

## Council

You are hereby summoned to attend a Meeting of the **Council of the City and County of Swansea** to be held in the Council Chamber, Guildhall, Swansea on Thursday, 20 September 2018 at 5.00 pm.

The following business is proposed to be transacted:

1. **Apologies for Absence.**
2. **Disclosures of Personal and Prejudicial Interests.**  
[www.swansea.gov.uk/disclosuresofinterests](http://www.swansea.gov.uk/disclosuresofinterests)
3. **Minutes.** 1 - 12  
To approve & sign the Minutes of the previous meeting(s) as a correct record.
4. **Written Responses to Questions asked at the Last Ordinary Meeting of Council.** 13 - 19
5. **Announcements of the Presiding Member.**
6. **Announcements of the Leader of the Council.**
7. **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.
8. **Public Presentation - None.**
9. **Standards Committee Annual Report 2017-2018.** 20 - 24
10. **Report of the Wales Audit Office – Audit of Financial Statements Report – City & County of Swansea.** 25 - 42
11. **Report of the Wales Audit Office – Audit of Financial Statements Report – City & County of Swansea Pension Fund.** 43 - 58
12. **Annual Report 2017/18 - Director of Social Services.** 59 - 125
13. **Statement of Accounts 2017/18** 126 - 127
14. **Treasury Management Annual Report 2017/18.** 128 - 147

15. Democratic Services Committee Annual Report (25 May 2017 – 23 May 2018).	148 - 155
16. Extension of Term of Office for Independent (Co-opted) Member of the Standards Committee.	156 - 157
17. Membership of Committees.	158 - 159
18. Councillors' Questions.	160 - 170



**Huw Evans**  
**Head of Democratic Services**  
**Guildhall,**  
**Swansea.**

**Wednesday, 12 September 2018**

**To: All Members of the Council**

# Agenda Item 3.



**City and County of Swansea**

## **Minutes of the Council**

**Council Chamber, Guildhall, Swansea**

**Thursday, 26 July 2018 at 5.00 pm**

**Present:** Councillor D W W Thomas (Chair) Presided

### **Councillor(s)**

C Anderson  
P M Black  
J E Burtonshaw  
M C Child  
J P Curtice  
N J Davies  
A M Day  
P Downing  
C R Doyle  
M Durke  
V M Evans  
C R Evans  
W Evans  
E W Fitzgerald  
R Francis-Davies  
F M Gordon  
K M Griffiths  
J A Hale  
D W Helliwell  
T J Hennegan  
C A Holley

### **Councillor(s)**

P R Hood-Williams  
B Hopkins  
D H Hopkins  
O G James  
L James  
Y V Jardine  
M H Jones  
P K Jones  
L R Jones  
J W Jones  
E J King  
E T Kirchner  
M B Lewis  
R D Lewis  
W G Lewis  
A S Lewis  
C E Lloyd  
I E Mann  
P M Matthews  
P N May  
H M Morris

### **Councillor(s)**

C L Philpott  
S Pritchard  
A Pugh  
J A Raynor  
C Richards  
K M Roberts  
B J Rowlands  
M Sherwood  
R V Smith  
A H Stevens  
R C Stewart  
D G Sullivan  
M Sykes  
G J Tanner  
W G Thomas  
M Thomas  
L J Tyler-Lloyd  
G D Walker  
L V Walton

### **Apologies for Absence**

Councillor(s): S E Crouch, S J Gallagher, L S Gibbard, S M Jones, M A Langstone, P Lloyd, D Phillips, P B Smith, L G Thomas and T M White

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## **27. Disclosures of Personal and Prejudicial Interests.**

The Head of Legal, Democratic Services and Business Intelligence gave advice regarding the potential personal and prejudicial interests that Councillors and / Officers may have on the agenda.

The Head of Democratic Services reminded Councillors and Officers that the "Disclosures of Personal and Prejudicial Interests" sheet should only be completed if the Councillor / Officer actually had an interest to declare. Nil returns were not

required. Councillors and Officers were also informed that any declarable interest must be made orally and in writing on the sheet.

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

- 1) Councillors C Anderson, M C Child, V M Evans, R Francis-Davies, J A Hale, M B Lewis, R D Lewis, C Richards, K M Roberts, B J Rowlands, R V Smith & A H Stevens declared a Personal Interest in Minute 36 "Leisure Partnerships Annual Report";
- 2) Councillor R C Stewart declared a Personal Interest in Minute 37 "Swansea Bay City Deal";
- 3) Councillors C Anderson, P M Black, J E Burtonshaw, M C Child, J P Curtice, N J Davies, A M Day, C R Doyle, P Downing, M Durke, C R Evans, V M Evans, W Evans, E W Fitzgerald, R Francis-Davies, F M Gordon, K M Griffiths, J A Hale, D W Helliwell, T J Hennegan, C A Holley, P R Hood-Williams, B Hopkins, D H Hopkins, L James, O G James, Y V Jardine, J W Jones, L R Jones, M H Jones, P K Jones, E J King, E T Kirchner, A S Lewis, M B Lewis, R D Lewis, W G Lewis, C E Lloyd, I E Mann, P M Matthews, P N May, H M Morris, C L Philpott, S Pritchard, A Pugh, J A Raynor, C Richards, K M Roberts, B J Rowlands, M Sherwood, R V Smith, A H Stevens, R C Stewart, D G Sullivan, M Sykes, D W W Thomas, M Thomas, G J Tanner, W G Thomas, L J Tyler-Lloyd, G D Walker & L V Walton declared a Personal Interest in Minute 38 "Local Democracy & Boundary Commission for Wales' Review of Electoral Arrangements for the City and County of Swansea."

## **28. Minutes.**

**Resolved** that the following Minutes be approved and signed as a correct record:

- 1) Ordinary Meeting of Council held on 21 June 2018.

## **29. Written Responses to Questions asked at the Last Ordinary Meeting of Council.**

The Head of Legal, Democratic Services and Business Intelligence submitted an information report setting out the written responses to questions asked at the last Ordinary Meeting of Council.

## **30. Announcements of the Presiding Member.**

- 1) **Amendments / Corrections to the Council Summons**
  - i) **Agenda Item 13 "Local Democracy & Boundary Commission for Wales' Review of Electoral Arrangements for the City and County of Swansea"**

The Presiding Member stated that a sheet had been circulated amending a few details within the report. The amendments were in relation to the following Electoral Wards - Fairwood, Killay North, Killay South, Penclawdd, Penderry, Penllergaer, Townhill & Uplands.

**ii) Agenda Item 15 “Amendments to the Council Constitution”**

The Presiding Member stated that the recommendation should be amended to read “The changes to the Council Constitution as outlined in Appendix A and B of the report together with any further consequential changes be approved”.

**31. Announcements of the Leader of the Council.**

**1) Swansea Bay Tidal Lagoon**

The Leader of the Council provided an update on the ongoing work to deliver a Swansea Bay Tidal Lagoon.

**32. Public Questions.**

A number of questions were asked by members of the public. The relevant Cabinet Member responded accordingly. Those questions requiring a written response are listed below:

- 1) Nortridge Perrott asked the Leader of the Council questions in relation to Minute 37 “Swansea Bay City Deal”.

“How do the 11 projects within the Swansea Bay City Deal work with the Well being of Future Generations (Wales) Act 2015?”

The Leader of the Council stated that a written response would be provided.

