Service Users (See guidance)

In order to complete this section you will need to look to data such as Census data, research and performance management information, surveys, future trends, service user data, socio-economic data from recent consultations, engagement and research

Children/young people (0-18)	<input type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
Older people (50+)	<input checked="" type="checkbox"/>	Gender reassignment	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	Welsh language	<input type="checkbox"/>
Future generations (yet to be born)	<input checked="" type="checkbox"/>	Poverty/social exclusion.....	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Carers (including young carers).....	<input checked="" type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	Community cohesion	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	Marriage & civil partnership	<input type="checkbox"/>
Gypsies & Travellers.....	<input type="checkbox"/>	Pregnancy and maternity	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>		
Sex.....	<input type="checkbox"/>		

Please provide details of the information you hold in relation to the groups above:

a) General Population

The latest mid-year population estimate for the City & County of Swansea (for 2023) is 246,700 (rounded); the second highest population of the 22 Welsh LA areas (behind Cardiff and just ahead of Rhondda Cynon Taf) and almost 8% of the Wales total (3,164,400). . Between 2013 and 2023, the estimated population of Swansea increased by 7,500 or 3.1%.

b) Demographic changes

Swansea has a population of 140,000 people aged 50 and over. Between 2013 and 2023 the number of people aged 65+ has increased by 4,800 (+10.6%). The large and increasing proportion aged over 65 is mainly due to two factors; firstly, general improvements in mortality rates mean people are living longer; and secondly the ageing on of the large 'baby boom' cohort born after the Second World War. Within that figure, the largest percentage increases have been in the cohorts aged 75-79 (+28.1%) and aged 70-74 (+14.7%).

The percentage of Welsh speakers in Swansea remained at 11.2% in 2021. Around 42,500 people aged 3 and over in Swansea (18.3%) had some **Welsh language skills**. 26,000 people in Swansea (11.2% of all aged 3 and over) are **able to speak Welsh** in 2021

In the 2021 Census, almost a quarter of Swansea residents were disabled under the Equality Act (day-to-day activities limited 'a lot' or 'a little'), at 53,484 people or 22.4% of the total; slightly above the Wales average of 21.6% and further above England & Wales (E&W) at 17.5%. In the 2021 Census, 185,006 people (77.6% of Swansea's residents) are not disabled.

c) Race

Swansea has a minority ethnic group (non-White) population of around 20,400 in 2021 - 8.6% of the total population. This was from around 14,300 in 2011 and a 6,100 or 43% increase.

The largest non-white ethnic groups in Swansea in the 2021 Census were 'Asian: Bangladeshi' (2,865 people, 1.2%), 'Other Asian' (2,528 people, 1.1%), 'Black: African' (2,227 people, 0.9%), 'Asian: Indian' (2,172 people, 0.9%), 'Asian: Chinese' (1,932 people, 0.8%), 'Any other ethnic group' (1,805 people, 0.8%), followed by 'Other ethnic group: Arab' (1,578 people, 0.7%).

d) Informal Care

in 2021, an estimated 24,700 usual residents in Swansea aged 5 years and over (10.9%) provided unpaid care in 2021, slightly above Wales (10.5%) and England & Wales (8.9%) averages. 5.0% of Swansea residents (aged five years and over) reported providing up to 19 hours of unpaid care each week. This figure decreased from 7.9% in 2011. In 2021, just under 1 in 40 people (2.3%) reported providing between 20 and 49 hours of unpaid care each week, compared with 2.1% in 2011. The proportion of Swansea residents (aged five years and over) that provided at least 50 hours of weekly unpaid care decreased from 4.0% to 3.8%.

These figures suggests that individuals and families capacity to provide informal care is increasingly under pressure. These pressures within families and communities are only likely to increase due to the cost of living crisis.

Swansea's Adult Services are offering more carers assessments to support the wellbeing of carers in their own right.

e) Poverty

Health and social care, and various other public services play vital roles in supporting people to avoid or overcome poverty and its effects. It is therefore important to ensure that those at greatest risk of poverty and deprivation are able to access them, and any barriers to doing so are addressed. Various data sources referring to various indicators inform us about the current situation, and numerous plans exist at different levels which our strategies will require us to connect with in our work to tackle poverty locally.

The Welsh Index of Multiple Deprivation (WIMD) offers some indicator data which is useful for understanding our current position. WIMD is calculated for all small areas (Lower layer Super Output Areas - LSOAs) in Wales.

Following the 2011 Census, 1,909 LSOAs were defined in Wales (148 in Swansea) and they have an average population of 1,600 people. This index was last updated in 2019, using data which in some cases was then three years old. The Welsh Index of Multiple Deprivation (WIMD) 2019 identified 11.5% of Swansea's 148 local areas as falling within the top 10% most deprived in Wales.

The Swansea Economic Profile, updated in January 2025 contains some data relevant for discussing poverty see

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

The 2021 Census published to date also contains some valuable information about household composition and economic activity.

There was a small fall in number of disabled people in Swansea between 2011 and 2021 Census, but 3,000 (10%) increase in disability benefit claimants (2012 to 2022).

3,700 people in Swansea (3.1% of the economically active population aged 16+) are unemployed (survey period ending September 2024). The administrative claimant count (December 2024) was 5,355 (3.6% of working age residents).

f) Demand for social Care

Swansea Public Services Board's Local Wellbeing Assessment (2022) reports that generally the demand for Adult Social Care in Swansea is increasing, though the resources available to meet the demand have been under constant pressure.

The main reasons for the increasing or changing demand include:

- Increasing numbers of people as more people live longer,
- Increasing levels of need from people with complex / chronic conditions
- Increasing expectations from people that their needs can be met, particularly by health and social care services
- Immediacy of needs – people have expectations for faster response times
- Carers have their own wellbeing needs and lives

g) Charging for social services

It is challenging to report accurately on the number of adults in Swansea who are subject to charging for their social care at a point of time or invoices during a period, as their individual circumstances may change.

The figures on the number of financial assessments carried out show the high number of people in a year who may be subject to charging.

In 2023/24, the SCIF team carried out **5,371** financial assessments of social care clients.

Of this number, there were:

- 1,571 assessments of new clients
- 3,300 were existing clients where there was a change in placement or a change in financial circumstances.

h) Charges for non-residential adult social care

It is challenging to undertake analysis of the number of people who are subject to the maximum weekly charge during the financial year, as people's financial circumstances may change, their care and support package may change, and a sample week is a good indication of impact.

During a sample week (week ending 01/12/2024) there were **1676 clients** who have to pay for Council's adult services (non- residential).

Out of this group of 1676, **262 clients** were not invoiced for the maximum assessed charge in this sample week (week ending 01/12/2024).

Taken from this data, around **15.6%** of clients who are charged are falling below the weekly charges threshold, that is actually paying less than £100 per week (threshold set by Welsh Government).

It should be noted that Swansea Council only invoices clients for actual services (hours of care) received.

During any period, clients may, based on the actual care they receive, move in and out of the threshold, that is some weeks their care may receive less than the maximum, and other weeks they receive more care to trigger the threshold.

It should be noted of the 262 clients, some would have been assessed as needing a package of care which is expected to be at, or over, the maximum weekly charge level. Our analysis of the sample week also noted that of **35 people** have a max charge of £100 but receive actual services totalling 1 hour a week or less, so were invoiced for £23.16(the current hourly rate).

Our analysis also showed that within the group of 262 clients, there is a range in relation to what charged and the maximum weekly charge (currently £100). The lowest difference was £1.57 between what they were invoiced for and the threshold charge, whilst the greatest difference was £76.84, that is those people charged only for an hour of adult social care. This group would be impacted by approx. £3.16 per hour care received, the proposed uplift on the current hourly rate (£27.00).

Main References.

ONS (2022) How life has changed in Swansea (Jan 2023): <https://www.ons.gov.uk/visualisations/censusareachanges/W06000011/>

ONS Provision of unpaid care (Jan. 2023): <https://www.ons.gov.uk/datasets/TS039/editions/2021/versions/2>

Annual Population Survey (APS) estimates 2023, ONS. Further information included in the *Swansea Economic Profile* available at www.swansea.gov.uk/economicprofile

Mid-year population estimates 2023, ONS. Further statistics, including population by age, are available at www.swansea.gov.uk/population.

Mid-year population estimates 2013-23, ONS. Further information at www.swansea.gov.uk/population Welsh Index of Multiple Deprivation

(WIMD) analysis of 2017-2019 deprivation: <https://www.gov.wales/analysis-protected-characteristics-area-deprivation-2017-2019>

WIMD – Swansea: <https://www.swansea.gov.uk/wimd2019>

Swansea Public Services Board (May 2022) Assessment of Local Wellbeing 2022: <https://www.swansea.gov.uk/psbassessment2022>

Swansea Council [Key facts - Swansea](#)

Swansea Council Tackling Poverty Strategy: <https://www.swansea.gov.uk/article/9610/Tackling-Poverty-Strategy>

Swansea Council Prevention Strategy: <https://staffnet.swansea.gov.uk/tacklingpovertystrategy>

See also Swansea Council's Annual Review of Social Services Charging 2022/23 (Main report)

Swansea Council's Charging (social services) policy: <https://staffnet.swansea.gov.uk/socialserviceschargingpolicy>

Under this proposal, the Council would still be working within national guidance which sets out what allowances have to be made and how charges are capped (maximum weekly charge).

It is the Council's responsibility to implement their own Charging Policy, that fairly takes into account additional costs which a service user may incur as a result of living with a disability or long term health condition.

No changes have been made within these discretionary areas, though there are plans, within Adult Services, to finalise and publish further financial assessment guidance.

The Council would also, as now, continue to support service users to maximise their benefits, including housing benefit and council tax discount, as part of case management and through the financial assessment process.

Any actions required, e.g. to fill information gaps (write below and add to action plan)?

- Finalise and publish financial assessment guidance
- Implement Swansea Council Tackling Poverty strategy
- Implement Adult Services Early Help strategy

Section 3 – Assessing the Impact (See guidance)

Please consider the possible impact on the different protected characteristics and statutory considerations:

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Race	The proposed uplift to charges and Swansea Council's charging policy will be applied within principles of equality, transparency and fairness to all service users who receive care and support from the Council and who are expected to pay for services, regardless of racial group. The uplift to actual charges could deter some people from accepting care and support, and this could impact differently within particular minority ethnic communities.	Needs further investigation	Ethnicity Nationality Gypsies / Travellers Language: interpreter provision Refugee / Asylum Seekers Migrants Awareness events United Nations Convention on the Elimination of All Forms of Racial Discrimination (UNCERD)
Disability	The proposed uplift to charges and Swansea Council's charging policy will be applied within principles of equality, transparency and fairness to all service users who receive care and support from the Council and who are expected to pay for services, regardless of disabilities. Our initial analysis shows that some younger adults and people with a learning disability could be impacted depending upon their assessed package of care, whether their chargeable hours of care are under the maximum weekly threshold. Some people with disabilities who receive care packages from the Council may find they are charged or charged more for the same service.	Negative	Mobility / Dexterity Blind or Visually impaired Deaf or Hearing impaired Mental Health Learning Disabilities Dementia Neurological difference / Autism Access to buildings/ facilities Access to communication methods Dietary requirements Other Long Term Health Conditions United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
Carers	The proposed uplift to charges, and charges are applied to the individual receiving social care.	Neutral	Providing unpaid and informal care A child caring for a disabled parent

