



## City and County of Swansea

### Notice of Meeting

You are invited to attend a Meeting of the

## Scrutiny Performance Panel – Public Services Board

**At:** Committee Room 1 - Civic Centre, Swansea

**On:** Wednesday, 6 February 2019

**Time:** 10.00 am

**Convenor:** Councillor Mary Jones

#### **Membership:**

Councillors: P M Black, M C Child, T J Hennegan, C A Holley, P R Hood-Williams, P K Jones, L R Jones, J W Jones

Co-opted Members: Cherrie Bija, John Warman and Martyn Waygood

Other Attendees: M C Child and R C Stewart

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### Agenda

### Page No.

- 1 Apologies for Absence.**
- 2 Disclosures of Personal and Prejudicial Interests.**  
[www.swansea.gov.uk/disclosuresofinterests](http://www.swansea.gov.uk/disclosuresofinterests)
- 3 Public Questions**
  - Questions must relate to matters on the open part of the Agenda of the meeting, and will be dealt with in a 10 minute period
- 4 Notes and Conveners Letter** **1 - 7**
  - To approve & sign the Notes of the previous meeting(s) as a correct record.
- 5 Statutory Member Q&A - Swansea Council** **8 - 9**
  - Councillor Rob Stewart – Vice Chair of PSB, Leader of Swansea Council
- 6 Live Well, Age Well - Objective Lead Update on Action Plan** **10 - 19**
  - Councillor Mark Child – Cabinet Member - Care, Health & Ageing Well
  - Jane Whitmore - Partnership and Commissioning Manager

- 7 **Governance Update** 20 - 27
- Suzy Richards – Sustainable Policy Officer
- 8 **Work Plan 2018/2019** 28 - 29

**Next Meeting:** Wednesday, 3 April 2019 at 10.00 am

*Huw Evans*

**Huw Evans**  
**Head of Democratic Services**  
**Wednesday, 30 January 2019**  
**Contact: Scrutiny 636292**

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# Agenda Item 4



City and County of Swansea

## Minutes of the **Scrutiny Performance Panel – Public Services Board**

Committee Room 5 - Guildhall, Swansea

Wednesday, 5 December 2018 at 10.00 am

**Present:** Councillor M H Jones (Chair) Presided

**Councillor(s)**

P M Black  
P K Jones

**Councillor(s)**

C A Holley  
L R Jones

**Councillor(s)**

P R Hood-Williams  
J W Jones

**Co-opted Member(s)**

Cherrie Bija

**Co-opted Member(s)**

**Co-opted Member(s)**

**Officer(s)**

Bethan Hopkins  
Martyn Evans  
Max Stokes  
Suzy Richards

Scrutiny Officer  
Head of Operations South West Wales (NRW)  
Senior Natural Resources Planning Officer  
Sustainable Policy Officer

**Apologies for Absence**

Councillor(s): T J Hennegan and M Sykes

Co-opted Member(s): John Warman and Martyn Waygood

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**1 Disclosure of Personal and Prejudicial Interests.**

- None

**2 Public Questions**

- None

**3 Notes and Conveners Letter**

- Approved

**4 Working with Nature - Statutory Member Q&A**

All statutory members are asked to respond to the following questions in a roundtable discussion;

1. Do you believe the well-being plan reflects where the board decided partnership action was needed?
2. Do you believe the plan has objectives which maximise the advantage of partnership working?
3. Are there objectives missing or objectives which should not be included?
4. Are the objectives ambitious enough or too ambitious in relation to improving the well-being of people and place?
5. What timeframes and processes need to be in place to allow for effective reviewing of actions?
6. Are you concerned about the clarity of who exactly will be expected to deliver the actions leading to the achievement of an objective?
7. Are there areas of work which have been identified where you feel collective action is not beneficial? If so, what are they?
8. Is there anything else you would like to add or any area of work within PSB which you feel could benefit from the contribution of scrutiny?

- Yes it has sufficient content to steer action. The driver diagram sets out the four things needed to achieve wellbeing by working with nature: managing the environment, ensuring biodiversity, reducing our carbon footprint and increasing knowledge & understanding to underpin action, including community awareness. We've added a fifth Objective since. 'Sharing for Swansea' to maximise benefits. We've really taken this to heart in Working with Nature eg by treating public land as one public sector.
- The Swansea PSB has legitimised / elevated the profile and status of Green Infrastructure with its ABMU, Council and NRW must work in partnership on green infrastructure
- The objectives set in the PSB WB Plan can only be delivered in partnership. They don't necessarily require the PSB to be there and we haven't included any of our respective organisations' 'day job' eg improving water quality – they're all things above and beyond what we all do separately but haven't achieved to date.
- No missing objectives at this point. The existing ones, if we are to implement them meaningfully are plenty to be getting on with. We should probably said more about involving the private sector more, circular economies etc?
- Need better linkage with WG regen and economy on the 'Working with nature theme.'
- PSB aligns the work of all public bodies, NRW strategy regarding resilience beckons other public bodies to join together and add value
- Social and economic outcomes can only be achieved if ecosystems are resilient – they underpin everything
- Focus on getting momentum on Working with Nature but need to listen to what each other are doing
- Nothing is missing and Early Years and the preventative work is very encouraging e.g. NRW can contribute to education – immediate outcomes are not achievable, sustainability needs continuity
- The objectives are ambitious and if achieved the outcomes will be enormous
- Positive that people care about the environment (Penllergaer tress) but the sanctions need to be severe – the legislation is strong and need to ensure people are held to account