**33. Public Presentation - Young Carers in Swansea.**

Ifor Glyn (Director) and Alexandra Atkins (Young Adult Carers Project Manager) gave a presentation on the work of Young Carers in Swansea. They stated that the Swansea Carers Centre was a specialist voluntary organisation providing support to unpaid carers and former carers across the City and County of Swansea.

The Swansea Carers Centre offers free information, advice and support to make life easier for the carer and the person being cared for. They seek to provide opportunities for carers to meet other carers, share experiences and work together to get things changed for the benefit of everyone.

Councillor W Evans thanked them for their presentation.

**34. Review of the Policy on the Licensing of Sex Establishments.**

The Delivery Cabinet Member submitted a report, which sought consideration of the outcome of the consultation on the review of the Sex Establishment Policy and to agree the amended Sex Establishment Policy for adoption and publication.

**Resolved** that:

- 1) The amended policy on the Licensing of Sex Establishments, attached as Appendix A of the report be approved and adopted;
- 2) The existing “relevant localities” for the purpose of determining applications for sex establishments and the “appropriate number” of sex establishments for each locality be retained.

**35. Review of the Statement of Policy for Licensing.**

The Delivery Cabinet Member submitted a report, which sought consideration of the response to the consultation on the review of the Council's Statement of Policy for Licensing.

**Resolved** that:

- 1) The response to the consultation on the proposed amendments to the Policy be considered;
- 2) The proposed amendments be approved;
- 3) The revised policy attached at Appendix A of the report be adopted.

**36. Leisure Partnerships Annual Report.**

The Investment, Regeneration & Tourism Cabinet Member submitted a report, which advised Council of the partnership operations of key facilities within the Cultural Services portfolio.

**Resolved** that:

- 1) The report be noted.

**Note:** Councillor W G Thomas asked for a breakdown of the costs relating to the 360 Beach and Water Sports “Other Expenditure” of £236,286 referred to on Page 113 of the Council Summons.

The Investment, Regeneration & Tourism Cabinet Member stated that a written response would be provided.

### **37. Swansea Bay City Deal.**

The Leader of the Council and Chief Executive jointly submitted a report, which sought approval to establish the Swansea Bay City Deal Joint Committee and the associated governance arrangements.

**Resolved that:**

- 1) The establishment of the Swansea Bay City Deal (SBCD) Joint Committee and associated governance structure as outlined in the report be endorsed with the membership from this Authority being the Leader of the Council;
- 2) The draft Joint Committee Agreement be endorsed and delegated authority be granted to the Chief Executive, in consultation with the Leader of the Council, to make such minor amendments to the Agreement as are required and agreed between the partner Authorities and the UK and Welsh Governments to finalise the agreement;
- 3) The establishment of a Swansea Bay City Deal Joint Scrutiny Committee be endorsed with the membership from this Authority being Councillors J P Curtice, P Downing and M H Jones;
- 4) The proposal that the Council contributes £50k per annum over 5 years to jointly cover operating costs for the Joint Committee, Economic Strategy Board, Programme Board, Joint Scrutiny Committee, Accountable Body and Regional Office functions be endorsed and the principle that further funding be provided equivalent to the 1.5% top slice of the City Deal funding allocation be approved. The agreement of the basis of the provision of this funding to be delegated to the Head of Financial Services and Service Centre (Section 151 Officer) in consultation with the Leader of the Council.
- 5) The Head of Financial Services and Service Centre (Section 151 Officer) be authorised to explore and implement the most appropriate proportionate borrowing to fund Regional projects delivered in Council respective areas.
- 6) The Head of Financial Services and Service Centre (Section 151 Officer) be authorised to negotiate with colleague Directors the most appropriate allocation basis for the regional non-domestic rate retention in respect of the 11 projects.

**Note:** Councillor J W Jones asked what the cost proportion was for Swansea Council based on the 11 projects referred to on Page 128 of the Council Summons.

The Leader of the Council stated that he would recirculate the slides containing the information.

**38. Local Democracy & Boundary Commission for Wales' Review of Electoral Arrangements for the City and County of Swansea.**

The Returning Officer and Head of Democratic Services jointly submitted a report, which sought approval to provide the Authority's Initial Observations to the Local Democracy & Boundary Commission for Wales in relation to the review of the City and County of Swansea Electoral Arrangements.

The Head of Democratic Services stated that this report had been considered by the Constitution Working Group on 11 July 2018. That Group recommended that Council approve the report for submission as part of the consultation period.

An amendment sheet was also circulated in order to amend some elements within the report.

**Resolved** that:

- 1) The Initial Observations as detailed in Paragraph 6 of the report (as amended) be approved and forwarded to the Local Democracy and Boundary Commission for Wales.

**39. Honorary Freedom of the City & County of Swansea to Sir Karl Jenkins CBE B.Mus FRAM LRAM.**

The Leader of the Council submitted a report, which sought consideration of conferring Honorary Freedom of the City and County of Swansea to Sir Karl Jenkins CBE B.Mus FRAM LRAM.

**Resolved** that:

- 1) Honorary Freedom of the City and County of Swansea be granted to Sir Karl Jenkins CBE B.Mus FRAM LRAM;
- 2) A Ceremonial Meeting of Council be held on 4 October 2018 to confer the title of Honorary Freedom.

**40. Amendments to the Council Constitution.**

The Presiding Member, Monitoring Officer and Head of Democratic Services jointly submitted a report, which sought to make amendments in order to simplify, improve and / or add to the Council Constitution.

The proposed changes related to the following area of the Council Constitution:

- a) Part 4 - Cabinet Procedure Rules - Call In Procedure.

**Resolved** that:

- 1) The changes to the Council Constitution as outlined in Appendix A and B of the report together with any further consequential changes be approved.

**41. Councillors' Questions.**

**1) Part A "Supplementary Questions"**

Six (6) Part A 'Supplementary Questions' were submitted. The relevant Cabinet Member(s) responded by way of written answers contained in the Council Summons.

No supplementary question(s) required a written response.

**2) Part B 'Questions not requiring Supplementary Questions'**

Eight (8) Part B 'Questions not requiring Supplementary Questions' were submitted.

The meeting ended at 7.20 pm

**Chair**



## City and County of Swansea

### Minutes of the Council

Council Chamber - Guildhall, Swansea

Friday, 27 July 2018 at 11.00 am

**Present:** Councillor D W W Thomas (Chair) Presided

Councillor(s)	Councillor(s)	Councillor(s)
C Anderson	D H Hopkins	C L Philpott
P M Black	O G James	S Pritchard
J E Burtonshaw	M H Jones	J A Raynor
M C Child	P K Jones	C Richards
J P Curtice	L R Jones	K M Roberts
P Downing	J W Jones	B J Rowlands
M Durke	E J King	A H Stevens
W Evans	M B Lewis	R C Stewart
E W Fitzgerald	R D Lewis	D G Sullivan
R Francis-Davies	W G Lewis	W G Thomas
D W Helliwell	A S Lewis	M Thomas
T J Hennegan	C E Lloyd	L J Tyler-Lloyd
C A Holley	P Lloyd	
B Hopkins	P M Matthews	

#### Apologies for Absence

Councillor(s): S E Crouch, A M Day, V M Evans, S J Gallagher, L S Gibbard, K M Griffiths, P R Hood-Williams, Y V Jardine, S M Jones, M A Langstone, H M Morris, D Phillips, A Pugh, M Sherwood, P B Smith, R V Smith, M Sykes, G J Tanner, L G Thomas, G D Walker, L V Walton and T M White

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#### 42. Disclosures of Personal and Prejudicial Interests.