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
	There may be, in some cases, a wider social-economic impact on carers and families. It is worth noting that Swansea Council offers carers an assessment of their own wellbeing needs. Also, that supports services available to carers are not subject to charging.		An older person caring for a friend who has a mental health issue A young adult caring for a sibling with substance misuse difficulties An adult caring for an older relative who is elderly, frail or experiencing dementia
Sex	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of gender. However, as women are generally more highly represented amongst users of adult social care, and as carers and have lower income, any uplift to charges could have a disproportionate impact on a small number of women whose care received remains under the maximum weekly threshold.	Negative	Men / Women Gender Identity Childcare Gender Pay Gap Domestic abuse United Nations Convention on the Elimination of All Forms of Discrimination against Women (UNCEDAW)
Age	The proposed uplift to charges, and Swansea Council's charging policy will be apply within the principles of equality, transparency and fairness to all service users who receive care and support from the Council and who are expected to pay for services, regardless of age. Some older adults who receive care packages from the Council may find they are charged or charged more for the same service	Negative	Older People including citizens with dementia. Could the initiative contribute to the 'age friendly' agenda or improve the experience of getting older in Swansea Children, Young People Cross-generational working offers a wide variety of benefits Working Age People, Young Families Demographics NB: Where children / young people are affected complete the Childrens Rights Checklist United Nations Convention on the Rights of the Child (UNCRC) Caring responsibilities

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Future generations (yet to be born)	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users within the statutory guidance set by Welsh Government as outlined. Council discretion is applied only within the limits set by Welsh Government, and as part of a sustainable model of health and social care.	Neutral	We must ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs
Religion & Belief	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of religion or belief.	Neutral	Faith Communities Non Beliefs Dietary requirements Vegetarianism/Veganism Other philosophical beliefs Dress code/uniforms Religious festivals/activities, agile working
Sexual Orientation	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of sexual orientation.	Neutral	Gay Lesbian Bi-sexual Heterosexual Terminology Confidentiality about sexuality https://www.stonewall.org.uk/
Gender Reassignment	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of gender / status.	Neutral	A person who proposes to, starts or has changed their gender identity Transgender Appropriate language use, ie, appropriate pronouns
Marriage & Civil Partnership	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of marital status	Neutral	Marital status Civil Partnership status

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Pregnancy & Maternity	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of whether pregnancy or maternity is a factor. The charges do not apply to children or dependent	Neutral	Pregnant mothers Those entitled to maternity and paternity leave Foster/Adoption Breastfeeding mothers
Welsh Language	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all service users who receive support from the Council regardless of whether services are provided through the medium of Welsh language.	Neutral	Ensuring equal status of both Welsh and English languages. Availability of and access to services, activities and information. Rights of individuals to ask for WL services. Impact on Welsh speaking communities, including: Positive / negative effects on opportunities to use the WL. Possible changes to number/percentage of Welsh speakers Job opportunities / Staffing changes. Training needs and opportunities Availability of Welsh medium education
Socio Economic Considerations	Income generation can reduce the costs of services to Council taxpayers or to provide care and support to more people in need. Overall, this work contributes towards Swansea Council's Corporate Plan strategic objective to safeguard our most vulnerable citizens. The social care market, as all households and businesses, has been seriously impacted by UK inflation on real wages, energy and fuel costs, and price increases. To ensure that people who are living in less favourable social and economic circumstance , means testing protects this group from increases.	Negative	People living in less favourable social and economic circumstances than others in the same society. Disadvantage may be exacerbated by many factors of daily life, not just urban or rural boundaries. The impact on limited incomes are significant but also consideration needs to be given to service accessibility and barriers to participation. 'Intersectionality' issues - where identity compounds socio-economic status, e.g., single parents (often women), disabled people, some BAME groups.

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
	Based on a weekly sample, this applied to 75%. However, we estimate 25% of people (based on a sample week) charged for non-residential adult social care services, fall below the threshold for the maximum weekly charge (currently set by Welsh Government at £100, but this may be subject to increase in 2023/24).		
Human Rights	The proposed uplift to charges and Swansea Council's Charging (social services) policy will apply equally to all citizens and service users who receive support from the Council.	Neutral	See Human Rights Articles .
Intersectionality	The wider cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on the wellbeing and care and support needs of the most vulnerable citizens. Swansea Council is working on a corporate debt recovery policy to ensure that a fair and compassionate approach is taken when working with individuals and families who are in arrears through charges.	Negative	The way in which power structures based on factors such as gender, race, sexuality, disability etc. interact with each other and create inequalities, discrimination and oppression. (the multiple layers of discrimination)
Community Cohesion	The wider cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on families and the community resilience. Swansea Council provides a range of services to support families and communities and to help manage the wider impacts	Negative	Think about relationship between people from different backgrounds, community tensions, community facilities http://gov.wales/topics/people-and-communities/communities/communitycohesion/?lang=en

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
Other (please state)	Set alongside this demand for and charging for care and support within the pandemic; how a context of growing demand and rising costs within social care is impacting on the levels of income generated in the period.	Neutral	Eg, Modern Slavery, Safeguarding, Other Covid effects, Ex-offenders, Veterans, Care Leavers, Substance Abuse, Homeless

<p>Human Rights Act 1998</p> <ul style="list-style-type: none"> • Article 2 Right to life • Article 3 Freedom from torture and inhuman or degrading treatment • Article 4 Freedom from Slavery and forced labour • Article 5 Right to liberty and security • Article 6 Right to a fair trial • Article 7 No punishment without law • Article 8 Respect for private life, family, home and correspondence • Article 9 Freedom of thought, belief and religion 	<ul style="list-style-type: none"> • Article 10 Freedom of expression • Article 11 Freedom of Assembly and association • Article 12 Right to marry and start a family • Article 13 Right to access effective remedy if rights are violated • Article 14 Protection from discrimination • Protocol 1, Article 1: Right to a peaceful enjoyment of your property • Protocol 1, Article 2: Right to education • Protocol 1, Article 3: Right to participate in free elections • Protocol 13, Article 1: Abolition of the death penalty
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If you have identified any areas which need further investigation, these will need to be added to your action plan

At present we estimate that roughly 15.6 of people (based on a sample week) are charged for non-residential adult social care services, and fall below the threshold for the maximum weekly charge (currently set by Welsh Government at £100, but this may be subject to increase in 2023/24).

We need to routinely monitor the number of clients within this cohort, and to profile against local population data and type of service received, as well as protected characteristics, such as race, gender.

Swansea Council continues to undertake an annual review of social services charges, as set out under Part 5 of the Social Services and Well-being (Wales) Act

Our review process will continue to develop and improve its methodology to take into account the following areas:

- Statutory considerations- any changes to national policy
- How Current charging policy is working in practice

- Improvements made this year. Changes planned
- Opportunities for any new charges
- What people are telling us
- How Swansea's list of charges compares to other Welsh Local Authorities
- Integrated Impact assessment

Section 4 - Involvement

Please consider all of your involvement activities here, e.g. participation, consultation, engagement, co-productive approaches, etc.

Swansea Council carried out a public consultation of the draft Social Care Charging Policy for 2025/26 in February 2025: [Draft for Social Care Charging Policy 2025 - Swansea](#)

The response sought was regarding the proposal ...

The proposed draft must be accessible and comprehensive enough for members of the public who the Social Care Charging Policy directly effects to understand and consider the information included. The proposed draft policy should align with the following criteria:

- Easy to read.
- Easy to understand.
- Well laid out.
- Appropriate length.
- Informative.
- Social Care Charges are applied in a fair way.
- Social Care Charges are understood consistently.

The principal changes to the proposed Social Care Charging Policy draft laid out is to increase charges in line with increased inflation costs or to ensure we recover all cost of providing our services would also apply to charges to Social Care Services.

Our Social Services Charging Policy has been produced in accordance with the legal requirements set out in The Social Services and Well-being (Wales) Act 2014 ("the Act") and sets out Swansea Council's position on charging for social care.

It is proposed that:

1. Swansea Council charge the same rate for internal residential care homes as external residential care homes.
2. Swansea Council charge the same rate for internal domiciliary care as external domiciliary care services.
3. Swansea Council increase pre-deputy support fees from £5 per week to £10 per week.
4. Swansea Council introduce an installation charge for community alarms.
5. Swansea Council introduce an inflationary uplift to all non-social care charges.
6. Swansea Council charges interest at the maximum allowable rate for a DPA.
7. Swansea Council introduce administrative charges as one-off costs as part of deferred payment agreements.

Maximum charging and means testing will still apply as per the current policy. Details of the policy and list of charges current applied can be found here: www.swansea.gov.uk/socialserviceschargingpolicy.

If you need any further information in relation to the proposed increase in charges for social care, please contact us on the details below:

Email: CAP@Swansea.gov.uk

Tel: 01792 636519

What involvement has been undertaken to support your view? How did you ensure this was accessible to all?

As part of the consultation for the proposed Social Care Charging Policy draft and proposed changes/additions to charges, we made the draft publicly available at www.swansea.gov.uk/draftchargingpolicy2025 for the public to review ahead of the survey.

Swansea Council carried out a consultation on the Charging Policy in addition to its usual budget proposals consultation.

The Consultation was launched in February 2025 and ran until March 6 2025.

The Consultation was shared via the Swansea Council website in English and Welsh

We worked with Design Print and Swansea Libraries to ensure that bilingual physical copies of the survey were made available in central hubs and community libraries across Swansea.

It was promoted to all social services staff via the weekly Directors Brief and monthly newsletter. Staff were encouraged to share with clients and their networks.

We collaborated with the corporate communications team to promote the draft policy and survey to the public via our social media network and recorded public comments regarding the consultation.

We shared the survey through the Ageing Well Weekly Newsletter, Disability Network Group, and Family Support Service and encouraged subscribers to both participate and share with other service users who may be impacted by the proposed changes to the Social Care Charging Policy.

We briefed the Central Access Point (CAP) and worked with them to handle any queries that arose as a result of the consultation. Anyone seeking further information including requests for consultation in an alternative format, for example large print, was directed to the Common Access Point (front door to Adult Services) see: [Common Access Point for Health and Social Care \(CAP\) - Swansea](#)

What did your involvement activities tell you? What feedback have you received?

In response to our public outreach via social media and external newsletters – on Social Media we received a total of 17 Shares, 3 comments, and it was seen 3.2K times. Feedback specifically to the proposed changes to the Charging Policy and format were fed directly into the main survey. There was a comment regarding the accessibility of the drafted policy. Whilst the draft policy was available publicly as a Word document, a member of the public was disconcerted by how many redirects it took to read the draft policy. There was a comment which criticised the stock image used to publicise the survey. There was also a comment from a member of the public who emphasised the importance of social care for the elderly and wished for more investment toward the quality of care. Our Ageing Well Newsletter which promoted the survey was opened approx. 4,654 times during the 4-week consultation, with an average click-rate of 5.9%. Our Disability Network Group Newsletter was opened approx. 329 times during the 4-week consultation, with an average click-rate of 2.4%.

In response to Swansea Council’s public consultation on the proposed draft and changes for the Social Care Charging Policy 2025/26, we received a total of 21 responses - 16 Members of the public and 5 Swansea Council employees.

Why are you interested in responding to the consultation on our draft Social Care Charging Policy?

A thematic analysis of the 16 comments is shown in the following table, with some consideration:

Theme	Count	Considerations
It will impact me.	II (2)	May concern but it is currently unclear how financing care through Direct Payments will be affected.
It may impact me in future.	II (2)	A comment on getting extra help and care in future and struggling to find care staff.

It will impact someone I care about.	IIII (4)	A few comments about concern over family members in/receiving care.
It will impact someone I care for.	I (1)	1 response from an Unpaid Carer who is caring for a family member.
I am a resident/taxpayer.	II (2)	A couple of responses about Council tax.
I work in Social Care.	IIIII (5)	A few responses from employees that take an interest in the delivery of social care and working with adults.

Have you read the draft Social Care Charging Policy?

Yes (18) 86%

No (3) 14%

Having read the draft Social Care Charging Policy, do you agree or disagree with the following?