- Enforcement powers of Council and NRW need to be combined
- The drivers are for everyone to achieve
- The significance of what we are trying to do means success won't occur overnight – example of Scandinavian countries given as good example. We do need however to check we are going in the right direction. The PSB Research Group did try to construct a monitoring review but the PSB didn't think it was appropriate. This will be picked up in the review of the PSB's governance.
- We have to report annually as a PSB to WG of steps we've taken to deliver.
- Future Generations Commissioner and Scrutiny are holding people to account
- There are no areas where collective action is not beneficial but there is a risk of no accountability
- This (are you clear about responsibilities?) is a really good one and often overlooked. We're clear about what NRW is doing on 'Working with Nature' but less clear is how we contribute to other objectives – we're not the only statutory member to struggle with this as it's new territory for all of us. Eg AQ, community flooding, health outcomes, rec & access offer.
- The objective leads have not to date met regularly to compare notes, challenge one another and check progress/ensure no overlaps, add value. We recognised this at a recent PSB meeting and will begin to do this now we have work under our belts.
- It's only by communicating and building these new relationships that these new opportunities and contributions can be identified. Eg tackling wildfires
- Our renewed focus on governance will ensure better joining up and commissioning/ attendance at other groups. We will be asking work area leads direct to report on their work instead of reporting through a co-ordinator.
- Need communication outside of PSB, profile of PSB not high enough, too formal and not inclusive of the public for meaningful involvement
- Should look at Circular economies e.g. waste produced which doesn't have an end – Wales is a hotspot for waste crime but we do have a strong waste team in West Wales

## **5 Working with Nature - Objective Lead Update on Action Plan**

- NRW has contributed to lots of environmental data (especially at the Well Being Assessment stage), consultation and held workshops
- Want to get profile of environment up the agenda
- Green infrastructure really important in Swansea both in rural and urban environments (scored highly in Assessment consultation responses)
- Improving knowledge and understanding is a real collaborative effort
- Multi PSB green infrastructure project currently being undertaken – benefits to mental and physical health with green infrastructure
- If you don't live within 5 minutes of a green space the likelihood of accessing one drops hugely
- Currently creating a tool to recognise what a 'good' green space is
- Initiatives where trees are being planted as a result of PSB work
- The Well-being plan is a strategic document for the whole area not just PSB
- Some grant bids being approved as a result of PSB
- Climate change awareness resources being developed

- Area statements will improve opportunities and actions for people in those areas linking to ecosystem services
- 6 Wales area statements plus a marine one due to be published Dec 2019 – Apr 2020. Trying to engage people now to get them right
- Needs to achieve streamline and synergy, all about relationships which could be monitored by scrutiny

## **6 Governance Update**

- The PSB's purpose to improve well-being in Swansea by contributing to the national goals
- 3 key phases – Year 1 assessment, Year 2 Well-being Plan, Year 3 Delivery ongoing PSB is about way of working and prioritising
- New Chair appointed October 2018 Andrew Davies ABMU
- Restrictive way of working e.g. agendas can be restraining
- The Local Well-being Objectives and steps underpinning them are what are legally bound to be delivered
- Split into short, medium and long term objectives
- Relationships have improved between organisations – Working With Nature came directly from consultation and Human Rights Cities was developed by the PSB.
- Public relations addressed as 'poor' and need to be dealt with via the governance review
- There is no budget for communications
- Need mechanisms in place to capture the added value – assessed under collaboration activity rather than outcome

## **7 Work Plan 2018/2019**

- Discussed

The meeting ended at 12pm

**Chair**



**To/**

**Professor Andrew Davies  
Chair of Swansea Public Services  
Board**

*Please ask for:  
Gofynnwch am:*

*Direct Line:  
Llinell Uniongyrochol:*

*e-Mail  
e-Bost:*

*Date  
Dyddiad:*

**Overview & Scrutiny**

**01792 636292**

**scrutiny@swansea.gov.uk**

**11th January 2019**

**BY EMAIL**

Summary: This letter is from the Public Services Board Performance Panel. It follows on from the meeting on 5<sup>th</sup> December 2018 looking at the Working with Nature objective and Public Services Board Governance.

Dear Professor Davies,

On 5<sup>th</sup> December 2018 the Panel met with Martyn Evans (Head of Operations South West Wales), Max Stokes (Senior Natural Resources Planning Officer) and Suzy Richards (Sustainable Policy Officer) to discuss their thoughts on Public Services Boards and the progress under the Working with Nature objective.

We are grateful to all officers for taking time to attend this meeting considering their busy schedule and for giving us the opportunity to ask questions and provide feedback on the Panels thoughts.

#### Statutory Member Question and Answer Session

We heard that the Public Services Board (PSB) work aligns the work of all public bodies and that the Natural Resources Wales (NRW) strategy regarding resilience beckons other public bodies to work together to produce added value. We also heard that social and economic outcomes can only be achieved if ecosystems are resilient as they underpin everything. We agree with this and are encouraged to see that it is a top priority.

We heard that there is currently a focus on gaining momentum around the Working with Nature objective and an intention to listen to what other public bodies are doing to maximise achievements.

We heard that public bodies are contributing to all objectives, with NRW feeding into Early Years work with education aimed at prevention and whilst immediate outcomes

are not necessarily achievable, the long term outcomes will be enormous, recognising sustainability needs continuity.

We were concerned about some recent environmental infringements, it was discussed that the sanctions for these need to be severe and that the legislation is strong in this area with people needing to be held to account. The Panel agree with this and feel that the enforcement powers of the Council and NRW need to be combined.

It was suggested that the PSB should be looking at circular economies where waste does not produce an end product, an example of good practice given was the sustainable development of Scandinavian countries. Wales is a waste crime hotspot despite having a strong waste team.

We heard that there are no areas where collective action is not beneficial and objectives can only be achieved in partnership, however there can be a risk of lack of accountability which the Panel have raised as an issue on previous occasions. We also heard that the profile of PSB is not high enough and as a result does not create meaningful involvement from the public and is not as inclusive as it should be. We would like to see this tackled as projects develop.

#### Working with Nature - Objective Lead Update on Action Plan

During a presentation about progress, we heard how NRW and the Swansea Environmental Forum (SEF) have been consulting and holding workshops to gather data to feed into the action plan. We heard how they want to get the profile of the environment high on everyone's agenda and that green infrastructure is crucial in Swansea in both rural and urban areas. The Panel agree with this and are glad to see green infrastructure as a key part in development and regeneration plans with NRW having major input. The benefits to physical and mental health as a result of green spaces was highlighted and has long been something the Panel has supported.