The Head of Legal, Democratic Services and Business Intelligence gave advice regarding the potential personal and prejudicial interests that Councillors and / Officers may have on the agenda.

The Head of Democratic Services reminded Councillors and Officers that the "Disclosures of Personal and Prejudicial Interests" sheet should only be completed if the Councillor / Officer actually had an interest to declare. Nil returns were not required. Councillors and Officers were also informed that any declarable interest must be made orally and in writing on the sheet.

In accordance with the provisions of the Code of Conduct adopted by the City and County of Swansea no interests were declared.

**43. Exclusion of the Public.**

Council 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).

Council 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)**

**44. Appointment Of Senior Management Roles (Director of Education, Director of Social Services & Chief Finance Officer).**

The Chief Executive submitted a report, which sought to confirm appointment to the post of:

- 1) Director of Education;
- 2) Director of Social Services;
- 3) Chief Finance Officer.

The Presiding Member stated that an amendment was required to the report as it listed Ben Smith as being the Finance Officer who cleared the report. Ben Smith had declared an interest in the report and the Finance Officer who cleared the report was Paul Cridland.

The Presiding Member stated that as there was only one candidate recommended to Council per post, he proposed that Council Procedure Rule 44 "Suspension of Procedure Rules" be enacted so as to dispense with the requirement for candidates to give a presentation and to answer questions. He further proposed that the requirement for a ballot be dispensed with and that a simple vote be held by way of a show of hands.

The Chief Executive outlined the feedback from the appointments process for each candidate.

**Resolved** that:

- 1) Council Procedure Rule 44 "Suspension of Procedure Rules" be enacted so as to dispense with the requirement for:
  - i) Candidates to give a presentation and to answer questions;
  - ii) A ballot and that a simple vote be held by way of a show of hands.

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Cont'd

- 2) Nick Williams be appointed as Director of Education;
- 3) Dave Howes be appointed as Director of Social Services;
- 4) Ben Smith be appointed as Chief Finance Officer.

**Note:** Following this decision, each candidate was invited into the Council Chamber and offered the posts. Each candidate accepted the offer.

The meeting ended at 11.11 am

**Chair**



City and County of Swansea

## Minutes of the Extraordinary Meeting of Council

Council Chamber - Guildhall, Swansea

Tuesday, 21 August 2018 at 3.00 pm

**Present:** Councillor D W W Thomas (Chair) Presided

### Councillor(s)

P M Black  
N J Davies  
V M Evans  
L S Gibbard  
T J Hennegan  
D H Hopkins  
M H Jones  
J W Jones  
M A Langstone  
W G Lewis  
P Lloyd  
B J Rowlands  
A H Stevens  
L G Thomas  
L V Walton

### Councillor(s)

J E Burtonshaw  
P Downing  
E W Fitzgerald  
J A Hale  
C A Holley  
L James  
P K Jones  
E J King  
M B Lewis  
A S Lewis  
P M Matthews  
P B Smith  
R C Stewart  
M Thomas  
T M White

### Councillor(s)

J P Curtice  
M Durke  
R Francis-Davies  
D W Helliwell  
P R Hood-Williams  
Y V Jardine  
L R Jones  
E T Kirchner  
R D Lewis  
C E Lloyd  
H M Morris  
R V Smith  
G J Tanner  
G D Walker

### Apologies for Absence

Councillor(s): M C Child, S E Crouch, W Evans, S J Gallagher, K M Griffiths, B Hopkins, O G James, S M Jones, I E Mann, D Phillips, C L Philpott, J A Raynor, C Richards, K M Roberts, M Sherwood, D G Sullivan and L J Tyler-Lloyd

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#### 45. Disclosures of Personal and Prejudicial Interests.

The Head of Legal and Democratic Services gave advice regarding the potential personal and prejudicial interests that Councillors and / Officers may have on the agenda.

The Head of Democratic Services reminded Councillors and Officers that the "Disclosures of Personal and Prejudicial Interests" sheet should only be completed if the Councillor / Officer actually had an interest to declare. Nil returns were not required. Councillors and Officers were also informed that any declarable interest must be made orally and in writing on the sheet.

In accordance with the provisions of the Code of Conduct adopted by the City and County of Swansea no interests were declared.

**46. Exclusion of the Public.**

Council 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).

Council 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)**

**47. Appointment of Deputy Chief Executive/Director of Resources.**

Council interviewed 1 Candidate for the position of Deputy Chief Executive / Director of Resources. The candidate provided a 10-minute presentation and answered a number of prepared questions.

**Resolved** that AH (Candidate 3) be appointed to the post of Deputy Chief Executive / Director of Resources.

The meeting ended at 3.39 pm

**Chair**

# Agenda Item 4.



## Report of the Head of Legal, Democratic Services & Business Intelligence

Council – 20 September 2018

### Written Responses to Questions Asked at the Last Ordinary Meeting of Council

The report provides an update on the responses to Questions asked during the Ordinary Meeting of Council on 26 July 2018.

#### For Information

#### 1. Introduction

- 1.1 It was agreed at Council on 8 April 2010 that a standing item be added to the Council Summons entitled “Written Responses to Questions Asked at the Last Ordinary Meeting of Council”.
- 1.2 A “For Information” report will be compiled by the Democratic Services Team collating all written responses from the last Ordinary Meeting of Council and placed in the Agenda Pack;
- 1.3 Any consequential amendments be made to the Council Constitution.

#### 2. Responses

- 2.1 Responses to questions asked during the last ordinary meeting of Council are included as Appendix A.

**Background Papers:** None

**Appendices:** Appendix A (Questions & Responses)

**Providing Council with Written Responses to Questions at Council  
21 June 2018**

1.	<p><b>Mr N Perrott</b></p> <p><b>Public Questions – Agenda Item 12 - Swansea Bay City Deal</b></p> <p>“How do the 11 projects within the Swansea Bay City Deal work with the Wellbeing of Future Generations (Wales) Act 2015?”</p> <p><b>Response of the Leader</b></p> <p>Please see Appendix A.</p>
2.	<p><b>Councillor W G Thomas</b></p> <p><b>In relation to Agenda Item 11 - Leisure Partnerships Annual Report</b></p> <p>Can a breakdown of the costs relating to the 360 Beach and Water Sports “Other Expenditure” of £236,286 referred to on Page 113 of the Council Summons be provided.</p> <p><b>Response of the Cabinet Member for Investment, Regeneration &amp; Tourism</b></p> <p>Further to the question raised following the submission of a report to Council, which advised on the partnership operations of key facilities within the Cultural Services portfolio by Cabinet Member for Investment, Regeneration &amp; Tourism.</p> <p>The report highlights that each partnership detailed has differing reporting and monitoring arrangements with the Council, and that the purpose of the report was to bring together the key financial information to demonstrate the overall performance of each operation. Data provided by partners contains information on key income drivers and overall expenditure, but itemises where available Staff Costs and Repairs as these are considered the most significant expenditure lines within many of the operations.</p> <p>The information contained within the report is presented in a format that follows on from previous reporting for consistency and comparative purposes and in order to be compliant with internal and external audit requirements.</p> <p>The costs itemised as £236,286 in financial year 16/17 for 360 Beach and Water Sports relate to the other expenditure incurred within the financial year for Bay Sports Ltd, as operators of 360. These are not costs to the Council. Other Expenditures are associated with the costs to the business that do not relate to Staff Costs or Repair, Maintenance &amp; services contracts, which are itemised separately. Typically, Other Expenditure will be associated with F&amp;B cost of sales, Insurances, Utilities, IT, Licences, Marketing and staff uniform.</p>
3.	<p><b>Councillor J W Jones</b></p>