The policy is easy to read:

Strongly Agree (1) 6%

Tend to Agree (8) 44%

Neither Agree nor Disagree (7) 39%

Tend to Disagree (1) 6%

Strongly Disagree (1) 6%

The policy is easy to understand:

Strongly Agree (-)

Tend to Agree (5) 28%

Neither Agree nor Disagree (8) 44%

Tend to Disagree (4) 22%

Strongly Disagree (1) 6%

The policy is well laid out:

Strongly Agree (1) 6%

Tend to Agree (7) 39%

Neither Agree nor Disagree (5) 28%

Tend to Disagree (5) 28%

Strongly Disagree (-)

The policy is an appropriate length:

Strongly Agree (-)

Tend to Agree (7) 39%

Neither Agree nor Disagree (6) 33%

Tend to Disagree (4) 22%

Strongly Disagree (1) 6%

The policy is informative:

Strongly Agree (2) 11%

Tend to Agree (5) 28%

Neither Agree nor Disagree (7) 39%

Tend to Disagree (3) 17%

Strongly Agree (2) 11%

Strongly Disagree (1) 6%

The policy will ensure that Social Care Charges are applied in a fair way:

Strongly Agree (2) 11%

Tend to Agree (3) 17%

Neither Agree nor Disagree (5) 28%

Tend to Disagree (6) 33%

Strongly Disagree (2) 11%

The policy will ensure that the Social Care Charges are understood consistently:

Strongly Agree (1) 6%

Tend to Agree (3) 17%

Neither Agree nor Disagree (7) 39%

Tend to Disagree (6) 33%

Strongly Disagree (1) 6%

Are there any further comments you would like to make about the draft Social Care Charging Policy?

A thematic analysis of the 10 comments is shown in the following table, with some consideration:

Theme	Count	Considerations
Complicated language	II (2)	References to “high tier” and “bureaucratic” language making terms too complicated for members of the public to understand,
Unclear	III (3)	Calls for further clarity for charging breakdowns for services and commencement of charges.
Lengthy	I (1)	-
Repetitive	II (2)	-
Comments on charges.	III (3)	A few comments on charges that are not relevant to this question.
Inaccessible	II (2)	A couple of mentions of the document not being “accessible” for people in relation to the themes above.

Is there anything else you feel we need to include in the Social Care Charging Policy?

A thematic analysis of the 6 comments is shown in the following table, with some consideration:

Theme	Count	Considerations
People can't afford charges.	I (1)	Swansea Council always considers personal finances when applying charges.
Include less – Key points and hyperlinks.	I (1)	Using hyperlinks to defer to external webpages for further information will move the reader out of the policy constantly.
Coproduce the policy.	I (1)	Coproduction is encouraged but difficult as the Charging Policy is a very complex document.
Further details.	II (2)	Calls for some service charges to be explained further i.e. Third-Party payments.
A breakdown of charges - current vs future charges.	III (3)	A breakdown of current vs future charges is made available at Paying for Social Services - Swansea but are not displayed during consultation.

Do you agree or disagree with charging the same for external and internal residential care homes?

Strongly Agree (5) 24%

Tend to Agree (4) 19%

Neither Agree nor Disagree (6) 29%

Tend to Disagree (4) 19%

Strongly Disagree (2) 10%

Comments:
Consistency is fairer.
Where this happens, I agree there needs to be parity... but we cannot allow private business to dictate what is a reasonable charge for a service, that way lies spiralling costs for everyone. I suggest instead specifying a set charge which is what the council will pay. I also think wherever possible social care should be provided by our council and not pass money to external organisations to do the job for us.
I read somewhere that the Welsh Government were removing for profit residential home providers. Why not reduce the amount paid to for profit private care home providers to that of internal care home providers? If internal care can cover costs at one price, why can't private care homes do the same for the same cost?
The councils need to stop caring businesses charging extortionate rates, care should be provided from a cooperative perspective not for profit gain and wasting money on unnecessary management costs.
Because the person might not be able to afford the cost of funds are cut or increased due to the current climate.

I worked in our care homes before I was a social worker, and the LA spends significantly more on funding these homes than the private sector does. We should probably charge more for internal placements.
As long as the services provided by the internal residential care homes are equal to those in private care and the quality of the homes - decor, facilities etc are equivalent to those in private sector - in my experience this is not the case.
Are there any internal residential care homes left? Internal used to be a lot more, and of a really good standard. If the same will a 3rd party top up be required or will the rates payable by the council, to the private sector, change?
Council care homes are not the same calibre- you don't offer the same.
No financial rationale for this increase has been set out. Private care facilities include a profit element - is it appropriate for the Council to be making a profit on services for some of the most vulnerable people in society. Even before arriving at a profit figure, private care homes are often burdened with significant interest charges and tend to be highly geared with an offshore element. It cannot be right of the Council to be looking at this model and the associated costs which go with it as a like for like basis to increase its charges. The consultation question is predicated on the basis that private care homes are a homogenous group. all of the same standard, all charging the same fees and all with the same level of costs. In fact, they provide different quality of care, have different offerings of service and are not identical. The question posed is therefore grossly over simplistic and is incapable of resulting in an effective and genuine consultation process. Any decision based on such a consultation would inevitably be vulnerable to judicial review.

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Do you agree or disagree with charging the same for external and internal domiciliary care homes?

- Strongly Agree (5) 24%
- Tend to Agree (4) 19%
- Neither Agree nor Disagree (7) 33%
- Tend to Disagree (3) 14%
- Strongly Disagree (2) 10%

Comments:

Consistency is fairer.
Where this happens, I agree there needs to be parity... but we cannot allow private business to dictate what is a reasonable charge for a service, that way lies spiralling costs for everyone. I suggest instead specifying a set charge which is what the council will pay. I also think wherever possible social care should be provided by our council and not pass money to external organisations to do the job for us.
For profit providers cost more because they need to make profit (and maybe pay shareholder dividends). Why should the taxpayer fund the dividends? If internal provision can be done at lower cost, it seems logical to expand the lower cost (internal) provision rather than increase the cost to match for profit (and dividend) prices.
Private companies overcharge the council for the sake of profit. The council pays too much to itself, and money is wasted. Develop social care on a cooperative basis.

As long as it is means tested so those who cannot afford to pay the amounts charged by private care agencies are not denied the help they need and again the level of support is equivalent/of the same standard as that provided by private care companies - again in my experience it isn't.

Don't understand the question. Do you mean 'services' rather than 'care homes'?

The council run care homes are not the same and are not of the same quality.

Please see the comments in my previous answer.

Do you agree or disagree that pre-deputy support fees, which reimburse the council for costs incurred prior to the receipt of a court order, be increased from £5 per week to £10 per week to part-cover the cost of this service?

Strongly Agree (6) 29%

Tend to Agree (2) 10%

Neither Agree nor Disagree (6) 29%

Tend to Disagree (3) 14%

Strongly Disagree (4) 19%

Comments:

This seems a payment for no work. Stop taking money for no effort.

As it could be unfair for the person the court order is placed on that there might not be a case to answer too.

Why do you need it to be ongoing - once a deputy has been appointed then they are the person you contact so I could accept maybe a one-off fee by not ongoing.

Do you agree or disagree with the introduction of an installation charge for community alarms?

Strongly Agree (8) 38%

Tend to Agree (3) 14%

Neither Agree nor Disagree (2) 10%

Tend to Disagree (3) 14%

Strongly Disagree (5) 24%

Comments:

I agree that this is reasonable as a charge, I would however say that there should be a partial refund for any returned equipment.

This is a small cost. However, do not allow companies to rip off people. In reality I suspect set up costs far less than £46. Charge what it really costs not for profit.

As someone might need one but has got no care package in place or care plan but also someone might be overlooked due to a change of circumstance and care plan is not reviewed.

Do you agree or disagree that the council should apply an inflationary uplift to all non-social care charges to ensure full cost recovery?

Strongly Agree (5) 24%
 Tend to Agree (6) 29%
 Neither Agree nor Disagree (5) 24%
 Tend to Disagree (2) 10%
 Strongly Disagree (3) 14%

Comments:
Not sure what this is referring to - not enough detail of the services being talked about.
I don't really know what non-social care charges are. Does this mean Council Tax?
Check efficiency of your processes first. Swansea council tends to overpay other companies and employees who are not working efficiently.
LA costs go up annually, so should the charges.
As long as the means testing is redone if those who now can't afford it are offered means tested care as this needs to be built in as income doesn't rise at the same level as every service increasing in line with inflation.
Not quite sure what 'non-social care charges' are. What would the Council be providing?

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Do you agree or disagree that the council should charge interest at the maximum allowable rate for a DPA in order to cover the costs of providing a service, which would currently be 4.45%?

Strongly Agree (4) 19%
 Tend to Agree (1) 5%
 Neither Agree nor Disagree (2) 10%
 Tend to Disagree (8) 38%
 Strongly Disagree (6) 29%

Comments:
Weighted Average rate plus 0.15 to weighted average rate of plus 4.45% is a huge rise.
The council is not a financial lending organisation and should not be behaving like one. Forcing a vulnerable person into a house sale should be approached with care and compassion not greed.
As some social workers might use to pay cost for carers to come in when they are not supposed too. which does make people afraid to want help.

A cost of a service in 2022 is X amount, the persons assets might not be available for over a decade - not sure how the historical cost would cost anyone any more money and therefore attract a need for interest.

As long as this has a maximum applied to it and perhaps it should only start after say 6 months to give the homeowner time to sell the house, and they can prove they are actively trying to sell - if not actively trying then interest should be applied from the start.

It is unfair to penalise someone (yet again) for having their own property - they already have to pay for their care in full but to charge interest and fees in addition is unfair - it is also a fall saving as in the end you will have to pay in full.

I agree that a charge should be made but I think the rate should not be higher than that earned on a typical savings account.

The council is able to borrow money at preferential interest rates. As such the interest charged should be no more than the rate at which the Council is able to borrow the money.

Do you agree or disagree that the council should charge administrative charges as one-off costs as part of deferred payment agreements to ensure costs are covered?

Strongly Agree (5) 24%

Tend to Agree (5) 24%

Neither Agree nor Disagree (2) 10%

Tend to Disagree (3) 14%

Strongly Disagree (6) 29%

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Comments:

I sometimes wonder why we pay taxes. If citizens are asked to pay directly for services, why don't we get tax reductions? If we phone the doctor, we don't get charged for the receptionist.

Administrative charges should be in line with work done. If your operator just inputs one line of data do not over charge or pay artificially increased costs.

Legal fees et al. are expensive.

As long as they are reasonable.

Again - this is your role as a council - you are taxing sick people.

So long as the charges are not excessive and can be justified to those asked to pay on request.

In the absence of a properly calculated figure for the administration fee, it's not possible to agree.

How have you changed your initiative as a result?

Whilst it is acknowledged that a number of respondents are not in favour of all of the proposals, it is considered, on balance, that it is appropriate to recommend that the proposal be adopted and to work with those people affected by the proposal to support them to manage the impact.

Many of the respondents comment on matters outside local government control such as Welsh Government and National Government policy, the way the overall health and social care system works, the way private companies function and the national charging framework in addition to how the Council is working for individual citizens and society in general. Some of comments concern whether those most vulnerable people have the ability to pay any increased charges, when they are more likely to be receiving welfare benefits and therefore supported with their costs.

Any actions required (e.g. further engagement activities, mitigation to address any adverse impact, etc.)? (Add to action plan)

Following the consultation, there are no identified changes to the initial proposal and all mitigation actions identified above remain in place. In terms of document accessibility and language we are planning to produce an Easy Read guide to improve accessibility. The document itself will be produced in a way that will allow people to access it digitally to use tools such as screen readers and text sizing but also print off as required. It will be accompanied by additional useful information and sign posting.

In addition, people who need/request additional support to understand and adapt to any changes would be able, in the first instance, to make a request for an updated Financial Assessment from the Councils Social Care Income and Finance (SCIF) Team. The Councils Financial Assessment Officers are experienced in understanding an individual's unique circumstances, to apply the agreed allowances, assessing disability related expenditure and supporting with accessing benefits advice. In certain circumstances, where someone needed more help to understand the changes, the Financial Assessment Officers can work with social workers and welfare rights officers to help maximise a client's benefits.