We were told that if a person does not live within 5 minutes of a green space, the chances of them accessing one dramatically drops. This is just one of the reasons why we believe quality green space is essential.

We heard that the current PSB green infrastructure projects want to improve knowledge and understanding around the benefits of working with nature but this will require a real collaborative effort. We were told there is currently a tool being developed to help people understand what a 'good' green space is this comes along with climate change awareness resources.

We were told that 6 area statements including a marine area statements would be published between December 2019 and April 2020 and these will improve opportunities and actions for people in those areas linking to ecosystem services. NRW and SEF are currently trying to engage people to get these area statements correct with meaningful input.

It was encouraging to hear that trees are being planted as a result of PSB work and that grants have been approved as a result of the collaborative work under PSB.



It was highlighted that in order to succeed in these projects it is important to achieve a streamline approach and synergy. We heard that success needs good relationships and scrutiny will continue to monitor progress and collaboration.

### Governance Update

As part of an ongoing monitoring item, the Panel have a Governance update at each meeting.

We heard that the role of the PSB is about ways of working and prioritising work with the purpose to improve well-being in Swansea and doing this by contributing to the national goals. That it is important to pay attention to the steps under each objective which we are legally bound to deliver.

We heard how some restrictive ways of working such as agenda formats can restrain the meeting format but the relationships between organisations have improved. It was encouraging that the Working with Nature objective and the Human Rights Cities came directly from consultation.

We also heard public relations needs to be addressed via the governance review as it was assessed as 'poor' but there is no budget for communications which will make it a challenge.

Finally, we heard how there needs to be mechanisms in place to capture the added value which is assessed under collaboration activity rather than outcome. The Panel will continue to monitor the progress and development of the governance of the PSB.

There is no requirement for you to respond to this letter but your thoughts and comments are welcome.

Yours sincerely,



**Councillor Mary Jones**

Convener, Public Services Board Scrutiny Performance Panel

✉ [cllr.mary.jones@swansea.gov.uk](mailto:cllr.mary.jones@swansea.gov.uk)

# Agenda Item 5



## Report of the Convener

To the Public Services Board Scrutiny Performance Panel – 6<sup>th</sup> February 2019

### Statutory Member Q&A

|  |   |
|--|---|
| <b>Purpose:</b>                          | To discuss the set questions sent in advance which each statutory member is asked.                                |
| <b>Councillors are being asked to:</b>   | Consider the information provided and to forward views to the Cabinet Member via a letter from the Panel Convener |
| <b>Lead Officer &amp; Report Author:</b> | Bethan Hopkins Scrutiny Officer<br>Tel: 01792 636292<br>E-mail: bethan.hopkins@swansea.gov.uk                     |

#### 1. Background

- 1.1 As part of the ongoing scrutiny of the Public Services Board, the Panel has asked each statutory member to respond to the same set of questions.

#### 2. Main body of report

- 2.1 The questions sent to each statutory member are as follows;

- Do you believe the well-being plan reflects where the board decided partnership action was needed?
- Do you believe the plan has objectives which maximise the advantage of partnership working?
- Are there objectives missing or objectives which should not be included?
- Are the objectives ambitious enough or too ambitious in relation to improving the well-being of people and place?
- What timeframes and processes need to be in place to allow for effective reviewing of actions?
- Are you concerned about the clarity of who exactly will be expected to deliver the actions leading to the achievement of an objective?
- Are there areas of work which have been identified where you feel collective action is not beneficial? If so, what are they?
- Is there anything else you would like to add or any area of work within PSB which you feel could benefit from the contribution of scrutiny?

### **3. Conclusions**

3.1 The Panel are asked to hear the responses to each of the questions and ask any questions which they feel may be relevant.

3.2 The Panel are asked to write to the Chair of the Public Services Board with any comments or queries they have.

**Background papers:** None

**Appendices:** None

# Agenda Item 6



## Report of the Cabinet Member for Care, Health & Ageing Well

To the Public Services Board Scrutiny Performance Panel 6<sup>th</sup> February 2019

### PSB Live Well, Age Well Objective

|  |   |
|--|---|
| <b>Purpose:</b>                          | To update the Public Services Board Scrutiny Performance Panel on the Live Well, Age Well objective               |
| <b>Content:</b>                          | A update on the developing action plan and delivery and progress  |
| <b>Councillors are being asked to:</b>   | Consider the information provided and to forward views to the Cabinet Member via a letter from the Panel Convener |
| <b>Lead Councillor:</b>                  | Councillor Mark Child, Cabinet Member for Care, Health & Ageing Well  |
| <b>Lead Officer &amp; Report Author:</b> | Jane Whitmore<br>E-mail: <a href="mailto:jane.whitmore@swansea.gov.uk">jane.whitmore@swansea.gov.uk</a>           |

#### 1. Context

- 1.1 Swansea PSB is currently undergoing a review of governance which will specifically address accountability and the structures governing the planning, delivery and reporting of Local Well-being Objectives.
- 1.2 As a result, formal sign of the draft action plan has been delayed subject to completion of the governance review.
- 1.3 Significant staffing changes in key positions has led to role of Objective Lead becoming vacant. In addition, reallocation of the supporting Step Leads is also necessary to clarify and agree roles. The available resources and limited capacity of most partners will also impact this process.
- 1.4 This report aims to summarise progress and outputs relating to each of the Steps within the Live Well, Age Well Objective. Where presenting officers are familiar with Steps, more detailed information is presented.

#### 2. Background

- 2.1 In 2018 Swansea published its Wellbeing Plan with the overarching vision to work together to make Swansea a place which is prosperous, where our natural

environment is appreciated and maintained and where every person can have the best start in life, get a good job, live well, age well and have every opportunity to be healthy, happy, safe and the best they can be.

2.2 Using information from the Assessment of Local Wellbeing and by listening to people, four objectives and a cross-cutting action was identified where working together will make the biggest difference to improve Swansea's well-being.