	<p><b>In relation to Agenda Item 12 - Swansea Bay City Deal</b></p> <p>What the cost proportion was for Swansea Council based on the 11 projects referred to on Page 128 of the Council Summons.</p> <p>The Leader of the Council stated that he would recirculate the slides containing the information.</p> <p><b>Response of the Leader</b></p> <p>Please see attached slide.</p>

## Response

As a 15 year programme (comprising 11 projects) which provides an opportunity to address persistent challenges such as climate change, poverty, inequality, jobs and skills in a transformational and preventative way, the Swansea Bay City Deal is also in keeping with the approach and ambitions of the Well-being of Future Generations (WBFG) Act. The City Deal is underpinned by a collaborative and forward focused approach and, as such, the WBFG Act five ways of working are inherent to developing and delivering the City Deal. The City Deal is an opportunity for the four local authorities, two local health boards, two universities and the private sector to demonstrate how the five ways of working can be used effectively to ensure major public investment programmes are delivered with long term, sustainable impacts for current and future generations.



Long 1

The SBCR City Deal is a fifteen year programme focused on transforming the regional economy to benefit both current and future generations. Providing vibrant and increasingly specialised business bases across the City Deal sectors and future proofing them through developing next generation digital technologies and relevant skills in the current and future workforce to benefit both citizens and industry sectors growth sectors in the region.



Prevention

The SBCR City Deal aims to prevent further decline of GVA and economic performance in the region through placing the region at the forefront of next generation solution development and commercialisation across the four identified growth sectors of the City Deal. The City Deal will help to prevent high skilled workers and developing businesses from leaving the region in order to secure opportunities befitting their ambitions through providing high value jobs and next generation capacity and infrastructure in the region. In addition a focus on well-being and life science will help to prevent further increases in chronic diseases in the region.



Integration

Together the eleven projects of the SBCR create a smart eco system of future ready industry which supports existing opportunities for growth and supports the strategic vision of creating a super smart innovative region across each City Deal sector. The cross cutting themes of digital and skills development underpin each initiative and therefore the programme as a whole to ensure these aims and ambitions are achievable and sustainable in the long term. Individual projects will integrated in different ways and to differing extent however all demonstrate clear synergies in their impacts for the region.



Collaboration

The SBCR City Deal is based on a collaborative partnership between various aspects of the public and private sector. This collaboration ranges from financial investment in the City Deal programme to delivery of the individual City Deal projects. Collaboration is crucial to ensuring the intended impact and sustainability of the City Deal is realised.



The SBCR City Deal will work with citizens and communities to ensure the regions residents benefit from the opportunities offered by the City Deal. For example the City Deal, through the skills and talent project, will work with schools to engage and prepare students with the relevant skills to meet demands of the growing regional industries. Likewise the City Deal will involve private sector businesses of all scales to ensure that as the City Deal develops and the projects are delivered the needs of existing and investing industries are effectively met. It is only through involving stakeholders from an early stage that this can be achieved.

Given the breadth of the SBCR City Deal programme it also has significant impact across the seven well-being goals for Wales :

A  
Prosperous  
Wales

The SBCR City Deal will improve the GVA of the region by 70% with a total £3.3billion GVA impact. It will create 9,465 direct jobs and through the skills and talent initiative will ensure current and future workforces have the necessary skills to fulfil opportunities offered under the City Deal. The City Deal will offer an attractive, innovative and sustainable base for existing and new businesses to prosper and grow generating further job opportunities for local people. In addition a focus on well-being will improve prosperity for all at an individual and community level.

A Resilient  
Wales

In focusing on next generation technologies to diversify and grow existing regional industry assets the SBCR will future proof these sectors. Through use of digital technologies the City Deal will create a responsive industry eco-system which will be flexible to the demands of businesses and the labour market and robust yet adaptable against external influences. In addition the City Deal projects will create sustainable product solutions in their specific industry sector and address issues such as fuel poverty and concerns over energy supply, cost and sustainability through focusing on energy efficient production of equipment and exploring new methods of energy generation, storage and release.

A More Equal  
Wales

The SBCR City Deal will put the region back on equal footing with the rest of the UK in terms of GVA output and ensure it is globally competitive in the four City Deal growth industries. In focusing on economic growth, job generation, skills development, infrastructure and well-being the City Deal provides equal opportunities for business, citizens and communities of the region to flourish.

A Healthier  
Wales

A focus on life science and well-being will generate new technologies, applications and service delivery models which will maximise the physical and mental well-being of citizens and communities. It will increase knowledge and understanding of key life science and well-being challenges affecting the regions population and beyond and develop effective next generation solutions which can be tested in real terms. In addition the creation of high level sustainable employment opportunities and increase in economic growth across the programme reflects the recognised connection between “improved wealth and improved health and well-being”.



A Wales of  
Cohesive  
Communities

Through increased digital infrastructure the SBCR will ensure communities and businesses are connected to each other and beyond the region. Establishing next generation, sustainable industry with high value jobs and economic impact will create viable and vibrant environments which attract inward investment and an attractive living environment.




A Wales of  
Vibrant  
Culture &  
Thriving  
Welsh  
Language

The SBCR City Deal will use digital technologies to accelerate and diversify creative industries, which promote Welsh culture, language and heritage making these aspects more widely accessible to citizens within and beyond the region.



A Globally  
Responsible  
Wales

The SBCR City Deal will put the regional growth industries of manufacturing, life science well-being, energy and digital technology at the forefront of next generation production and services. These industries, through the City Deal, will develop knowledge and commercial products, which provide solutions to some of the most pressing issues of our time such as fuel poverty and energy production, storage and supply. These issues not only our region but are globally significant and these solutions will therefore be transferrable across the UK and the World.



PROJECT NAME	Private (£ m)	Public (£ m)	City Deal (£ m)	Total Project Costs (£ m)	IMPACT					
					GVA 5 years	GVA 10 years	GVA 15 years	Net Jobs 5 year	Net Jobs 10 year	Net Jobs 15 year
<b>Internet of Economic Acceleration</b>										
Digital Infrastructure	30.0	0.0	25.0	55.0						
Swansea City & Waterfront Digital District	23.9	94.3	50.0	168.2	64 m	190 m	318 m	265	1176	1323
Creative Digital Cluster - Yr Egin	3.0	16.3	5.0	24.3	18 m	51 m	91 m	41	203	203
Centre of Excellence in Next Generation Digital Services (CENGs)	27.0	5.5	23.0	55.5	31 m	104 m	154 m	100	500	500
Skills & Talent Initiative	4.0	16.0	10.0	30.0						
<b>Internet of Life Science &amp; Wellbeing</b>										
Life Science & Well-being Campuses	10.0	20.0	15.0	45.0	31 m	61 m	153 m	224	710	1120
Life Science & Well-being Village	127.5	32.0	40.0	199.5	93 m	286 m	467 m	371	1853	1853
<b>Internet of Energy</b>										
Homes as Power Stations	382.9	119.2	15.0	517.1	50 m	96 m	251 m	361	1168	1804
Pembroke Dock Marine	25.9	22.4	28.0	76.3	25 m	67 m	126 m	119	553	595
<b>Smart Manufacturing</b>										
Factory of the Future	3.2	10.3	10.0	23.5	28 m	36 m	140 m	280	719	1402
Steel Science Centre	0.0	60.0	20.0	80.0	19 m	43 m	95 m	133	350	665
<b>TOTALS</b>	<b>637.4</b>	<b>395.9</b>	<b>241.0</b>	<b>1,274.3</b>	<b>359 m</b>	<b>934 m</b>	<b>1795 m</b>	<b>1893</b>	<b>7232</b>	<b>9465</b>



## Report of the Chair of the Standards Committee

Council – 20 September 2018

### Standards Committee Annual Report 2017-2018

<b>Purpose:</b>	This report sets out the work of the Standards Committee from 2017-2018.
<b>Report Author:</b>	Huw Evans
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Rhian Millar
<b>For Information</b>	

#### 1. Introduction

- 1.1 The Local Government Act 2000 requires the Council to establish a Standards Committee to promote and maintain high standards of conduct and probity in the conduct of Councillors of the City and County of Swansea.
- 1.2 This Standards Committee Annual Report covers the period 25 May 2017 to 23 May 2018.