Section 5 – Duties (please see guidance)

Please consider how the initiative might address the following issues. How will the initiative impact on the duties set out below? Think about what work you have already done to improve the outcomes.

Public Sector Duty – how will the initiative address the below?	
Foster good relations between different groups	By working in partnership, promoting accessible services, sound professional practice through collaborative communication and the safe and secure sharing of information, we can continue to have our eyes and ears open to the experiences of those either using or working in the social care sector.
Elimination of discrimination, harassment and victimisation	In Swansea, our corporate priority is safeguarding our most vulnerable people and building resilient communities. The Council is concerned about the human rights of each and every citizen, and the need to safeguard and protect the rights of people in need of health and social, care and support. Swansea promotes safeguarding as “everyone’s business”, seeking out occurrences of abuse or neglect of vulnerable adults, and children at risk are noticed at an early stage- accessing our early intervention and preventative approaches.
Advance equality of opportunity between different groups	By working collaboratively, we can continue to improve our service offers and pathways for citizens to ensure all individuals in need of social care can give timely and proportionate responses, and support to access the help they may need through ‘What Matters’ conversations that are concerned with their unique circumstances, and the outcome they hope to achieve. Also, applying a set of clear values and principles across all social services. Adult Services’ mission statement is: <ul style="list-style-type: none"> – We will help people to keep safe and protected from harm and give opportunities to exercise voice, choice and control in all aspects of their lives. – Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce
Socio-economic Duty - Describe any issues identified as a result of the initiative for those people experiencing and living in poverty	
a) Communities of place	Whilst the overall aim of the duty is to deliver better outcomes for those who experience socio-economic disadvantage, Swansea Council is implementing the national social services charging framework and responding to the unprecedented cost of living crisis. Our statutory duty remains to safeguard the most vulnerable people in our communities, and to ensure that care and support is available to people in need.
b) Communities of interest	The Council recognises the impact that poverty has on individuals and families and provides a range of Tackling Poverty and Prevention services, closely aligned to social services so that they can be targeted to those groups where there is clear evidence of disadvantage, and eligible need.

How does your proposal ensure that you are working in line with the requirements of the Welsh Language Standards (Welsh Language Measure (Wales) 2011)? (beyond providing services bilingually)

a) To ensure the Welsh language is not treated less favourably than the English language	Swansea Council Social Services is delivered in line with the Welsh Language standards, and working towards the objectives set by the Mwy Na Geiriau framework for Health and Social Care, in particularly promoting the active offer, continuously improving the quality of our services and through a Workforce development strategy
b) That every opportunity is taken to promote the Welsh language	As above
c) Increase opportunities to use and learn the language in the community	As above

United Nations Convention on the Rights of the Child (UNCRC): Many initiatives have an indirect impact on children and you need to consider whether the impact is positive or negative in relation to both children’s rights and their best interests

Will the initiative have any impact (direct or indirect) on children and young people (think about this age group holistically e.g. disabled children, those living in poverty or from BME communities)?

It is not anticipated that there will be an impact on children and young people, their wellbeing, their life opportunities or outcomes.

All initiatives must be designed / planned in the best interests of children and young people.

Best interests of the child (Article 3): The best interests of children must be the primary concern in making decisions that may affect them. All adults should do what is best for children. When adults make decisions, they should think about how their decisions will affect children. This particularly applies to budget, policy and law makers.

Please explain how you meet this requirement:

This proposal affects clients within Adult Services in receipt of community-based services. Swansea Council supports the Welsh Government’s current position that child and family services, including services to disabled children and support to carers and young carers are not chargeable.

Also that currently the range of preventative services available to children, families and adults are not currently chargeable.

Section 6 - Sustainable Development

The Well-being of Future Generations Act (Wales) 2015 places a well-being duty on Swansea Council to carry out sustainable development. This is in line with the Council's Sustainable Development Policy and our Corporate Plan's Well-being Objectives. We must work in a way that improves 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.

The sustainable development principle means we must act in a manner, which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. We do this by applying the five ways of working.

6a) The Sustainable Development Principle's Ways of Working

The Five Ways of Working	Examples or summary of how applied
Long term - The importance of balancing short-term needs while safeguarding the ability to also meet long-term needs	The proposal is aligned to statutory requirements under the Social Services and Wellbeing (Wales) Act 2014, and towards achieving a sustainable model of social care. By ensuring that high quality services are available to meet the growing demand for social care, and the needs of an ageing local population.
Prevention - Acting to prevent problems occurring or getting worse	By implementing the national charging framework for social services, the Welsh Government intended that the Act would be cost neutral, and furthermore that by implementing social care charges would help offset the rebalancing of social care away from traditional building-based services and moving the whole systems towards prevention and wellbeing.
Integration - Considering impacts upon each of the well-being goals, well-being objectives, local well-being objectives, or on the objectives of other public bodies	Our focus in Adult Services remains on prevention and early intervention, increasingly within an integrated, whole health and social care system, supported by the West Glamorgan Regional Partnership Board's transformation programme and Area Plan.
Collaboration - Acting together with other services or external organisation towards our well-being objectives	Swansea Council aims to supporting vulnerable people with increasingly complex needs in their own homes within their own communities and towards achieving their own wellbeing outcome by collaborating with health and third sector partners locally and regionally.

Involvement - Involving people with an interest in achieving the well-being goals (everybody), and ensuring that those people reflect the diversity of the area served	<p>Citizens are supported, to anticipate and manage their own care and support needs, through a collaborative, person centred planning, best interest processes carried out with family, carers or advocates.</p> <p>Collaborative communication and the ‘What Matters conversation’ are central as a social work practice approach within adult social care in Swansea, with the focus on improving wellbeing outcomes for citizens.</p> <p>Coproduction with service users and carers is central to service development and commissioning processes.</p>
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6b) Contribution to Swansea Council’s Well-being Objectives

Our Corporate Plan’s Well-being objectives	Are directly supported by this initiative	Are not directly impacted by this initiative	May be in conflict or adversely impacted by this initiative
Safeguarding People from harm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving Education and Skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tackling Poverty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transforming our economy and infrastructure	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintaining and enhancing Swansea’s natural resources and biodiversity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transformation and Future Council development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6c) Thinking about your answers above, does the initiative support our Corporate Plan’s Well-being Objectives when considered together?

Please consider the positives and negatives as a whole. This is an opportunity to analyse the global impact of the proposal where some objectives will be advanced whilst others may be impacted. Where there is a residual negative impact for one or more objectives please show that we have considered mitigation to ensure that negative impacts are lessened. Please detail any conflicts gaps and mitigation measures.

6d) How is contribution to the National Well-being Goals maximised? Where can you add value? Consider the full goal description not just the title. Consider relevant [Journey Checkers](#). Complete the table below

Well-being Goal (click to view definition)	Primary Goals - tick if key	Any significant positive and/or negative impacts/contributions considered/mitigated
<p>A Prosperous Wales: An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work</p>	<input checked="" type="checkbox"/>	<p>The Welsh Government has developed the statutory framework for social care charging aimed at reducing the financial burden on individuals associated with current charging arrangements with the introduction of a maximum charge for non-residential care services. Swansea Council's approach to charging is integral to how we approach procurement and commissioning by ensuring fairness and transparency within the broader social care market.</p> <p>The proposal also supports the Council's budget principle of 'full cost recovery', and the corporate priority of safeguarding our most vulnerable people.</p> <p>Swansea's social services is working with Health partners towards net zero carbon targets, and achievement of progress is more likely as more people are supported within their own homes, within their local communities by a skilled, professional and local social care workforce.</p>
<p>A Resilient Wales: A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>	<input checked="" type="checkbox"/>	<p>The proposal on charging supports a vision of a longer term, sustainable model of social care in Swansea focused on improving the well-being outcome of the most vulnerable people in our communities, achieved through high quality services and a skilled, motivated workforce. Swansea Council is also concerned with the building of resilient communities who can support each other, through a collective, shared sense of health and wellbeing, and improving the environment.</p>
<p>A Healthier Wales A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p>	<input checked="" type="checkbox"/>	<p>The four themes of the Quadruple Aim, within A Healthier Wales – the Welsh Government plan for health and social care are:</p> <ul style="list-style-type: none"> • Improved population health and wellbeing; • Better quality and more accessible health and social care services; • Higher value health and social care; and • A motivated and sustainable health and social care workforce <p>Swansea Council's Adult Services has a transformation programme, supported by a regional work programme to deliver on these aims, and to modernise social care and to improve citizen's experience of how their health and care needs are met. The future funding of social care and the</p>

		resources available to meet demand remain the key areas of debate in Wales and the UK. Charging is likely to remain an important lever in meeting increasing demand for social care, with better quality and available resources.
A More Equal Wales A society that enables people to fulfil their potential no matter what their background or circumstances.	<input checked="" type="checkbox"/>	This proposal presents an approach to charging that will be equitable, fair and transparent. Services and support will deliver the same high quality of care, and achieve more equal health and wellbeing outcomes, for everyone in Swansea.
A Wales of Cohesive Communities Attractive, viable, safe and well-connected communities.	<input checked="" type="checkbox"/>	This will need to be an ongoing conversation with citizens, communities and the local population about how best their care and support needs can be met, and through coproduction helping to shape the future model of adult social care.
A Wales of Vibrant Culture & Thriving Welsh Language A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, sports and recreation.	<input checked="" type="checkbox"/>	The proposal supports Swansea Council's Adult Service model which meeting Welsh Language standards through an active offer, focus on using Welsh language to improve the quality of service provision, building on the standards of the Mwy na Geiriau (More than Just Words) framework, so that more people can communicate in their language of choice.
A Globally Responsible Wales A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.	<input checked="" type="checkbox"/>	The focus on how charges support improvement in quality and value of social care provision in safeguarding our most vulnerable within a sustainable model are internationally recognised concepts, supported by global learning, and professional communities.

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Section 7 - Cumulative Impact/Mitigation

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

It is not anticipated that this proposal will adversely impact people and communities, as there are strong and established processes, set both nationally and locally in place to mitigate such impacts, as outlined.

Further action is needed to ensure that the mitigating actions are delivered as expected, and to monitor further clients and groups who are being charged for non-residential social care services.

Any mitigation needed:

It is important that you record the mitigating actions you will take in developing your final initiative.

Record here what measures or changes you will introduce to the initiative in the final draft, which could:

- reduce or remove any unlawful or negative impact/ disadvantage
- improve equality of opportunity/introduce positive change
- support the Well-being of Future Generations Act (Wales) 2015
- reduce inequalities of outcome resulting from socio-economic disadvantage

Unlawful or Negative Impact Identified	Mitigation / Positive Actions Taken in the initiative (add to action plan)
<p>Negative impact identified as women are generally more highly represented amongst users of adult social care, and as carers and have lower income, any uplift to charges could have a disproportionate impact on a small number of women whose care received remains under the maximum weekly threshold.</p>	<p>Profile local population subject of non- residential charging for protected characteristics</p> <p>Monitor clients falling below the threshold for the maximum weekly charge based on actuals</p>
<p>Negative impact identified as some older adults who receive care packages from the Council may find they are charged or charged more for the same service</p>	<p>Monitor clients falling below the threshold for the maximum weekly charge based on actuals</p>
<p>Negative socio-economic impact identified as we estimate 25% of people (based on a sample week) charged for non-residential adult social care services, fall below the threshold for the maximum weekly charge (currently set by Welsh Government at £100, but this may be subject to increase in 2023/24).</p>	<p>Close liaison with Welsh Government to understand impact and mitigation needed if the maximum weekly charge increased</p> <p>Monitor clients falling below the threshold for the maximum weekly charge based on actuals</p>
<p>Negative impact identified as the wider cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on the wellbeing and care and support needs of the most vulnerable citizens.</p>	<p>Finalised corporate debt recovery policy to ensure that a fair and compassionate approach is taken when working with individuals and families who are in arrears through charges.</p> <p>Ensure policy is understood, implemented and adhered to, to mitigate this impact</p>
<p>Negative impact identified as cost-of-living crisis and inflationary pressures are having a disproportionate impact on those people in receipt of social care their carers and families. We do have to consider how poverty can impact on families and the community resilience and cohesion.</p>	<p>Continue to provide a range of services to support families and communities and to help manage the wider impacts.</p> <p>Ensure there are promoted and made available for all through implementation of Swansea Council Tackling Poverty strategy</p>
<p>Negative impact to service users who receive care and support from the Council and who are expected to pay for services,</p>	<p>Monitor clients falling below the threshold for the maximum weekly charge based on actuals</p>

regardless of disabilities. Initial analysis shows that some younger adults and people with a learning disability could be impacted depending upon their assessed package of care, whether their chargeable hours of care are under the maximum weekly threshold.