2.3 This report gives an update on the developing action plan for the Live Well, Age Well Objective

## 2. Objective: Live Well, Age Well

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

2.1 The draft action plan for the Live Well, Age Well Objective has been developed throughout 2018 based on the following 'steps' identified in the Wellbeing Plan;

- **Community based approaches** – Exploring a range of initiatives to tackle social isolation and build personal resilience across PSB and voluntary sector
- **Innovative approaches to health and social care** – Maximising existing approaches and exploring evidence-based approaches to end of life care
- **Innovative approaches to health and social care** – *Supporting dementia Friendly Communities*
- **Making every contact count** – The development and sharing of joint messages and resources that support people remain safe and independent in their homes.
- **Innovative housing and technology** – To explore options for people with additional care needs that help them remain independent at home.
- **Culture change** – To start a debate across generations about what it means to live and age well and develop a campaign based on the feedback.

2.2 Progress has been made against many of the 'steps' outlined in the Well-being Plan, however further information is required in certain areas and leads for some areas need to be re-established to take these actions forward.

## 3. Progress to Date

3.1 Significant progress has been made in certain areas as outlined in the 'steps' and there are many planned activities going forward into 19/20.

3.2 The table outlined in section 3.3 highlights the immediate short term actions against each of the 'steps' and progress to date. It also highlights where the lead needs to be re-established.

3.3. Table of progress to date against each 'step' is outlined below;

| Step   | Action (Based on short term)  | Update (January 2019)  |
|--|---|--|
| <p data-bbox="96 236 275 341"><b>Community based approaches</b></p> <p data-bbox="96 379 331 657">Explore a range of initiatives to tackle social isolation and build personal resilience across PSB and voluntary sector.</p> <p data-bbox="96 730 125 836">Page 12</p> | <p data-bbox="351 236 828 411">Explore community health and wellbeing models and develop a range of initiatives across partners that help to get Swansea's older population healthy and active.</p> | <p data-bbox="851 341 1702 373">The link with the lead for this action needs to be re-established</p>  |
|  | <p data-bbox="351 453 813 593">Explore opportunities for building confidence, improving wellbeing and helping people who over 50+ to get back into employment.</p>                                  | <p data-bbox="851 453 2029 558">Swansea Working is working with the DWP on an initiative of tailored support with our partners for 600 people of the 50+ age group who are long term unemployed and have issues such as social isolation.</p> <p data-bbox="851 596 1984 737">Our Club will have a focus on engaging with some of our older clients (particularly those over 50), but we will consider everyone who expresses an interest. Our Club will only consist of an intro day, two weeks training with built in graduation day.</p> <p data-bbox="851 775 1998 880">Our Club will not provide work experience placements after the training, however we will look to link up with our existing ELO function, if clients are ready for work experience.</p> <p data-bbox="851 919 1989 983">Our Club should be able to work with a larger group of clients in the Liberty Stadium over two weeks than in previous sessions</p>  |
|  | <p data-bbox="351 986 694 1018">Age Friendly City Centre</p>  | <p data-bbox="851 986 2022 1126">Planning colleagues and developers have been provided with advice and resources to ensure the City Centre development is considerate of issues relating to older community members and is accessible to people of all ages. This is in line with the Council signing the Dublin Declaration to be an Age Friendly City in 2015.</p> <p data-bbox="851 1165 2011 1270">World Health Organisation guidelines on an Age Friendly City have been shared, which covers a much broader range than just urban planning, but is very relevant. <a href="http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf">http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf</a></p> <p data-bbox="851 1308 2029 1372">Engagement events with our older community members have taken place in relation to about what an Age Friendly City looks like.</p> |

| Step | Action (Based on short term)  | Update (January 2019)   |
|------|---|---|
|      |   | <p>Key priorities have been highlighted from engagement activities and shared with the relevant colleagues.</p> <p>Also in conversations with people with dementia, clear signage was one of many important issues raised. <a href="https://www.jrf.org.uk/report/how-can-we-make-our-cities-dementia-friendly">https://www.jrf.org.uk/report/how-can-we-make-our-cities-dementia-friendly</a></p> <p>We have been liaising with the Sustainability Policy Officer to ensure that Age Friendly Cities guidance along with Healthy Cities information is included in the Swansea Sustainability Statement for use by developers. (The Sustainability Statement sets out the Councils expectations in achieving high standards of sustainable development and environmental performance which will seek to progress the economic, social, cultural and environmental goals as set out in the Swansea Central Regeneration Framework and in national and local legislation policies)</p> <p>The Older Persons Commissioners Office is keen for Swansea to explore the possibility of submitting an application to be the first WHO Age Friendly City in Wales.</p> |
|      | Community Falls Prevention – Falls Prevention week February 2019  | <p>The Falls Prevention group last met October to review and reflect on the purpose of the group. The next meeting planned is planned for February 2019.</p> <p>The lead for National 1000 Lives Falls Prevention and as you know he attended the Ageing Well Steering Group in December and confirmed there would be a Falls Prevention Awareness Week 18<sup>th</sup> – 21<sup>st</sup> February.</p> <p>Materials for Falls Awareness Week and links to raise awareness will be shared and have a specific focus on Primary Care</p>   |
|      | As a UNESCO Learning City, develop and deliver a Swansea Learning Festival with a focus on Ageing Well. | <p>Swansea Learning Festival has been arranged for the 1<sup>st</sup> to the 6<sup>th</sup> April 2019 where more than 100 free events are being planned as part of a major city-wide festival showcasing and celebrating learning for all ages. The festival will take place in traditional learning venues such as colleges, schools and community centres but also in some more unusual locations including shops, restaurants and outdoor areas.</p> <p>The aim is to showcase the many different learning opportunities available to all and increase participation in learning. Activities will include interactive taster sessions,</p>  |