#### 2. Membership of Standards Committee

- 2.1 The Standards Committee consists of 9 members:
- 5 x Independent (Co-opted) Members;
  - 3 x Councillors of the City and County of Swansea;
  - 1 x Community / Town Councillor.

- 2.2 Membership of the Standards Committee during the period:

<b>Independent Members</b>	
Jill Burgess	Mike Lewis
Gareth Evans	Margaret Williams
Michaela Jones	

<b>Community / Town Councillor</b>	Philip Crayford
------------------------------------	-----------------

<b>Councillors</b>	
Joe A Hale	L Graham Thomas
Mike B Lewis	

### 3. Terms of Office - Independent Members of the Standards Committee

3.1 The term of office for Independent Members can be for not less than 4 years and for no more than 6 years. They can be reappointed for one further consecutive term but that term cannot be for more than an additional four years.

3.2 The table below shows the dates of commencement and subsequent expiry dates of membership for all Independent (Co-opted) Members of the Standards Committee. **Note:** Independent Members marked in *italics* and with “\*” denotes that they are in their second term and cannot have their term extended further.

Independent Members	Appointment Terms	
	Start	End
Jill Burgess	19.10.2012	18.10.2018
Gareth Evans	01.04.2015	31.03.2021
Michaela Jones	01.10.2017	30.09.2023
Mike Lewis	01.10.2017	30.09.2023
Margaret Williams	01.04.2015	31.03.2021

### 4. Term of Office - Community / Town Council Member of the Standards Committee

4.1 The term of office shall be no more than 4 years or until the Ordinary Election for the Community Council of which the Community Councillor is a member, whichever is the shorter. They may be re-appointed once.

4.2 A Community / Town Council member shall not take part in the proceedings of the Standards Committee when matters relating to their Community / Town Council are being considered.

Community / Town Council Member	Appointment Terms	
	Start	End
Philip Crayford*	05.10.2012	04.05.2017
	Re-appointed	LGE.05.2022

### 5. Meetings of the Standards Committee

5.1 The Standards Committee met four times during the period as follows:

7 July 2017	12 January 2018
13 October 2017	20 April 2018

### 6. Local Dispute Resolution for Dealing with Councillor v Councillor and Officer v Councillor Complaints

6.1 Following a recommendation from the Standards Committee, the Local Dispute Resolution Process was initially adopted by Council on 9 June 2011. This Process was readopted by Council on 22 June 2017.

6.2 All Councillors have signed up to the Process. The Standards Committee was pleased to note that to date the Local Dispute Resolution Process has never needed to be utilised between members.

## **7. Detail of the Work undertaken by the Standards Committee**

7.1 The following paragraphs set out the work carried out by the Standards Committee during the reporting period.

### **7.2 Model Local Resolution Protocol for Community and Town Councils.**

The Committee considered the Model Local Resolution Protocol for Community and Town Councils that had been produced by One Voice Wales. The Monitoring Officer advised the Committee that the Public Services Ombudsman for Wales was supportive of a Community and Town Council Local Resolution Protocol having widely supported the Councillor Dispute Protocol some years ago.

On behalf of the Standards Committee a letter was written to Community and Town Councils recommending that they adopt a Local Resolution process.

Community and Town Councils were asked to feed back to the Standards Committee and 18 out of 24 Community and Town Councils have since adopted the protocol.

### **7.3 Requests for Dispensation**

The Committee considered a number of requests for dispensation from a number of Councillors.

### **7.4 Public Services Ombudsman for Wales (PSOW) Annual Report and Annual Letter 2016-2017**

The Committee discussed the report which set out performance over the year including both complaints about public service providers as well as code of conduct complaints.

The Committee noted that the PSOW had found the number of code of conduct complaints decreasing by 14% encouraging. The majority of complaints received during 16-17 related to matters of promotion of equality and respect which accounted for 37% of complaints made.

The Committee also noted that during 16-17 no PSOW complaint of breach of the code by a councillor was referred to the Standards Committee or Adjudication Panel for Wales and all were closed after initial consideration save one which was discontinued. The Committee would continue to monitor the figures for Swansea over the next few years to ensure that an upward trend did not arise.

The Committee had regular briefings from the Monitoring Officer on cases which the PSOW had dealt with and which were reported in either the PSOW Casebook or the Adjudication Panel for Wales publications. In addition, the Monitoring Officer was asked to liaise with the PSOW to establish whether additional information in relation to certain cases could be provided to the Standards Committee.

## **7.5. Annual Meeting with Political Group Leaders, Chairs of Committees and Chief Executive**

The Committee commenced their discussions with two of the Political Group Leaders on 20 April 2018. The meetings had been delayed due to the Local Government Elections in May 2017 and to allow Councillors to settle into their new roles.

## **7.6. Complaints of Breach of the Code of Conduct**

7.6.1 During the period 1 April 2017 to 31 March 2018 the following matters were reported to the Standards Committee for information.

### **a) Complaints made but not investigated by the Ombudsman under the provisions of Section 69(2) of the Local Government Act 2000**

There were 7 cases where the Ombudsman decided not to investigate an alleged breach of the Code of Conduct following a complaint.

### **b) Investigations completed by the Ombudsman where the decision was no evidence of breach or no action taken**

There were no cases where the Ombudsman investigated but found that there was no evidence of any failure to comply with the Code of Conduct.

### **c) Investigations undertaken by the Ombudsman where the decision was to discontinue the investigation**

There were no cases where the Ombudsman had commenced an investigation and subsequently decided to discontinue that investigation.

### **d) Investigations under the provisions of Section 70 (4) of the Local Government Act 2000 – referred to the Standards Committee for consideration**

Breaches of the Code of Conduct may be referred to the Monitoring Officer by the Ombudsman under the provisions of Section 69 (c) and 71(2) of the Local Government Act 2000 for consideration by the Standards Committee. Where there is a finding of a breach, public reports on such cases are published on the Council's website.

No such referrals have been received during the period of this report.

## **7.7 Reports "For Information"**

7.7.1 A number of reports were noted by the Committee, including the Ombudsman's Code of Conduct Casebook, Adjudication Panel for Wales decisions and the Standards Committee Annual Report 2016-2017.

## **8. Appointment of Independent Members (x2) to Standards Committee**

- 8.1 Two new Independent Members - Michaela Jones and Mike Lewis were appointed to the Standards Committee on 1 October 2017.

## **9. Equality and Engagement Implications**

- 9.1 The Council is subject to the Public Sector Equality Duty (Wales) 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 Act.
  - 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.