Monitor clients with disabilities who receive care packages from the Council to identify if they are charged or charged more for the same service.

Section 8 - Monitoring arrangements: The IIA process is an ongoing one that does not end when the initiative is agreed and implemented. Please outline the monitoring arrangements and/or any additional data collection that will help you monitor any equality impacts, risks, sustainability of your initiative once implemented:

Monitoring arrangements:

Adult Services to monitor the number of clients who are assessed at above maximum weekly charges and yet are falling below the threshold for the maximum weekly charge (based on actuals), and type of service received, and to develop reporting to profile this cohort against local population data, as well as protected characteristics, such as age, race and gender.

Actions (add to action plan):

- Monitor clients falling below the threshold for the maximum weekly charge based on actuals
- Profile local population subject of non-residential charging for protected characteristics
- Monitoring population impact as part of the annual review of charging.

Section 9 – Outcomes:

Having completed sections 1-8, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

Outcome 1: Continue the initiative – no concern

Outcome 2: Adjust the initiative – low level of concern

Outcome 3: Justify the initiative – moderate level of concern

Outcome 4: Stop and refer the initiative – high level of concern.

Section 10 - Publication arrangements:

On completion, please follow this 3-step procedure:

1. Send this IIA report and action plan to the Access to Services Team for feedback and approval – accesstoservices@swansea.gov.uk
2. Make any necessary amendments/additions.
3. Provide the final version of this report to the team for publication, including email approval of the IIA from your Head of Service. The IIA will be published on the Council's website - this is a legal requirement.

Action Plan: Please outline below any actions identified throughout the assessment or any additional data collection that will help you monitor your initiative once it is implemented:

Action	Dates	Timeframe	Lead responsibility	Progress	Add to Service Plan
Finalise and publish financial guidance	April 2025	As supplement to Council's Charging policy	Head of Adult Services and Tackling Poverty	In development	Adult Services 2025/2026
Implement Swansea Council Tackling Poverty strategy	March 2025	As strategy	Head of Adult Services and Tackling Poverty	In development	Tackling Poverty Services 2025/2026
Monitor clients falling below the threshold for the maximum weekly charge based on actuals	May 2025	To develop reporting systems	Adult Services Senior Management Team		Adult Services 2025/26
To review and update the Councils' process for annual review of social services charges	September 2025	Ahead of next annual review of social services charges	Commissioning Lead/ Corporate lead	Through Social Services Finance and Charging Group	Commissioning & Resources 2025/26

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*** Please remember to be 'SMART' when completing your action plan (Specific, Measurable, Attainable, Relevant, Timely).**

Agenda Item 10.

Report of the Cabinet Member for Investment, Regeneration, Events and Tourism

Cabinet: 10 April 2025



Leisure Partnerships Annual Report 2023/2024

Executive Summary

Purpose of Report:

To advise Cabinet of the partnership operations of key facilities within the Cultural Services, Parks and Cleansing portfolio.

This is a For Information Only report

Decision-Making Authority www.swansea.gov.uk/constitution:

Select from the list the constitutional basis www.swansea.gov.uk/constitution on which a decision is being sought (Please tick all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Article 4 "The Council Meeting" | <input type="checkbox"/> Financial Procedure Rules |
| <input type="checkbox"/> Scheme of Delegation | <input type="checkbox"/> Land Transaction Procedure Rules |
| <input type="checkbox"/> Terms of Reference | <input type="checkbox"/> Other "Please Specify" |
| <input type="checkbox"/> Contract Procedure Rules | <input checked="" type="checkbox"/> Not Applicable. Explain Why |

Corporate Plan Wellbeing Objectives:

Select which Wellbeing Objectives are relevant to this report (Please tick all that apply): <https://www.swansea.gov.uk/corporateimprovementplan>

- | | |
|---|--|
| <input type="checkbox"/> Education & Skills | <input type="checkbox"/> Tackling Poverty & Enabling Communities |
| <input type="checkbox"/> Economy & Infrastructure | <input type="checkbox"/> Transformation & Financial Resilience |
| <input type="checkbox"/> Nature Recovery & Climate Change | <input checked="" type="checkbox"/> All |
| <input type="checkbox"/> Safeguarding | <input type="checkbox"/> Not Applicable |

Relevance to Corporate Plan Wellbeing Objectives:

This report details the partners who operate leisure facilities and visitor attractions on behalf of Cultural Services, Parks and Cleansing. These partners provide services and facilities to local people, wider communities, and visitors to Swansea; providing services and facilities that are sustainable, inclusive, affordable and fit for the future. The arrangements maintain the provision of safe, welcoming environments for all where they can develop skills and take part in health and wellbeing activities. The report also details ways in which our partners are decreasing energy consumption and their carbon footprint by investing in energy efficient upgrades and products and outlines their income and expenditure for 2023/24; providing examples of how they are aiming to become financially resilient.

Reviewed and approved by:

Finance Officer: Peter Keys

Legal Officer: Caritas Adere

Access to Services Officer: Rhian Millar

Report Author & Job Title:	Richard Dando – Strategic Manager Leisure, Partnerships, Health and Wellbeing
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1. **Introduction**
2. A report on the performance of partner operators of key Council facilities within the Cultural Services, Parks and Cleansing portfolio is presented annually. This report details some of the key partnership arrangements in providing leisure and cultural services for the benefit of the residents and visitors to Swansea during 2023/24, and identifies some significant achievements during the year, along with some issues and challenges.
3. The key arrangements outlined, and facilities included within this report are:
 - Wales National Pool Swansea (WNPS)
 - Leisure Centres – Freedom Leisure
 - Plantasia Tropical Zoo – Parkwood Leisure
 - National Waterfront Museum (NWMS)
 - Other Partnership facilities: Swansea Tennis Centre and Swansea Indoor Bowls Stadium
4. Each partnership has differing arrangements regarding reporting, monitoring and data collation. This report includes performance information for each partner and brings together the key financial and usage information to demonstrate the overall performance of each operation.
5. With the differing models it is clear that a mixed economy exists, necessitating a flexible, yet transparent and robust performance management approach to monitoring compliance to each agreement. Measures are in place to adopt and share good practice based on this approach.
6. The data includes information on key income drivers, overall expenditure, including staffing costs and repairs, net cost / profit, and resultant associated costs to the Council. Where available, performance outturns for the previous period have been retained for comparative purposes.
7. Due to the timings and financial years of all the partnerships, not all figures presented are the externally audited accounts, but represent the internal outturns agreed with respective organisations.
8. The reporting period is 2023/24, but this report recognises that some partners' financial year ended later than 31st March 2024. Each partner's financial year is highlighted within each subsection.
9. Key service outcomes, highlights and snap shots from each partner during 2023/24 have been included for context. The primary purpose of the report is to present partner performance from a financial and quantitative perspective.
10. **Wales National Pool Swansea (WNPS)**
11. The partnership arrangement at WNPS is via a tri-partite agreement between the Council, Swansea University and Wales National Pool Swansea Limited, underpinned by lease and management agreements.

12. WNPS operates within a financial year that is aligned to the University, therefore runs August 2023 to July 2024 as opposed to the Council's, which runs April to March. The out-turn reflects the WNPS financial year and the contributory Council costs in their operating period.
13. WNPS is a not-for-profit organisation governed by a board of directors, including three Council members and three University representatives, independently Chaired by Greg Garner, with advice given by the Head of Cultural Services, and the Swansea University Associate Commercial Services Director and Financial Accounting Manager. The current Council representatives are Councillors Robert Francis-Davies, Robert Smith and Nicola Matthews.
14. Day to day management is by the General Manager who reports to the Board. The General Manager is supported by a Management Group with representatives from the Council and Swansea University.
15. The funding of WNPS is on a 50% share of net cost after income received, funded by both the Council and Swansea University. As part of the agreement, Swansea Council also provides the schools' swimming programme under a Service Level Agreement (SLA) and devolved funding for the Free-Swimming Initiative (FSI) under the Welsh Governments Free Swim grant.
16. WNPS have Service Level Agreements with the University and the Council for several support services. The Council provides support for delivering HR, Payroll, PR/Media and Water Safety.
17. Income levels have increased when compared to the previous year. This is primarily due to increases in both recreational swimming and the aqua school. Operating costs have increased since last year, mainly due to increased utility and staffing costs. These are all fixed costs that ensure that WNPS remains open and provides both customers and staff with a secure environment in which to operate.
Where operating costs can be controlled, WNPS have made a conscious effort to do so and reduce where feasible.
18. The budgeted 2023/24 partner contribution for the Council was £302,800. Plus, an additional £178k that had been carried forward from the previous year to allocate towards the Council's contribution of the 2023/24 deficit. The carry forward amount was the remaining additional support agreed within a previous Cabinet report. Due to the projected net deficit contribution increasing as a result of energy cost rises, a further £200k was agreed at Cabinet to support. The Council's available funding for WNPS including base budget and additional support for the period was to £680,800
19. Visitor numbers are showing a slight decrease of 4.9% on the previous year. However, the cause is likely to be due to challenges from drawing accurate data from WNPS's Leisure Management System.
20. Staffing remained a challenge, particularly lifeguards and teachers. This did impact the programme, however significant effort has been made to resolve these issues and WNPS looked to be in a better position towards the end of

2023/24, especially with teachers, which in turn allowed the expansion of the aqua school programme.

Following changes to the National Living Wage, WNPS reviewed the pay scales to resolve compaction between staff grades. A pay award of 3% was implemented for all staff in April 2024.

The Maintenance Manager post remains vacant. WNPS are awaiting a maintenance provision proposal from Swansea University.

21. In regard to maintenance and improvements WNPS carried out the following:
 - With Sport Wales funding of £108,827 replaced the start timing system and starting blocks. The works totalled £125k
 - Replaced the heater curtain at the reception entrance - £9.1k
 - Installed a pool cover on the Training Pool - £25k
 - Pool hall lighting repairs - £10.7k
22. During the period WNPS attained PWTAG PoolMark accreditation, meaning WNPS are recognised as providing the highest standards of water quality as recommended by the Pool Water Treatment Advisory Group. WNPS also achieved Learn to Swim Wales accredited status.
23. WNPS hosted 32.5 event days in 2023/24. 17.5 of which were for Swim Wales events and 3 days hosting the prestigious British Masters. The remainder were for Swansea Aquatics Club, Neath ACS, Surf Lifesaving Association Wales and Swansea University.

WNPS hosted a taster event for children for Pentathlon GB, a training camp for the Invictus games. WNPS also continue to support the annual Disability Sport Festival.

WNPS secured the hosting of the RLSS Commonwealth Lifesaving Championships (Stillwater) in July 2024.