| Step    | Action (Based on short term)   | Update (January 2019)  |
|---------|--|--|
| Page 14 |  | exhibitions, demonstrations, classes, workshops and seminars.<br><br>More information can be found at <a href="http://www.swansea.gov.uk/swansealearningfestival">www.swansea.gov.uk/swansealearningfestival</a>   |
|         | <p>Identify funding and partnership support to enable the establishment of Local Area Coordination (LAC) across the whole of Swansea</p> <p>Scope out ways to use LAC as a vehicle to drive reform and promote an asset based approach across public sector.</p> | <p>In 2018/19 the Local Area Coordination team has continued to expand, from seven co-ordinators in March 2018 to eleven in January 2019. Partnership working continues to be vital to development. The Leadership Group, who support the growth of the programme and which meets monthly, is comprised of internal and external partners including Housing Associations, ABMU, Public Health, Swansea University and Third Sector partners.</p> <p>Three of the Housing Associations invest financially. A 2 year secondment agreement with MAWW Fire Service was initiated in 2018 but was unfortunately ended early by the Fire service after one year. Of the two most recent new posts, one has been financed by Pobl Housing Association and the other through a successful Transformation fund bid by the Cwm Tawe GP Cluster.</p> <p>Further partnership investment is being sought for further expansion of the team in 2019.</p> |

| Step  | Action (Based on short term)   | Update (January 2019)   |
|---|--|---|
| <b>Innovative approaches to health and social care</b><br><i>Maximising existing approaches and exploring evidence-based approaches to end of life care</i> | Opening the dialogue about end of life – Giving staff the skills and confidence to have open, sensitive and consistent conversations with individuals and families to ensure their rights and needs are met. | The link with the lead for this action needs to be re-established |
|   | Bereavement support – ensuring people get the right support at the right time across the life course.  | The link with the lead for this action needs to be re-established |



| Step   | Action (Based on short term)   | Update (January 2019)  |
|--|--|--|
| <p data-bbox="98 277 324 411"><b>Innovative approaches to health and social care</b></p> <p data-bbox="98 453 282 587"><i>Supporting dementia Friendly Communities</i></p> <p data-bbox="98 730 125 833">Page 15</p> | <p data-bbox="353 277 844 411">Co-produce a Dementia Friendly Swansea Action Plan for the next three years for the Public Service Board. (PSB)</p>   | <p data-bbox="869 277 2036 411">An action plan and engagement plan has been developed within the life stages team setting out our priorities for the next 3 years this includes promoting Intergenerational projects e.g. The BIG Intergenerational conversation, Dementia Friendly Schools and Dementia Friendly Homes.</p> <p data-bbox="869 453 1424 485">This will be further developed in 2019/20</p>   |
|  | <p data-bbox="353 496 844 699">Dementia Friendly Generations – Development of schools pack and aligned programme to increase awareness of dementia in young people and develop and promote intergenerational projects.</p> | <p data-bbox="869 496 1966 560">This project has been co-produced with colleagues from Health, Social Services, Education and the Alzheimer’s Society. In line with the ICF bid.</p> <p data-bbox="869 564 1160 596">As a result we found;</p> <ul data-bbox="920 601 2024 778" style="list-style-type: none"> <li data-bbox="920 601 2024 665">• Alzheimer’s society have a pack of school resources (on application only) and currently underused if not used at all by schools.</li> <li data-bbox="920 670 2024 778">• Student voice from 2 schools consulted. Findings show no Dementia awareness at all in schools and needs to be integrated somewhere in the curriculum. Preferably Welsh Bacc and PSHE.</li> </ul> <p data-bbox="869 815 1518 847">As of Jan 2019 we have achieved the following:</p> <ul data-bbox="920 852 2024 1422" style="list-style-type: none"> <li data-bbox="920 852 2024 954">• 2 schools to be involved in a pilot to raise Dementia awareness and initiate Dementia Friendly actions Pontarddulais Comp and Bishopston Primary have agreed to be pilot schools</li> <li data-bbox="920 991 2024 1054">• 2 Care homes identified The Hollies (Pontarddulais link) Newton Court Care home (Bishopston Primary link)</li> <li data-bbox="920 1102 2024 1204">• Dementia Friends information sessions have been delivered to staff and some parents. (Jan 2019) of Bishopston Primary 2 sessions to be delivered to pastoral staff at Pontarddulais Comp (March 2019)</li> <li data-bbox="920 1246 2024 1422">• People Speak Up (PSU) will be tasked with much of the intergenerational work. The aim is to create a digital storytelling project to bring together the young and older people of Swansea. To create an understanding of Dementia and to explore issues around being young and old, to learn from each other and to celebrate those moments through finding and telling our stories. (Work</li> </ul> |

| Step    | Action (Based on short term)  | Update (January 2019)  |
|---------|---|--|
| Page 16 |   | <p>to Commence March/April 2019</p> <ul style="list-style-type: none"> <li>• PSU will work closely with the Life Stages team of Swansea City and County Council to create a digital storytelling project. We will start the project with training sessions in both the schools and the care homes, this will help us to understand the needs of all participants and create a project legacy.</li> <li>• A collection of 2 workshops will take place in each school for pupils with the storyteller to create an understanding of storytelling, communication and dementia awareness.</li> <li>• A collection of 2 workshops will take place in the care homes for staff, residents and their families to create trust, form relationships between storytellers and participants and help relive anxiety.</li> <li>• The second stage of workshops will be bring the younger and older people together to explore, create and tell stories. This will be a collection of 5 workshops in the school and care homes.</li> <li>• Project Sharing – Exhibit the digital stories with photographs from the project process/ This could be in the school or the care home/ invite families and networks to celebrate the project.</li> </ul> |
|         | Dementia Friendly Homes – supporting families to stay together at home for as long as possible. | Dementia Friendly Homes project to commence April 2019 with a consultation event with a view to developing a training and information programme to support families to fully understand the dementia journey and give practical advice and support in how to create a dementia supportive environment in the home.   |