Our Equality Impact Assessment process ensures that we have paid due regard to the above.

- 9.2 There are no equality and engagement implications associated with this report.

## **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:** None.



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru  
Auditor General for Wales

## Audit of Financial Statements Report – **City and County of Swansea**

Audit year: 2017-18

Date issued: September 2018

Document reference: 803A2018-19

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000.

The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and the Wales Audit Office are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at

[infoofficer@audit.wales](mailto:infoofficer@audit.wales).

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

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The Auditor General intends to issue an unqualified audit report on the Council's 2017-18 financial statements. There are some issues to report to you prior to their approval.

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# Summary report

## Introduction

- 1 The Auditor General is responsible for providing an opinion on whether the financial statements give a true and fair view of the financial position of City and County of Swansea (the Council) and the City and County of Swansea Group (the Group) at 31 March 2018 and its income and expenditure for the year then ended.
- 2 We do not try to obtain absolute assurance that the financial statements are correctly stated, but adopt the concept of materiality. In planning and conducting the audit, we seek to identify material misstatements in your financial statements, namely, those that might result in a reader of the accounts being misled.
- 3 The quantitative levels at which we judge such misstatements to be material for the Council are £8.6 million. Whether an item is judged to be material can also be affected by certain qualitative issues such as legal and regulatory requirements and political sensitivity.
- 4 International Standard on Auditing (ISA) 260 requires us to report certain matters arising from the audit of the financial statements to those charged with governance of a body in sufficient time to enable appropriate action.
- 5 This report sets out for consideration the matters arising from the audit of the Council's 2017-18 financial statements (including its Group), that require reporting under ISA260. A separate report has been issued for the City and County of Swansea Pension Fund.

## Status of the audit

- 6 We received the draft financial statements for the year ended 31 March 2018 on 4 June 2018 prior to the agreed deadline of 30 June 2018 and have now substantially completed our audit work.
- 7 We are reporting to you the more significant issues arising from the audit, which we believe you must consider prior to approval of the financial statements. The audit team has already discussed these issues with the Chief Finance Officer (the Section 151 Officer).

## Proposed audit report

- 8 It is the Auditor General's intention to issue an unqualified audit report on the financial statements once you have provided us with a Letter of Representation based on that set out in [Appendix 1](#). The proposed audit report is set out in [Appendix 2](#).

## Significant issues arising from the audit

### Uncorrected misstatements

- 9 There are no misstatements identified in the financial statements, which have not been corrected by management.

### Corrected misstatements

- 10 There were a number of misstatements which have been corrected by management, but which we consider should be drawn to your attention due to their relevance to your responsibilities over the financial reporting process. These are set out with explanations in [Appendix 3](#). There was no overall impact on the Council's net expenditure or net worth. The net worth of the Group has increased by £9.5 million.

### Other significant issues arising from the audit

- 11 In the course of the audit, we consider a number of matters both qualitative and quantitative relating to the accounts and report any significant issues arising to you:
- **We have no concerns about the qualitative aspects of your accounting practices and financial reporting.** As was the case last year, we found the financial statements were compiled to a good standard. We found the information provided to be relevant, reliable, comparable, material and easy to understand. We concluded that accounting policies and estimates are appropriate and financial statement disclosures unbiased, fair and clear. We will hold a post project learning meeting with the Council's Finance Team later in the year to improve the efficiency of the compilation and audit processes. A key challenge for the Council and us will be the statutory earlier deadline of 31 May and audit deadline of 31 July from 2020-21. Further information is detailed in paragraphs 15 to 18 below.
  - **We did not encounter any significant difficulties during the audit.** We received information in a timely and helpful manner and were not restricted in our work.
  - **There were no significant matters discussed and corresponded upon with management which we need to report to you.** We planned and performed our audit to address the financial statement risks as reported within our 2018 Audit Plan. No significant issues were identified from the audit of these areas.
  - **There are no other matters significant to the oversight of the financial reporting process that we need to report to you.**
  - **We did not identify any material weaknesses in your internal controls although we have identified some significant issues to report to you.**

During 2017-18, the Council has continued to make progress in improving its arrangements for capital accounting. However, there are a number of areas where further work is required in 2018-19. **Appendix 4** sets out our detailed findings and recommendations.

- **There are not any other matters specifically required by auditing standards to be communicated to those charged with governance.**

## Recommendations arising from our 2017-18 financial audit work

- 12 The recommendations arising from our financial audit work are set out in **Appendix 4**. Management has responded to them and we will follow up progress on them during next year's audit. Where any actions are outstanding, we will continue to monitor progress and report back to you in next year's report.

## Independence and objectivity

- 13 As part of the finalisation process, we are required to provide you with representations concerning our independence.
- 14 We have complied with ethical standards and in our professional judgment, we are independent and our objectivity is not compromised. There are no relationships between the Wales Audit Office and the Council that we consider to bear on our objectivity and independence.

## The financial statements and audit deadlines going forward

- 15 Under the Accounts and Audit (Wales) (Amendments) Regulations 2018<sup>1</sup>, in the future the Council and the Auditor General are required to meet earlier statutory deadlines. Under the amended regulations the new deadlines are due to change in stages, with the final change taking effect from 2020-21. **Exhibit 1** sets out the new dates.

<sup>1</sup> [www.legislation.gov.uk/wsi/2018/91/contents/made](http://www.legislation.gov.uk/wsi/2018/91/contents/made)

Exhibit 1: changes introduced by the amended regulations

Annual financial statements	Financial statements signed by the responsible finance officer (Section 151 Officer)	Financial statements approved by the Council and published (with the signed audit certificate or an explanation for its absence)
2017-18	30 June 2018	30 September 2018
2018-19	15 June 2019	15 September 2019
2019-20	15 June 2020	15 September 2020
2020-21 and thereafter	31 May 2021	31 July 2021

- 16 For the 2017-18 financial statements, management have made strong progress in producing the Council's draft financial statements earlier, without sacrificing their quality. After submitting the statements for audit, Council officers were present and available, and they engaged with us responsively and knowledgeably. These attributes were crucial in enabling us to conclude our main testing well before the end of August.
- 17 This year, management retained the Audit Committee date (to consider and recommend approval of the audited financial statements to Full Council) in September 2018. The rationale for this was that the preparation and audit of the financial statements may not have met the earlier target dates that had been set. Given this year's successful outcome, for next year management intend to provide us with draft financial statements by 31 May 2019 and to also bring the Audit Committee and Council meeting dates forward to August 2019.
- 18 This coming Autumn we will continue to work closely with officers to ensure that further improvements are made to the preparation and audit of the 2018-19 financial statements. A key aspect of these improvements will be to bring more of our audit work forward, so that where possible it is completed before we receive the draft financial statements.

# Appendix 1

## Final Letter of Representation

Auditor General for Wales  
Wales Audit Office  
24 Cathedral Road  
Cardiff  
CF11 9LJ

### Representations regarding the 2017-18 financial statements

This letter is provided in connection with your audit of the financial statements (including that part of the Remuneration Report that is subject to audit) of City & County of Swansea and City and County of Swansea Group for the year ended 31 March 2018 for the purpose of expressing an opinion on their truth and fairness.

We confirm that to the best of our knowledge and belief, having made enquiries as we consider sufficient, we can make the following representations to you.

### Management representations

#### Responsibilities

We have fulfilled our responsibilities for:

- The preparation of the financial statements in accordance with legislative requirements and the Code; in particular the financial statements give a true and fair view in accordance therewith.
- The design, implementation, maintenance and review of internal control to prevent and detect fraud and error.