24. Both coaches and swimmers from WNPS represented team GB at the Paris Olympics.

25. **Wales National Pool Swansea**

Table 1

WNPS	2022/2023	2023/2024
Recreational Swim	£345,295	£389,436
Aqua School	£205,139	£239,136
Other Income	£777,025	£726,989
Total Income	£1,327,459	£1,355,561
Staff Costs	£1,100,984	£1,114,042
Repairs & Maintenance	£194,667	£258,754
Other Expenditure	£1,306,573*	£1,558,643*
Total Expenditure	£2,602,225	£2,931,439
Net Cost / (Surplus)	£1,274,766	£1,575,878
Council Contribution	£540,049	£682,138
Visitor numbers	190,894	181,503

*Includes equipment depreciation

26. **Leisure Centres – Freedom Leisure Ltd**

27. The operation of the LC and the Community Leisure Centres (Penlan Leisure Centre, Penyrheol Leisure Centre, Morrision Leisure Centre, Bishopston Sport Centre, Cefn Hengoed Leisure Centre and Elba Sports Complex) were transferred under a partnership arrangement to Freedom Leisure Ltd with a 19.5 year contract on the 1st of October 2018. Freedom Leisure operates within the same financial year as the Council.

28. Each facility has slightly different arrangements in relation to proposed legal occupancy; The LC, Penlan Leisure Centre, Penyrheol Swimming Pool and the Elba Sports Complex operate under fully repairing lease principles, as Freedom have exclusivity for their main use. The remaining dual use school facilities operate under licence, or partial lease, as it is not possible to provide exclusivity to Freedom Leisure for all areas, many of which are shared with Education/School.
29. In line with their bid submission and contractual terms, a Management Fee of £987,026 was paid by the Council to Freedom Leisure in 2023/24. This is broadly £1m less than the management fee paid in 2019/20, their first full year in operation of the contract. Due to higher inflation rates, there is a slight increase to the fee in comparison to the previous year.
30. In addition to the Management Fee, a level of underwriting support from the Council was agreed by Cabinet. The provision of this additional support was agreed through an open book process. The additional level of support provided in 2023/24 was £228,542.
The requirement of the support was primarily due to increased utility and staff costs, the cost-of-living crisis and rises in inflation.
31. Income (turnover) at the close of 2023/24 was up 17% on budget and 3% on the previous year. The year end also saw a slight reduction in expenditure as a result of Freedom tightly managing costs withing their control
32. Energy cost increases have been a national issue, with leisure facilities, and particularly those operators of large facilities, including swimming pools, due to their high utility requirements being significantly impacted. Where Freedom can not control the fixed costs, they have made a conscious effort in reducing usage and their carbon footprint. The works to do this resulted in an electricity reduction of 23.7% kwh in 2023/24. There was however an increase in gas consumption of 7.1% kwh against budget. This is attributed to the cost of operating Penlan Leisure Centres CHP at 100%, but in doing this delivers a significant reduction in electricity costs.
33. Visitor numbers in 2023/24 were 1,878,928, a 3% increase in comparison to the previous year
34. There has been continued growth with gym memberships across the portfolio, a 6.9% increase on 2022/23. With 9,016 live memberships at the end of March 2024.

The Learn to Swim programme ended the year with 3,602 students enrolled. A slight decrease of 0.14% on 2022/23

Participation in the Free Swimming Initiative (FSI) remains high with participation at 2,699, a 3% increase on 2022/23. The scheme is funded by Sport Wales
35. In partnership with the Council, Freedom were successful in securing £51,000 from the 'Sport Wales Capital Fund - Sustainability' towards a destratification project (energy reducing equipment and fans). The facilities included in the

project were the LC, Penlan Leisure Centre and Penyrheol Leisure Centre. In order for the scheme to be fully delivered, Freedom were also successful in receiving funds from the Shared Prosperity Fund (SPF): Investment in Energy Efficiency. The project across the venues totalled £125,614.

36. In addition to the above, other asset improvements continued across the facilities. Some of these projects are listed below:
 - £60k Murrison Sports Hall roof repairs
 - LC waterpark maintenance
 - LC soft play remedial works
 - LC BMS works
 - Penyrheol pool hoist replaced
 - Penyrheol pool lobby floor tiling
 - Bishopston 4G LED floodlighting
 - Cefn Hengoed sports hall resurface

37. In March 2024 the redeveloped and refurbished Cefn Hengoed Leisure Centre and brand-new Sports Barn opened. The leisure centre itself was completely transformed with a brand-new fitness suite, studio and café reception area. The impact of the facility in its very early stages saw gym membership grow by 32% prior to the end of March. The fitness programme increased from 3 to 22 classes per week. Advanced bookings for the Sports Barn for April and May 2024 were at 90% capacity, and the autumn/winter bookings were at 95% capacity

38. Freedom received grant funding during the period from COAST which enabled them to deliver some activities during the summer free of charge, activities included swim lessons to both children and over 60's, fitness classes and swim sessions.
Freedom also secured £6.5k from the 'holiday food' fund, enabling them to feed 900 children attending holiday camps at the LC and Penyrheol Leisure Centre

39. Awards and Sponsors in 2023/24:
 - Freedom won the 'Sustainability Initiative Award' at the 2023 Swim Wales Awards. Recognising them for their work in energy efficiency and sustainability
 - The Swansea Partnership won two awards at the 2023/24 Freedom Leisure Leadership Conference': Regional Inspirational Leader Award and Regional Environmental & Sustainability Award.
 - The LC celebrated 15 years since it underwent a £32m renovation in April 2023
 - Freedom were headline sponsors of the 2023 Swansea Sports Award
 - Also, a category sponsor at the 2023 Early Years and Play Celebrations awards

40. **Leisure Centres Performance - Per Facility Breakdown**
Table 2

	LC	Penlan	Penyrheol	Morrison	Bishopston	Cefnhengoed	Elba	Swansea Active Communities
	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24
Total Income (Excluding Management Fee & grants)	£3,845,271	£1,732,927	£1,521,226	£789,096	£298,263	£37,657	£89,298	£0
Total Expenditure	£4,436,448	£1,776,238	£1,466,009	£1,160,455	£358,861	£486,025	£162,534	£35,323
Total Usage	565,878	380,493	483,222	256,840	100,353	33,585	58,557	N/A

41. **Leisure Centres Performance – Overall Contract**
Table 3

	2022/2023	2023/2024
Total Income (Excluding Management Fee & Grants)	£8,061,620	£8,313,737
Total Expenditure	£9,891,593	£9,881,892
Management Fee	£938,438	£987,026
Contract Support	£891,535	£228,542
Total Usage	1,825,854	1,878,928
Total Membership	11,807	12,618

42. **Plantasia Tropical Zoo – Parkwood Leisure Ltd**

43. Parkwood Leisure Ltd were awarded a 15-year contract to operate Plantasia in 2018 and took over the operation, from the Council, on the 1st of February 2019.

44. Parkwood's financial year runs January to December 2024.

45. In line with the contract and CPI provisions, a Management Fee of £148,844 was paid to Parkwood in 2024.

46. Income was marginally down on 2023, however with planning and control Parkwood also saw a reduction in expenditure and the contract continued to make a surplus.

Operating surplus' can be shared with the Council or reinvested back into the services/assets as part of contractual arrangements, reviewed on a cumulative and average basis based upon a number of years performance.

47. Launched in July 2024, Plantasia's Giants of the Past installation was a significant £90k investment designed to transport visitors back in time. The Council contributed £40k of their share of the operating surplus towards the total investment. A prime example of reinvestment.

This unique attraction features life-sized replicas and fossils of prehistoric creatures displayed alongside their modern-day relatives, highlighting the connections between past and present wildlife. Enhancing the experience, cutting-edge AR technology, provided by Magic Memories, brings these ancient giants to life, allowing visitors to interact with them through their mobile devices. This innovative use of augmented reality marks a first in the UK for Magic Memories, further elevating the immersive and educational experience for visitors.

48. At the end of 2024 the Council agreed £23,173 of their share of the operating surplus to be used for roof repairs on the main pyramid structure. The works will take place in January 2025

49. Plantasia welcomed 111,697 visitors in 2024, a 4.8% decrease compared to the previous year. This decline aligns with the broader trend across Welsh attractions, with WAVA reporting a 15-25% drop in visitor numbers at attractions and activity centres in 2024 compared to 2023. The primary factor behind this downturn has been attributed to rising cost-of-living pressures.

To navigate these challenges, Plantasia implemented a strategy to increase spend per head, ensuring financial stability despite lower visitor numbers. By introducing new products, events, and premium experiences, Parkwood have successfully maintained their overall financial position year on year.

50. Plantasia received £7k in grant funding from COAST during the period for the delivery of free educational tours for the over 50's.

51. During 2024 the following maintenance and improvement works in addition to those previously mentioned were carried out:
 - Revamp of front of house area with increased branded signage including QR codes
 - Significant animal habitat improvements, enhanced both animal welfare and visitor engagement
 - Enhanced photo kiosk experience and additional kiosks installed

52. A new Attractions Manager was successfully appointed in March 2023. As in 2023, and in partnership with Swansea University, two full-time Zoology students and a Marketing MSc student were employed as part of the Year in Industry scheme

53. Some key highlights in 2024:
 - Plantasia formed a prestigious partnership with Top Trumps, a brand renowned for its select collaborations. This exciting venture led to the creation of a Plantasia-themed Top Trumps card game.
 - Plantasia maintained its sponsorship partnership with Admiral Group Plc, supporting the Plantasia on the Road outreach initiative. This collaboration has expanded the zoo's educational outreach, reaching a wider and more diverse audience
 - 11,184 Golden Tickets were distributed to schools, outreach events, birthday parties, and charity raffles, providing more children and families the chance to experience the zoo.
 - The education team trialled two workshop sessions specifically for home educated families. The sessions proved to be highly successful, with near full attendance, demonstrating a strong demand for engaging, curriculum linked workshops within the home education community.

54. Recognition and Awards in 2024:
 - UK Attraction of the Year – Awarded by Club Hub 2024, a prestigious national award recognising outstanding family attractions.
 - Swansea Bay Tourism Awards – Highly Commended in the Best Attraction category.
 - Land, Leisure & Tourism Awards – Bronze in this nationally recognised category.
 - Blooloo Innovation Awards – The Giants of the Past installation secured 3rd place in the 'Guest Journey' category, an award open to global applications, specifically recognising technological innovation within visitor attractions.

These achievements highlight Plantasia's ongoing commitment to excellence, innovation, and visitor engagement.

55. **Plantasia Tropical Zoo Performance**
Table 4

Plantasia	2023 (Jan – Dec)	2024 (Jan – Dec)
Income (excluding management fee)	£946,284	£935,886
Total Expenditure	£824,080	£811,464
Management Fee	£142,528	£148,844
Operating surplus*/Loss	£264,732	£273,266
Total Visitors	117,212	111,697

56. **National Waterfront Museum Swansea (NWMS)**

57. The National Waterfront Museum, Swansea (NWMS), is a not-for-profit limited entity, facilitated by a public sector partnership between Welsh Government, via Museum Wales (Amgueddfa Cymru) and Swansea Council. The management is controlled by Museum Wales, within the terms of an Operational Agreement of the parties, signed in 2005.
58. Under the terms of this Agreement, Swansea Council contributes a proportion of the annual revenue costs. The company follows the same financial year as the Council.
59. The company is governed by a Board of representatives of the partners, and an independent Chair. This includes three elected members of Swansea Council and three trustees of Amgueddfa Cymru, with the late Mr Roy Phelps undertaking the role of Chair until 31st December 2023. The secretariat being provided by a remunerated post. Day to day operational matters are monitored by a group of officers from both the Council and Amgueddfa Cymru (the Operational Review Team). Both the Board and Operational Review Team meet at least twice a year.
60. Earned Income increased in 2023/24; however, the overall income is marginally down due to a reduction in the National Museum Wales grant received
61. In-person engagement and visits increased significantly in 2023/24, with 237,629 visits recoded. This is an increase of 23.4% on the performance in 2022/23.

62. Engagement with in-person and digital learning activities also increased in 2023/24 with 11,129 learners participating in a wide range of sessions available at the museum and via the Amgueddfa Cymru website.