| Step                              | Action (Based on short term)   | Update (January 2019)  |
|-----------------------------------|--|--|
| <b>Making every contact count</b> | Development of a Making Every Contact Count model for Live Well and Age Well – Training rolled out across participating PSB orgs | <p>A lead for this step needs to be identified.</p> <p>Champions for the roll out of this approach have been identified and training has taken place. Aide memoire cards have also been developed.</p> <p>Two training sessions have taken place with a total of 19 participants and the roll out of this will need to be reviewed following the feedback as outlined below;</p> <ul style="list-style-type: none"> <li>• General discussion on whether the brief intervention element is too heavy and clinical for many of the front-line staff we intend to deliver this training too.</li> <li>• Needs to be flexible and adapted to all audiences.</li> <li>• Time and capacity of staff is limited, this is evident in the inability for health staff to engage as they do not have the time to attend or deliver sessions.</li> <li>• The Making Every Contact Count title could be misleading as this related to a very specific model that involves a specific brief intervention approach that may not be suitable for all front line staff</li> </ul> |

| Step                                     | Action (Based on short term)  | Update (January 2019)   |
|--|---|---|
| <b>Innovative housing and technology</b> | Explore innovative housing and assistive technology options for people with additional care needs to help people to remain independent at home.   | The link with the lead for this action needs to be re-established |
|  | Commence consultation and engagement work with adults on what their future housing needs and desires might be and explore the range of housing options available to inform Council and Social Housing new builds post 2020. | The link with the lead for this action needs to be re-established |

| Step                         | Action (Based on short term)   | Update (January 2019)   |
|------------------------------|--|---|
| <p><b>Culture change</b></p> | <p>Commence an intergenerational debate about what it means to live well and age well and develop a campaign based on the feedback that can be promoted across the life stages</p> | <p>The first Big ‘Intergenerational’ Conversation which took place on December 10th 2018 at St Teilo’s Community Cwtch.</p> <p>The content of this Big Conversation was based on the fact that the session took place on International Human Rights Day and served as the launch of the our intergenerational approach to improving quality participation and wellbeing across the life stages and was born out of the Future Generations Wales Act and the Swansea Wellbeing Plan to improve the wellbeing of all residents in Swansea.</p> <p>There were three workshops when attendees explored the following:</p> <ul style="list-style-type: none"> <li>• A City For Everyone – Participants watched a fly-through video and had access to the tactile models, maps and artist impressions before creating their idea of a ‘Best City’ using drawings, words and Playdough models.</li> <li>• All Ages Working Together – Participants created Venn diagrams of similarities and differences across the age range and considered how we can successfully work across the ages.</li> <li>• Digital Heroes - Participants learnt about the Digital Heroes programme and were able to explore different technologies like apps and virtual reality headsets to bring all ages together.</li> </ul> <p>Excellent feedback was received from this event and the next intergenerational Big Conversation is planned for the 8<sup>th</sup> of April.</p> |

**4. Legal implications**

4.1 There are no legal implications associated with this report

**5. Finance (if required)**

5.1 There are no financial implications associated with this report

**Background papers:** None

**Appendices:** None

# Agenda Item 7



## Report of the Chair of Swansea Public Services Board

To the Public Services Board Scrutiny Performance Panel – 6 February 2019

### **Monitoring Report (PSB progress, updates and governance)**

|  |  |
|--|--|
| <b>Purpose:</b>                          | To brief/update the PSB Scrutiny Performance Panel on progress, updates and governance of the PSB                        |
| <b>Content:</b>                          | A briefing/update on progress, updates and governance  |
| <b>Councillors are being asked to:</b>   | Consider the information provided and to forward views to the Chair via a letter from the Panel Convener                 |
| <b>Chair</b>                             | Andrew Davies - ABMU   |
| <b>Lead Councillor:</b>                  | Councillor Rob Stewart, Cabinet Member for Economy & Strategy (Leader)   |
| <b>Lead Officer &amp; Report Author:</b> | Suzy Richards<br>Tel: 01792 635104<br>E-mail: <a href="mailto:Swansea.psb@swansea.gov.uk">Swansea.psb@swansea.gov.uk</a> |

#### **1. PSB Progress**

- 1.1. The majority of PSB Objective Delivery Groups are working effectively with the Early Years and Live Well Age Well groups acting as pathfinders and new groups develop.
- 1.2. The work of the Early Years group has been nationally recognised as leading Wales as a Pathfinder by Welsh Government. While a coordinated approach has led to staff being trained across public services resulting in an increasingly dementia friendly city. Green infrastructure work is being undertaken with Welsh Government funding across the region's three PSBs. Engagement has started with Swansea Regeneration to build Stronger Communities and collective work on asset management via the Local Property Board has been boosted by the

ability to gain buy in and the participation of partners following a recent PSB leadership briefing.

## **2. PSB Risk Tracker**

2.1. The PSB's Risk Tracker (See Appendix 1) identifies a variety of risks and issues the majority of which share common root causes in the need for clarity in terms of accountability, resource, communication and focus.

2.2. As a result, a review of governance is viewed as a prerequisite to address key risks and issues facing the PSB. It is acknowledged that action planning, implementation and reporting is time bound however it is felt that it is more effective to address underlying governance issues before formally resolving these areas.

2.3. An assessment has been made and it is felt that sufficient activity is ongoing to ensure that the delay caused by a full review of governance will not prevent basic outcomes from being achieved, e.g. group action planning, implementation work on steps requiring short term action, preparation for basic reporting etc.

2.4. There are acknowledged risks in terms of meeting the PSB's duty to deliver the Local Well-being Plan in the short term while long-term solutions are developed. Action plans have yet to be agreed, some delivery mechanisms have yet to be formalised and statutory Annual Reporting on distance travelled takes place in April 2019.

2.5.

## **3. Governance**

3.1. A Governance Steering Group to explore best practice, explore options and prepare draft terms of reference for consideration and consultation has been formed. This group met on December 14<sup>th</sup>, January 14<sup>th</sup> and January 30<sup>th</sup>. Recommendations based on the groups work has been tabled as an item for discussion at the next PSB Core Group Meeting on 14 February and Partnership Meeting on 12 March. The Chair is also engaging the PSB to update them on the process and how to feed into the process.

3.2. It is desirable that the final governance review is adopted at the earliest opportunity allowing for the involvement of partners and key stakeholders including the PSB Scrutiny Panel. However it is noted that the PSB Scrutiny Panel next meets on 3 April followed by PSB Core Group on 11<sup>th</sup> April 2019. This means that a pre-decision Scrutiny meeting may be necessary.