#### Information provided

We have provided you with:

- Full access to:
  - all information of which we are aware that is relevant to the preparation of the financial statements such as books of account and supporting documentation, minutes of meetings and other matters;
  - additional information that you have requested from us for the purpose of the audit; and
  - unrestricted access to staff from whom you determined it necessary to obtain audit evidence.

- The results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud.
- Our knowledge of fraud or suspected fraud that we are aware of and that affects the Council and involves:
  - management;
  - employees who have significant roles in internal control; or
  - others where the fraud could have a material effect on the financial statements.
- Our knowledge of any allegations of fraud, or suspected fraud, affecting the financial statements communicated by employees, former employees, regulators or others.
- Our knowledge of all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial statements.
- The identity of all related parties and all the related party relationships and transactions of which we are aware.

### Financial statement representations

All transactions, assets and liabilities have been recorded in the accounting records and are reflected in the financial statements.

Significant assumptions used in making accounting estimates, including those measured at fair value, are reasonable.

Related party relationships and transactions have been appropriately accounted for and disclosed.

All events occurring subsequent to the reporting date which require adjustment or disclosure have been adjusted for or disclosed.

All known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to the auditor and accounted for and disclosed in accordance with the applicable financial reporting framework.

All material differences between the accounting policies applicable to the City and County of Swansea and the City and County of Swansea Group have been disclosed and accounted for appropriately.

The financial statements are free of material misstatements, including omissions and there are no uncorrected misstatements.

## Representations by the City & County of Swansea

We acknowledge that the representations made by management, above, have been discussed with us.

We acknowledge our responsibility for the preparation of true and fair financial statements in accordance with the applicable financial reporting framework. The financial statements were approved by Members of the City & County of Swansea on 20 September 2018.

We confirm that we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that it has been communicated to you. We confirm that, as far as we are aware, there is no relevant audit information of which you are unaware.

Signed by:

Chief Finance Officer (S151 Officer)

20 September 2018

Signed by:

Chair of the Council

20 September 2018

# Appendix 2

## Proposed audit report of the Auditor General for Wales to the City and County of Swansea

### The independent auditor's report of the Auditor General for Wales to the Members of the City and County of Swansea

#### Report on the audit of the financial statements

##### Opinion

I have audited the financial statements of:

- City and County of Swansea; and
- City and County of Swansea Group

for the year ended 31 March 2018 under the Public Audit (Wales) Act 2004.

The City and County of Swansea's financial statements comprise the Movement in Reserves Statement, the Comprehensive Income and Expenditure Statement, the Balance Sheet, the Cash Flow Statement, the Movement on the Housing Revenue Account Statement and the Housing Revenue Account Income and Expenditure Statement and the related notes, including a summary of significant accounting policies.

The City and County of Swansea Group's financial statements comprise the Group Movement in Reserves Statement, the Group Comprehensive Income and Expenditure Statement, the Group Balance Sheet and the Group Cash Flow Statement and the related notes, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and the Code of Practice on Local Authority Accounting in the United Kingdom 2017-18 based on International Financial Reporting Standards (IFRSs).

In my opinion the financial statements:

- give a true and fair view of the financial position of City and County of Swansea and City and County of Swansea Group as at 31 March 2018 and of its income and expenditure for the year then ended; and
- have been properly prepared in accordance with legislative requirements and the Code of Practice on Local Authority Accounting in the United Kingdom 2017-18.

##### Basis for opinion

I conducted my audit in accordance with applicable law and International Standards on Auditing in the UK (ISAs (UK)). My responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of my report. I am independent of the council and its group in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK including the Financial Reporting Council's Ethical Standard, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## **Conclusions relating to going concern**

I have nothing to report in respect of the following matters in relation to which the ISAs (UK) require me to report to you where:

- the use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the responsible financial officer has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the council's or group's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## **Other information**

The responsible financial officer is responsible for the other information in the annual report and accounts. The other information comprises the information included in the annual report other than the financial statements and my auditor's report thereon. My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated later in my report, I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by me in the course of performing the audit. If I become aware of any apparent material misstatements or inconsistencies I consider the implications for my report.

## **Report on other requirements**

### **Opinion on other matters**

In my opinion, based on the work undertaken in the course of my audit:

- the information contained in the Narrative Report for the financial year for which the financial statements are prepared is consistent with the financial statements and the Narrative Report has been prepared in accordance with the Code of Practice on Local Authority Accounting in the United Kingdom 2017-18;
- The information given in the Governance Statement for the financial year for which the financial statements are prepared is consistent with the financial statements and the Governance Statement has been prepared in accordance with guidance.

### **Matters on which I report by exception**

In the light of the knowledge and understanding of the council and the group and its environment obtained in the course of the audit, I have not identified material misstatements in the Narrative Report or the Governance Statement.

I have nothing to report in respect of the following matters, which I report to you, if, in my opinion:

- adequate accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- I have not received all the information and explanations I require for my audit.

## **Certificate of completion of audit**

I certify that I have completed the audit of the accounts of City and County of Swansea and City and County of Swansea Group in accordance with the requirements of the Public Audit (Wales) Act 2004 and the Auditor General for Wales' Code of Audit Practice.

## **Responsibilities**

### **Responsibilities of the responsible financial officer for the financial statements**

As explained more fully in the Statement of Responsibilities for the Statement of Accounts, the responsible financial officer is responsible for the preparation of the statement of accounts, including the City and County of Swansea Group's financial statements, which give a true and fair view, and for such internal control as the responsible financial officer determines is necessary to enable the preparation of statements of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the statement of accounts, the responsible financial officer is responsible for assessing the council's and group's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless deemed inappropriate.

### **Auditor's responsibilities for the audit of the financial statements**

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of the auditor's responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of my auditor's report.

Anthony J Barrett  
For and on behalf of the Auditor General for Wales  
25 September 2018

24 Cathedral Road  
Cardiff  
CF11 9LJ

# Appendix 3

## Summary of corrections made to the draft financial statements

During our audit we identified the following misstatements that have been corrected by management, but which we consider should be drawn to your attention due to their relevance to your responsibilities over the financial reporting process.

Value of correction	Nature of correction
£18.1 million	<b>Investments (Note 18 – Table 1 – Page 90)</b> Short term investments within table 1 of Note 18 were overstated by £18.1 million. Cash and cash equivalents were understated by the same amount. The Balance Sheet, Note 18 and the Cashflow Statement were corrected for this misstatement. There was no overall impact on the net worth of the Council.
£17.4 million	<b>Investment Properties (Note 16 – Page 87)</b> There was a casting error of £17.4 million in the closing balance of Investment Properties categorised within level 3 as at 31 March 2017. There was no overall impact on the net worth of the Council.
Various	<b>Borrowing (Note 18 – Table 6 – Page 96)</b> Various amendments were made to the table as the figures included within the draft financial statements for 2017-18 excluded short term borrowing and the 2016-17 comparatives did not reflect audit adjustments identified in the 2016-17 ISA260 report. There was no overall impact on the net worth of the Council.
Various	<b>Group Balance Sheet (Page 25)</b> Within the Group's Balance Sheet is the Council's share of the Wales National Pool Swansea (the Pool) which is a subsidiary organisation. In previous years, the Council has consolidated the Pool into its Group accounts using the subsidiary's valuation basis which was at historic cost less depreciation. There is a requirement for the Council to include its share of the Pool based on its own accounting policy which values the Pool at depreciated replacement cost. This change of valuation methodology to align the accounting policies with the Council, results in an increase in value for the Council's share of the Pool from £2.5 million to £12 million. This increased the value of Property Plant & Equipment in the Group Balance Sheet by £9.5 million with a corresponding increase in the Group's Revaluation Reserve.
Various	Various other minor presentational amendments were made to the draft financial statements.