In 2023/24 volunteers provided 1,314 hours of support to the Museum.

The GRAFT community garden (occupying the open area between the two wings of the museum building) continues to develop with its produce used for both educational and charitable purposes, working in partnership to support a wide range of partners, volunteers and placements.

63. During 2023/24 the Museum created or hosted a number of temporary exhibitions. These included Swansea Canal (April – September 2023) with the Swansea Canal Society and Ours to tell (March-August 2024), an exhibition by the Amgueddfa Cymru Producers to collect and amplify LGBTQ+ stories and experiences in Wales, this supported the delivery of Welsh Government’s LGBTQ+ Action Plan.
64. A wide range of events organised or hosted by the Museum engaged 53,189 participants in 2023/24. These included Gŵyl Tawe - Welsh Language Music Festival with Menter Iaith Abertawe, the Swansea Science Festival, organised in partnership with Swansea University, Diwali, Chinese New Year of the Dragon and the St David’s Day Croeso Festival.
65. Major repairs, renewals and maintenance are the responsibility of Amgueddfa Cymru, funded from the Museum’s core budget and its ring-fenced Renewals & Refurbishment Fund, as required. During 2023/24 this fund financed repairs to the roof of the museum building, the boilers and air conditioning system.

66. **National Waterfront Museum Swansea Performance**

Table 5

National Waterfront Museum	2022/2023	2023/2024
National Museum Wales grant	£867,700	£805,688
Welsh Government grant	£550,000	£550,000
Council contribution	£523,895	£564,905
*Council Car Park Contribution	* £153,327	*£160,963
Earned income	£43,737	£85,874

Total income	£2,138,659	£2,167,430
Staff costs	£1,356,563	£1,368,216
Repairs & maintenance	£368,347	£308,718
Other expenditure	£432,633	£490,496
Total expenditure	£2,157,543	£2,167,430
Carry forward (to)/from Renewals & Refurbishment Fund	£18,884	£0
Total visits	181,989	237,629

**Paid centrally through the Amgueddfa Cymru Enterprises Company*

67. **Other Partnership Facilities**

68. The Council has a number of other successful partnership arrangements with leisure facilities. The most significant of these are:

Swansea Indoor Bowls Stadium

69. Swansea Indoor Bowls Ltd was established as a limited company in 2014. It manages Swansea Bowls Stadium, within a fully repairing lease agreement. They receive no subsidy and follow the same financial year as the Council.

70. Annual subscription fees were increased by £10 in June 2023 and a 50p increase to hourly rink fees. Whilst this has had a positive impact on bowls income, the number of members has continued to decline year-on-year since the pandemic. The demographic of the membership is an ageing one that shows no signs of improving, and attracting new players continues to be difficult for the sport in general.

71. Overall usage has decreased by 4% on the previous year. Leagues and stadium matches became mixed in 2023 in an attempt to increase participation, and following the lead of the governing body, Welsh Indoor Bowls. Changes in programming have been trialled with no success, however the Stadiums summer league continues to grow.

72. Almost all the long-standing members of the Board have stated they would not be seeking re-election in the May 2024 AGM. The search for new volunteers

has been extremely difficult. Relying on volunteers to fulfil roles required to run the business is a continual risk and issue for the club.

The Chair resigned in December 2023. A previous incumbent agreed to fill the role until a permanent replacement could be found.

Recruitment of operational staff continued to be an issue.

73. A reduction in spend on maintenance is shown in table 6, however the Clubs reserves were severely impacted due to costly repairs and upgrades required in 2023/24:
- Roof vent and gutter downpipe repairs
 - Replacement condensation trays for the air handling units
 - Car Park barrier repairs
 - Front door control unit repairs and replacement door shutter

74. Utility cost increases continue to be a concern, with a new contract being entered into at double the cost of the previous, the tariff equated to approx. £25k per annum

The Club successfully secured £15k Shared Prosperity Funding for energy efficiency works towards a £30k project for replacing the rink lights with LED's. The works will be carried out in April 2024

75. During 2022/23 the Stadiums catering contractor left with no notice, leaving the stadium in a position to only offer a tea/coffee service from the bar for a 6 month period and putting additional pressure on staff. Thankfully in July 2023 a new caterer took on the operation.
76. One of the Stadiums Over 60s teams won the Welsh National Over 60s title for the second consecutive year, going undefeated for the entirety of the season and beating Llanelli Selwyn in the Final.

77. **Swansea Indoor Bowls Stadium Performance**
Table 6

Swansea Indoor Bowls Stadium	2022/2023	2023/2024
Bowls Income	£85,968	£91,242
Bar & Catering Income	£19,419	£11,523
Other Income	£14,302	£32,996
Total Income	£119,689	£135,761

Staff Costs	£46,089	£44,017
Building and Maintenance	£25,042	£19,061
Other Expenditure	£72,703	£70,009
Total Expenditure	£143,834	£133,087
Total Use	44,258	42,501

Swansea Tennis Centre

78. Tennis Swansea 365 Ltd (TS365) are the operators of Swansea Tennis Centre. They operate under a fully repairing lease, with no Council subsidy
79. TS365 deliver a sustainable business model, providing indoor, outdoor and outreach Tennis development for Swansea and neighbouring counties. The facility has a thriving and busy programme, catering for all ages and abilities and considered as a Regional Performance Centre, one of twelve in the UK and acts as Wales' performance hub linking to the Lawn Tennis Association. The Tennis Centre is often used as a benchmark or case study for similar facilities across the UK
80. TS365 operates on a financial year that runs June 2023 to May 2024.
81. As a result of increased players on the development programme and additional events, TS365 saw a 24% increase in income compared to 2022/23
- Expenditure continues to be tightly monitored and controlled resulting in a 7% reduction on the previous year
82. Usage continues to grow with an increase of 62% in comparison to 2022/23, and a 12% increase in Ace Fitness members (gym memberships)
83. The number of development programme players has increased from 225 to 280 weekly players during 2023/24. TS365 have developed the programme adding additional competition to the structure and 8 events supported by Tennis Wales.
- The wheelchair programme has improved significantly with attendance numbers doubling between February and May 2024.
84. TS365 received a £1,800 storm damage grant via Tennis Wales, helping to rectify damage and leaks cause by inclement weather.

The centres roof has had ongoing issues with leaks, some minor roof repairs were carried out to aid in resolving the issue.

85. TS365 appointed a Head of Development position in February 2024. The role's purpose is to lead the development programme and increase the number of people playing tennis across the city.

Two apprentices were recruited. One to support the court coaching whilst the other supports the centres social media and marketing.

86. Highlights from 2023/24:
- Delivery of two match play events. Over 50 players competed during the events
 - TS365 won the tender to deliver tennis coaching in Victoria Park and Coed Gwilym Park as part of the Tennis Wales in the Park initiative. The initiative aims to provide lower cost tennis to local communities.
 - Working in partnership with The Prince's Trust the centre delivered tennis sessions to 40 secondary age students with additional learning needs from across Swansea.
 - The Performance players continue to play at the highest level representing both Swansea and Wales across the UK and Europe. With a number being selected for National Camps.
 - The centres development programme coach won Performance Coach of the Year at the Tennis Wales Awards 2024

87. **Swansea Tennis Centre Performance**
Table 7

Swansea Tennis Centre	2022/2023	2023/2024
Course Income	£157,222	£167,342
Other Income	£200,637	£275,951
Total Income	£357,859	£443,293
Staff Costs	£91,579	£81,958
Repairs and Maintenance	£8,734	£8,294
Other Expenditure	£276,304	£261,139

Total Expenditure	£376,617	£351,392
Total Ace Fitness Members (Gym)	125	141
Total Usage	63,197	102,885

88. Stakeholder Participation

89. The information contained within this report is sourced through our partners with whom we work in a collaborative, consultative relationship, to sustain and report on the services provided. No engagement or consultation is required more broadly as this report is for information only, to evidence partner performance.

90. Risk and Issues Assessment

91. There are no additional risks and issues over and above those outlined in the body of the report and any future implications would be subject to separate reports in line with the Council's constitution

92. Integrated Assessment Implications

93. This report is For Information Only and therefore an Integrated Impact Assessment (IIA) is not required.

94. Financial Implications

95. There are no additional financial implications for the Council arising from the recommendations in this report.

96. Legal & Governance Implications

97. There are no legal or governance implications associated with this report other than those identified within it.

Appendices:

None.

Background Papers:

None.



Report of the Cabinet Member for Economy, Finance and Strategy

Cabinet - 10 April 2025

Building Capital Maintenance Programme 2025/26

Purpose:	To agree the schemes to be funded through the Capital Maintenance programme.
Policy Framework:	Financial Procedure Rule No. 7 (Capital Programming and Appraisals) The Revenue and Capital Budget as reported to and approved by Council on the 6 th March 2025
Consultation:	Access to Services, Finance, Legal, Education
Recommendation(s):	It is recommended that Cabinet: 1) Approves the proposed capital maintenance schemes as listed in Appendix A . 2) Approves the delegation to the Leader, Deputy Leader / Cabinet Member for Service Transformation, Cabinet Member for Education and the Head of Building Services and Waste (in consultation with the Head of Education Planning and Resources) to determine further capital projects should additional capital grant be forthcoming from Welsh Government to improve the school estate. 3) Approves that the Director of Finance may receive and authorise any grant forthcoming for Education capital maintenance in 2025-26.
Report Authors:	Martin Ridgeway / Rachel Jowitt
Finance Officer:	Ben Smith
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar

1.0 Introduction

- 1.1 Cabinet has previously approved the Council's Asset Management Plan for Property Assets which sets out a series of measures to improve the management and performance of the property portfolio. This Report sets out the way in which the corporate Capital Maintenance resources for 2025/26 will be deployed.

2.0 Capital Programme Process

On 6th March 2025, Council approved a Capital Maintenance allocation of £3.214m for the Authority's building portfolio – both its corporate and education stock. In previous years Welsh Government (WG) has also provided significant additional capital grant for school improvements.

- 2.2 2024-25 saw a reduction in WG education capital and the uncertainty of its future gives cause for concern about the ongoing improvement and maintenance of the education estate. Given the backlog, pressures and priorities the allocated budget will be targeted towards essential health and safety-based works and will aim to deal with repairs on an emergency response basis rather than long-term sustainable programmed works, which would require significant additional budget.

3.0 Objectives of Scheme

- 3.1 The proposals set out will directly support the corporate objectives of the Authority, in relation to the maintenance and improvement of the Authority's building portfolio.
- 3.2 This maintains the previous commitment to address the significant backlog of maintenance and minimise the potential effect of unforeseen breakdowns of building elements.
- 3.3 As was reported in previous building maintenance programme reports, attention needs to be drawn to the fact that the Authority still has a significant backlog of maintenance.

Notwithstanding the current financial pressures, further budget provisions will therefore need to be made in subsequent years to maintain this investment and minimise the risks of failure and unplanned closures.

- 3.4 The list of identified schemes (**Appendix A**) has been selected on a priority basis. The criteria for selection (unless otherwise stated) were based upon Condition rating, Legislative compliance, Health and Safety implications, likelihood of failure and business continuity. Whilst all schemes have been selected on these criteria there are a number of similar priorities which we are unable to progress within the budgets available. Please note that the Appendix also includes the list of schemes for 2024-25 to show flow and alignment (this list also included a known £583k of WG education funding).

3.5 Corporate Building Services and Education have been working closely with schools to determine need and priorities should further funding become available. Like this report projects would be prioritised based upon condition rating, legislative compliance, H&S etc and would be done in partnership with Education colleagues.

4.0 Description of Schemes

4.1 The recommended list of schemes is included in **Appendix A** and to assist, a brief summary of the planned works has been included as follows:

1a) **Statutory Compliance - Electrical**

The schemes listed consist of total rewires, partial rewires or upgrades to ensure safety and compliance with electrical regulations and maintained operation of the premises.