3.3. This group has benefitted from legal and Corporate Governance experts. In addition, relationships with PSB Leaders in the region have been established to identify areas where areas of overlap, opportunity for learning and collaboration exist.

- 3.4. It is also intended to involve the Regional Partnership Board, Western Bay. This will take account of recent Senedd and Welsh Government work on clarifying the areas of responsibility for each organization.

### **3. Equality, Legal and Financial Implications**

There are no equality, legal or financial implications associated with this report.

#### **Appendices:**

Appendix A – Progress Tracker





## Risk/Issue Log (Light Touch)

|                         |   |                        |                    |
|-------------------------|---|------------------------|--------------------|
| <b>Project Title :</b>  | Well-being Objective Action Planning and implementation | <b>Sponsor :</b>       | Adam Hill          |
| <b>Project Manager:</b> | Suzy Richards   | <b>Date Created:</b>   | Updated 20/01/2019 |
|                         |   | <b>Version Number:</b> | 4                  |

| ID | Subject  | Risk/ Issue | Description  | Proposed Action  | By When   | RAG Status | Open/ Closed |
|----|--|-------------|--|--|-----------|------------|--------------|
| 01 | Action Plan agreement within groups<br>June 2018     | Issue       | The scheduling of meetings and allocation of step and action leads has led to delay in the setting of objectives | <p>All groups are to be reminded of the need to draft objectives by July. This might be reinforced by organisational leads.</p> <p>Update Oct 2018 – Status paper with options scheduled at Core Group for decision</p> <p><i>Update Jan 2019 – Draft individual action plans in place and in many cases being actioned – however formal sign off subject to completion of governance review</i></p> | June 2018 | Red        | Open         |
| 02 | EasyRead Version of the Well-being Plan<br>June 2018 | Issue       | This was commissioned for 3 <sup>rd</sup> May however the process has led to delays.                             | <p>Regular updates will continue to be requested. It is hoped to be delivered by July. Translation will then be required.</p> <p><i>Update Oct 2018 – No ETA or additional available, potential supplier issues, direction is sought from Core Group</i></p> <p><i>Update Jan 2019 – New supplier appointed, draft agreed and</i></p>  | July 2018 | Green      | Open         |

| ID | Subject  | Risk/ Issue | Description   | Proposed Action  | By When        | RAG Status | Open/ Closed |
|----|--|-------------|---|--|----------------|------------|--------------|
|    |  |             |   | <i>translation etc. to be complete by Feb.</i>   |                |            |              |
| 03 | Participation limited to 'usual suspects'<br>June 2018 | Risk        | There is no mechanism to communicate the action planning process so opportunities to participate are restricted.                            | In order to meet the aim of involving unusual suspects - the Action Planning Checklists requires Leads to consider who else could be involved or where existing practice can be supported<br><br><i>Update Oct 2018 - Status paper decisions will set context for options to address issue</i><br><br><i>Update Jan 2019 – Being addressed via governance review</i> | July 2018      | Amber      | Open         |
| 04 | Capacity to deliver our ambitions<br>June 2018         | Risk        | All organisations are impacted by austerity so finding the resources to deliver will be challenging   | Prompt and regular reporting on this risk so it can be mitigated where possible via partnership working.<br><br><i>Update Oct 2018 – Status paper decisions will set context for action</i><br><br><i>Update Jan 2019 – being addressed via governance review</i>  | April 2019     | Red        | Open         |
| 05 | PSB General Capacity<br>June 2018                      | Issue       | Chris Sivers is leaving, leaving a strategic and operational gap. Co-ordination support ends in September seriously impacting PSB capacity. | Mitigations include handover arrangements and pursuing options for funding future support<br><br><i>Update - Oct 2018 The new Deputy CEO will take on SC role, the PT co-ordinator role has been funded until Mar 19.</i><br><br><i>Update – Jan 2019 Deputy CEO in place, Co-ordinator in place until Mar</i>   | September 2018 | Green      | Closed       |

| ID | Subject                                       | Risk/ Issue | Description  | Proposed Action   | By When                         | RAG Status | Open/ Closed |
|----|---|-------------|--|---|---------------------------------|------------|--------------|
| 06 | Statutory Annual Report<br>Oct 2018           | Risk        | The PSB has a duty to report on progress towards improving well-being and the steps it is taking to do so.                           | Ensure Objective leads are engaged in completing action planning checklist and reporting on progress and lessons learnt<br><br><i>Update – Jan 2019 – Being addressed but dependent on accountability issues being addressed by governance review</i> | May 2018                        | Amber      | Open         |
| 07 | Membership and selection of Chair<br>Oct 2018 | Issue       | The membership and Chair is overdue for annual review  | Select chair and review membership at next Core Meeting<br><br><i>Update -Jan 2019 – Membership being addressed via governance review</i>   | Summer 2018                     | Amber      | Open         |
| 08 | Review of Governance<br>Oct 2018              |             | The PSB has committed to a Review of Governance on completion of the Local Well-being Plan   | Schedule a Review of Governance<br><br><i>Jan 2019 – Steering group established, Governance Review in progress, initial draft review to be discussed at PSB Core</i>  | Following completion of the LWP | Amber      | Open         |
| 09 | Regional Funding Bid<br>Oct 2018              | Risk        | Funding can be clawed back if objectives are not met   | Continued monthly monitoring of activity Gantt and Trello Board supported by an evidence file<br><br><i>Jan 2019 – Scheduled activities delayed due to needs of partners. Alternative plans developed and subject to agreement/implementation.</i>    | April 2019                      | Amber      | Open         |
| 10 | Additional items/projects/activities          | Risk        | Ad hoc and unanticipated items have the potential to divert focus from the implementation of the well-being Plan and overfill agenda | Clarity over the roles and responsibilities of sub and delivery groups/leads could enable a 'management by exception' approach  | Ongoing                         | Amber      | Open         |