1b-1e) **Mechanical/Heating & Ventilation Schemes**

The schemes listed in this section deal with the avoidance of heating failures within our establishments on a prioritised basis.

1f-h&1j) **Statutory Compliance - Legionella and Asbestos**

As a result of the existing policy to enable compliance with the legionella and asbestos legislation, capital repairs arising out of risk assessments and surveys need to be carried out to maintain compliance. These upgrades are actioned throughout the year and therefore a list of schemes cannot be prepared in advance. Separate revenue monies have been set aside to deal with the ongoing management process and minor repairs.

1i) **Statutory Compliance – Radon**

Further to the Welsh Government's directive for an awareness programme of RADON in schools, and in line with the "Ionising Radiations regulations 1999".

Welsh Government produced a directory of all schools that require testing for Radon; currently we have completed testing in all schools in the high-risk areas. There is a need to carry out further testing within the remaining schools.

1l) **Statutory Compliance – Accessibility for Disabled People**

Consultation through Local Access Groups would determine required investment to the prioritisation of buildings within the available budget for 2025/26.

2) **Essential Building Repairs**

The schemes listed in **Appendix A** are a combination of prioritised schemes and allowances linked to the ongoing maintenance strategy.

2a) **Essential Repairs to Listed Buildings and Ancient Monuments**

In line with the Listed Buildings Strategy agreed by Cabinet on the 6th of January 2014, Building Services will liaise with planning officers and ensure that the available budget will continue a programme dealing with the Authority's listed assets on a prioritised basis.

3) **Drainage Works to Schools**

Previous allocations have been made to initiate a programme of drainage surveys to all of the Authority's Schools. This has identified a range of significant repairs which, if rectified, should assist the Authority in mitigating future structural failures and health and safety issues within the Schools. Minor repairs should be undertaken by Schools in line with their delegated budget.

4) **Energy/Sustainability Investment/Carbon Reduction Commitment**

The budget for 2025/26 will allow the extension of good practice measures to reduce the Council's energy use and carbon emissions. The planned programme of works will help deliver on the Council's Net Zero delivery plan approved by Cabinet 15th December 2022. The energy strategy identifies within its action plan a number of feasibility studies, which will help explore future technologies. The appointment of appropriate consultants will help inform the feasibility studies, which in turn will inform our future strategies.

5) **Fire Risk Assessments**

The Council is required to undertake Fire Risk Assessments as dictated by *The Regulatory Reform (Fire Safety) Order 2005*. Mid & West Wales Fire Service (M&WWFS) who are responsible for the enforcement of general fire safety legislation to include *The Regulatory Reform (Fire Safety) Order 2005*.

A joint approach now takes place with M&WWFS who inspect council owned assets and at times can highlight a number of measures that require attention in relation to fire safety. It is difficult to quantify the scale of works required, therefore a budget will be allocated and monitored accordingly in line with prioritised actions.

6) **Emergency Reserve Fund**

This limited fund will allow immediate response to potential building failure to avoid significant disruption, Health and Safety risk or closure. This is a limited amount which will be allocated on a priority basis throughout the year and therefore individual schemes are not listed.

7) **Match Funding**

The Capital Maintenance programme has previously included an element for match funding capital projects within schools. This has allowed the Authority to develop a joint and consistent approach in dealing with the maintenance backlog problem within our Education Portfolio by pooling resources on projects where “liability” under the division of responsibilities is ambiguous. This works with schools using their devolved maintenance allocation, thus allowing more significant repairs to be undertaken. The programme over previous financial years has been highly successful. Whilst the funding pressures on schools are also recognised, it is proposed that during 2025/26 a further allocation is made to match fund medium value projects.

8) **Preliminary Design**

This limited budget will allow initial design to commence for schemes likely to feature in 2025/26, which will in turn inform the future work programme, allowing early procurement and maximum spend against profile.

9) **Asset Management Plan**

There are a number of Service Assets with projects that would need to be factored within the 2025/26 allocated budget. Proposed investment within any of the affected assets will be undertaken in line with emerging priorities as part of the service rationalisation and Service in the Community strand.

To that end a modest capital allocation has been accounted for within the 2025/26 Capital Maintenance allocated budget.

The budget will be utilised to support priority works within the established post-commissioning review outcomes.

10) **Local Toilet Strategy**

The Council is required by legislation to develop a Local Toilet Strategy which was put in place in 2019. Whilst this doesn't require the Council to provide or maintain toilets directly, it would seem appropriate to ensure that an allowance is contained within the capital programme to carry out such improvements that arise out of the strategy. As such, an allocation has been included within the 25/26 programme with specific schemes being developed in line with the emerging action plan.

4.2 QEd Programme

- 4.2.1 The proposed list of schemes listed under **Appendix A** is based on the technical assessment of the individual establishments, resulting in the prioritised listing attached. However, consultation has taken place with

Education colleagues to confirm that none of the suggested schemes will conflict with the Authority's proposed Band B programme.

5. Integrated Assessment Implications

- 5.1 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.

5.1.1 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.

5.1.2 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.

5.2 An IIA has been carried out for this project and is attached as **Appendix B**. The impact has been determined as low priority and as such, a full IIA is not required at this stage. The Capital maintenance investment within building assets and social services assets in Swansea will help to realise a more sustainable asset portfolio for Swansea Council. Where relevant, each specific project for which funding is agreed will undertake an IIA.

6.0 Financial Implications

6.1 Capital

The total capital cost of the schemes in the Authority's Buildings Portfolio for 2025-26 delivery amount to £3.214m million capital maintenance which will be fully funded by WG General Capital allocation. Details are set out in **Appendix A**.

6.2 Revenue

Maintenance costs will be met from existing revenue budgets.

7.0 Staffing Implications

7.1 Elements of the design and works may be procured externally to supplement in-house resources although the first call will be to seek interest from neighbouring Authorities.

8.0 Procurement and Legal Implications

8.1 The 2025/26 Capital Maintenance projects identified within **Appendix A** of this report will therefore be delivered by a combination of in-house resources, with other projects procured in line with Contract Procedure Rules. Any externalised works will be procured in accordance with Contract Procedure Rules (CPRs) and procurement rules and regulations. The Council must comply with various statutory requirements as well as general obligations under the Occupiers Liability Acts.

Background Papers: None

Appendices:

Appendix A: Capital Maintenance Budget 25/26– Proposed Programme

Appendix B: IIA Screening Form

CAPITAL MAINTENANCE BUDGET 2025/26

<u>PROPOSED PROGRAMME</u>	Building Services budget £3.214m	Funding allocated in 2024/25 Capital Maintenance Report £3.2m plus £583k(WG) = £3.79m
	£000's	
<u>1 STATUTORY COMPLIANCE WORKS</u>		
<u>1a ELECTRICAL SCHEMES</u>		Other Electrical Schemes 50
Pontardulais Comp Rewire 6 of 6	30	
Blaen Y Maes Primary School rewire and Fire alarm 3 of 3	30	
Gors Primary School Rewire 2 of 4	130	
Waun Wen Rewire 2 of 3	150	83
Grange Primary / St Davids Primary Electrical Supply Upgrade	140	
Emergency lighting upgrade schools	50	
Fire alarm upgrade schools Various Primaries	25	50
Fire alarm upgrade schools Various Comps	25	50
Fire alarm upgrade Public Buildings	25	50
<u>1b MECHANICAL SCHEMES</u>		Other Mechanical Schemes 500
Pontardulais Comp - Radiator Circuits refurbishment phase 3 of 6	175	
Cwmglas Primary - Radiator circuits refurbishment phase 3 of 5	150	
<u>1c Various - School labs upgrades to meet new legislation Phase 4 of 10</u>	90	90
<u>1d Air Con Refurbishment</u>	50	50
<u>1e Kitchen/Gas/Ventilation</u>	50	0
<u>1f External Water Mains Replacement</u>	0	0
<u>1g Swimming Pools Upgrades</u>	20	20
<u>1h Legionella</u>	100	40
<u>1i Radon</u>	30	30
<u>1j Asbestos</u>	30	60
<u>PRELIMINARY DESIGN</u>		
<u>1i Preliminary Design Works, mechanical</u>	20	20
Preliminary Design Works, electrical	20	20
<u>1j DDA Works</u>	50	54

2 ESSENTIAL BUILDING REPAIRS

Newton Primary Roof	130
Glyncollen Primary Roof	130
Penyfro Primary Roof	130
Dunvant Primary Roof	130
Clwyd Primary Roof	130
Cwmglas Primary Roof	130
Dylan Thomas Roof	175
Gwyrosydd Primary Roof	130
Trallwn Primary Roof	100
Building Services HYG Roof	100
Singleton Railings	100

2a ESSENTIAL REPAIRS TO LISTED BUILDINGS

General repairs to Listed Buildings including War memorials	50	50
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2b GLAZING REGULATIONS

Filming/Re-glazing Works	50	50
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3 DRAINAGE WORKS TO SCHOOLS

Drainage Repairs to Schools	30	50
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4 ENERGY/SUSTAINABILITY INVESTMENT

Energy/Sustainability Works	50	50
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5 FIRE RISK ASSESSMENT

Building only	50	50
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6 EMERGENCY FUND FOR URGENT REPAIRS

Emergency Fund Works	500	600
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7 MATCH FUNDING

Match Funded Works	50	100
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8 PRELIMINARY DESIGN

Preliminary Design Works <u>Building</u> only	49	50
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9 ASSET MANAGEMENT PLAN

To include Condition surveys of Public Buildings 5 year programme (WG requirement)	50	100
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10 LOCAL TOILET STRATEGY

Allowance for Local Toilet Strategy	40	50
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CM BUDGET 2025/26 TOTAL	3214	£3,797
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* Alternative funding source being explored and if available money will be used for deferred essential maintenance works

Appendix B - 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: Building Services

Directorate: Place

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:

Financial Procurement Rule 7 – Additional Capital Maintenance Grant (Schools) 2024/25

To agree the schemes to be funded through the Additional Capital Maintenance Grant for Schools for the financial year 2024/25

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>

Appendix B - Integrated Impact Assessment Screening Form

- 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 has taken place with Education colleagues and senior managers within Building services who have identified the projects through a risk based assessment of the potential for business failure.

- 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.)

There will be a significant improvement to the facilities for each project, improved heating, lighting, reducing future maintenance requirements and reducing the potential risk of business failure.

Outcome of Screening

- Q8 Please describe the outcome of your screening below:**

- Summary of impacts identified and mitigation needed (Q2)
- Summary of involvement (Q3)

Appendix B - Integrated Impact Assessment Screening Form

- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

The summary of impacts has been categorised as low.

With regard to involvement this has taken place with Education and Building Services contributing, approval is also sought from the Director of Place and relevant Cabinet members.

Well-being and future generations and the five ways of working considerations include:

- The upgrade of Heating and lighting will more effectively support frontline services in the longer term
- The upgrade changes ways of working and provides a more resilient platform therefore reducing / preventing the risk of component failure
- All projects wherever possible must contribute to future net zero carbon emissions
- Collaboration is a key driver for project success. Many of the projects will be completed by local contractors utilising local suppliers

The report adheres to the transformation and future council development well-being objective in the Corporate Plan - so that we and the services that we provide are sustainable and fit for the future.

The risks surrounding the project are considered low as the programme of works has been delivered by Building Services for many years without issue and very little impact to service users.

With regard to the cumulative impact of the project, there will be a reduction in the backlog maintenance requirements, and an improvement to the authorities contribution to net zero.

The Capital maintenance investment within building assets in Swansea will help to realise a more sustainable asset portfolio for Swansea Council. Where relevant, each specific project for which funding is agreed will undertake an IIA.

(NB: This summary paragraph should be used in the relevant 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: Martin Ridgeway
Job title: Group Leader Technical Services
Date: 12/2/2025
Approval by Head of Service:
Name: Nigel Williams
Position: Head of Building Services
Date: 12/2/2025

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