| ID            | Subject                                | Risk/<br>Issue | Description  | Proposed Action   | By When  | RAG<br>Status | Open/<br>Closed |
|---------------|--|----------------|--|---|----------|---------------|-----------------|
|               | Oct 2018                               |                | diverting attention from core business   | where autonomous groups report to the Core Group only where necessary enabling the Core to focus on projects requiring their intervention<br><br><i>Update – Jan 2019 – Being addressed via governance review</i>   |          |               |                 |
| 11            | Streamlining<br><br>Oct 2018           | Risk           | The Local Well-being Plan is an ambitious wide-ranging long term plan not everything has to be implemented in Year 1.  | Ensuring actions are staged over actions over the short, medium and long term will ensure<br><br><i>Update – Jan 2019 – Being addressed via governance review</i>   | Ongoing  | Amber         | Open            |
| 12<br>Page 26 | New ways of working<br><br>Oct 2018    | Risk           | Workshops and other dynamic means of debate are not currently possible within the support framework  | Consider alternative/innovative mechanisms as part of the review of governance.<br><br><i>Update – Jan 2019 – Being addressed via governance review</i>   | Ongoing  | Amber         | Open            |
| 13            | Deputation and quoracy<br><br>Oct 2018 | Risk           | The Future Generations Commissioner has identified a national 'slippage' in attendance by leaders. This is perceived as 'moving away from leadership from the front' if replacements lack decision making powers | Deputies and substitutes if in possession of decision making powers and permanently in control of a brief can make more consistent well-informed decisions.<br><br>Update and core member substitute records to ensure quoracy.<br><br><i>Issue identified and mitigated –see above</i> | May 2018 | Green         | Closed          |
| 14.           | Objective lead<br>Accountability       | Issue          | Several Objective Leads have left post or responsibility is not clear, In some areas Step rather than Objective Leads are appropriate given the disparate nature of steps  | <i>The Governance Review is addressing this issue and Chair and Vice Chair meeting Leads to agree responsibilities.</i>   | Jan 2019 | Amber         | Open            |






| ID | Subject | Risk/<br>Issue | Description  | Proposed Action | By When | RAG<br>Status | Open/<br>Closed |
|----|---------|----------------|--|-----------------|---------|---------------|-----------------|
|    |         |                | within an objective –where groups are forming or co-ordination is more appropriate |                 |         |               |                 |

# Agenda Item 8

## Public Services Board Scrutiny Performance Panel Work Plan for 2018/2019

All meetings are scheduled to commence at 10am.

|   |   |
|---|---|
| <b>Meeting 1</b><br><br>Wednesday<br>18 <sup>th</sup> July 2018<br>Committee Room<br>3B           | <ul style="list-style-type: none"><li>• Terms of Reference</li><li>• Governance overview report from Rob Stewart as Chair of PSB. Questions sent in advance</li><li>• Discussion Session</li></ul>  |
| <b>Meeting 2</b><br><br>Wednesday<br>3 <sup>rd</sup> October<br>Committee Room 5                  | <ul style="list-style-type: none"><li>• Future Generations Commissioner – Question and Answer Session</li></ul>   |
| <b>Meeting 3</b><br><br>Wednesday<br>5 <sup>th</sup> December<br>Committee Room 5                 | <ol style="list-style-type: none"><li><b>1. <u>Statutory Member Session</u></b><br/><b><u>Working with Nature</u></b><ul style="list-style-type: none"><li>• Statutory member to discuss questions which have been sent in advance<br/>✚ NRW – Martyn Evans</li><li>• The plan/objective/steps – where are they involved? What are they doing against the specific steps?</li></ul></li><li><b>2. <u>Objectives/Steps Update</u></b><ul style="list-style-type: none"><li>• Objective Lead to come in and update on action plan<br/>✚ NRW – Max Stokes and Phil McDonnell</li><li>• Where are they with delivery and progress?</li></ul></li><li><b>3. <u>Monitoring Item</u></b><ul style="list-style-type: none"><li>• Suzy Richards to present monitoring report on PSB progress, updates and governance</li></ul></li></ol> |
| <b>Meeting 4</b><br><br>Wednesday 6 <sup>th</sup><br>February<br>Civic Centre<br>Committee Room 1 | <ol style="list-style-type: none"><li><b>1. <u>Statutory Member Session</u></b><br/><b><u>Live Well, Age Well and Strong Communities</u></b><ul style="list-style-type: none"><li>• Statutory member to discuss questions which have been sent in advance<br/>✚ Rob Stewart – Swansea Council</li><li>• The plan/objective/steps – where are they involved? What are they doing against the specific steps?</li></ul></li></ol>   |

|  |   |
|--|---|
|  | <p><b>2. <u>Objectives/Steps Update</u></b></p> <ul style="list-style-type: none"> <li>Objective Lead to come in and update on action plan<br/>  Polly Gordon and Adam Hill – Swansea Council</li> <li>Where are they with delivery and progress?</li> </ul> <p><b>3. <u>Monitoring Item</u></b></p> <ul style="list-style-type: none"> <li>Suzy Richards to present monitoring report on PSB progress, updates and governance</li> </ul>  |
| <p><b>Meeting 5</b></p> <p>Wednesday<br/>3<sup>rd</sup> April<br/>Committee Room 5</p> | <p><b>1. <u>Statutory Member Session</u></b><br/><b><u>Early Years</u></b></p> <ul style="list-style-type: none"> <li>Statutory member to discuss questions which have been sent in advance<br/>  Andrew Davies - ABMU</li> <li>The plan/objective/steps – where are they involved?<br/>What are they doing against the specific steps?</li> </ul> <p><b>2. <u>Objectives/Steps Update</u></b></p> <ul style="list-style-type: none"> <li>Objective Lead to come in and update on action plan<br/>  Sian Bingham – Swansea Council<br/>  Nina Williams – Public Health Wales<br/>  Sandra Husbands - ABMU</li> <li>Where are they with delivery and progress?</li> </ul> <p><b>3. <u>Monitoring Item</u></b></p> <ul style="list-style-type: none"> <li>Suzy Richards to present monitoring report on PSB progress, updates and governance</li> </ul> |