Value of correction	Nature of correction
	<p>These included the disclosure of Returning Officer fees within Note 30.</p> <p>There was no overall impact on the net expenditure or net worth of the Council.</p>

## Appendix 4

### Recommendation arising from our 2017-18 financial audit work

We set out the recommendation arising from our audit with management's response. We will follow up this up next year and include any outstanding issues in next year's audit report:

Matter arising 1 – Capital Accounting	
<b>Findings</b>	<p>During 2017-18, the Council has continued to make progress in improving its arrangements for capital accounting. However, there are a number of areas where further work is required in 2018-19 including:</p> <ul style="list-style-type: none"><li>• the Council is unable to fully reconcile its Revaluation Reserve to the net historical cost of its assets.</li><li>• the Council holds the deeds for a number of assets but these have yet to be registered with the Land Registry. These records should be systematically updated with the Land Registry in conjunction with the revaluation programme.</li><li>• the Council's asset registers are spreadsheet based which takes significant officer time to maintain. A more efficient approach to capital accounting needs to be implemented if early closure deadlines are to be met in future.</li></ul>
<b>Priority</b>	High
<b>Recommendation</b>	The Council needs to continue to improve its capital accounting arrangements in 2018-19 across a number of areas.
<b>Benefits of implementing the recommendation</b>	Implementation of the recommendation would improve capital accounting arrangements.
<b>Accepted in full by management</b>	Yes
<b>Management response</b>	There is an accepted need to strengthen further still a number of aspects of capital accounting as set out above. The findings are accepted and steps will be taken to address these where practicable and proportionate to do so.
<b>Implementation date</b>	Throughout 2018-19 in time for 2018-19 Statement of Accounts compilation.



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WALES AUDIT OFFICE  
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Archwilydd Cyffredinol Cymru  
Auditor General for Wales

## **Audit of Financial Statements Report – City and County of Swansea Pension Fund**

Audit year: 2017-18

Date issued: September 2018

Document reference: 775A2018-19

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000.

The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and the Wales Audit Office are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at

[infoofficer@audit.wales](mailto:infoofficer@audit.wales).

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

The team who delivered the work comprised Anthony Veale, Geraint Norman, David Williams, Andrea Williams, Aneesa Ali and George Thomas.

# Contents

The Auditor General intends to issue an unqualified audit report on the City and County of Swansea Pension Fund's 2017-18 financial statements, however there are some issues to report to you prior to their approval.

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# Summary report

## Introduction

- 1 The Auditor General is responsible for providing an opinion on whether the financial statements give a true and fair view of the financial position of City and County of Swansea Pension Fund (the Pension Fund) at 31 March 2018 and its Fund Account for the year then ended.
- 2 We do not try to obtain absolute assurance that the financial statements are correctly stated, but adopt the concept of materiality. In planning and conducting the audit, we seek to identify material misstatements in your financial statements, namely, those that might result in a reader of the accounts being misled.
- 3 The gross assets controlled by the Pension Fund amount to £1.9 billion. The quantitative levels at which we judge such misstatements to be material for the Pension Fund is £19.1 million. Whether an item is judged to be material can also be affected by certain qualitative issues such as legal and regulatory requirements and political sensitivity.
- 4 International Standard on Auditing (ISA) 260 requires us to report certain matters arising from the audit of the financial statements to those charged with governance of a body in sufficient time to enable appropriate action.
- 5 This report sets out for consideration the matters arising from the audit of the financial statements of the Pension Fund, for 2017-18, that require reporting under ISA 260. A separate report has been issued covering the City and County of Swansea and the City and County of Swansea Group.

## Status of the audit

- 6 We received the draft financial statements for the year ended 31 March 2018 on 25 May 2018, prior to the agreed deadline of 30 June 2018, and we have now substantially completed our audit work. The preparation of the draft financial statements within this timescale is a considerable achievement.
- 7 We are reporting to you the more significant issues arising from the audit, which we believe you must consider prior to approval of the financial statements. We have already discussed these issues with the Chief Finance Officer (S151 Officer).

## Proposed audit report

- 8 It is the Auditor General's intention to issue an unqualified audit report on the financial statements once you have provided us with a Letter of Representation based on that set out in [Appendix 1](#). The proposed audit report is set out in [Appendix 2](#).

## Significant issues arising from the audit

### Uncorrected misstatements

- 9 There are no non-trivial misstatements identified in the financial statements, which remain uncorrected.

### Corrected misstatements

- 10 There are misstatements which have been corrected by management, but which we consider should be drawn to your attention due to their relevance to your responsibilities over the financial reporting process. They are set out with explanations in [Appendix 3](#). These amendments increased the value of investments in the Net Assets Statement by £2.5 million. There were also a number of other presentational amendments made to the draft financial statements arising from the audit.

### Other significant issues arising from the audit

- 11 In the course of the audit, we consider a number of matters both qualitative and quantitative relating to the accounts and report any significant issues arising to you.
- **We have no concerns about the qualitative aspects of your accounting practices and financial reporting.** We found the information provided to be relevant, reliable, comparable, material and easy to understand. We concluded that accounting policies and estimates are appropriate and financial statement disclosures unbiased, fair and clear.
  - **We did not encounter any significant difficulties during the audit.** We received information in a timely and helpful manner and were not restricted in our work.
  - **There were no significant matters discussed and corresponded upon with management which we need to report to you.**
  - **There are no other matters significant to the oversight of the financial reporting process that we need to report to you.**
  - **We did not identify any material weaknesses in your internal controls.** However, as reported last year, we did identify that controls over the year end reconciliations between pension and payroll systems can be further improved. Further details are set out in [Appendix 4](#).
  - **There are not any other matters specifically required by auditing standards to be communicated to those charged with governance.**

## Recommendations arising from our 2017-18 financial audit work

- 12 The recommendations arising from our financial audit work are set out in [Appendix 4](#). Management has responded to them and we will follow up progress on them during next year's audit. Where any actions are outstanding, we will continue to monitor progress and report it to you in next year's report.

## Independence and objectivity

- 13 As part of the finalisation process, we are required to provide you with representations concerning our independence.
- 14 We have complied with ethical standards and in our professional judgment, we are independent and our objectivity is not compromised. There are no relationships between the Wales Audit Office and the Pension Fund that we consider to bear on our objectivity and independence.

# Appendix 1

## Final Letter of Representation

Auditor General for Wales  
c/o Wales Audit Office  
24 Cathedral Road  
Cardiff  
CF11 9LJ

### Representations regarding the 2017-18 financial statements

This letter is provided in connection with your audit of the financial statements of City and County of Swansea Pension Fund for the year ended 31 March 2018 for the purpose of expressing an opinion on their truth and fairness.

We confirm that to the best of our knowledge and belief, having made enquiries as we consider sufficient, we can make the following representations to you.

### Management representations

#### Responsibilities

We have fulfilled our responsibilities for:

- The preparation of the financial statements in accordance with legislative requirements and the Code of Practice on Local Authority Accounting in the United Kingdom 2017-18 based on International Financial Reporting Standards (IFRSs); in particular the financial statements give a true and fair view in accordance therewith.
- The design, implementation, maintenance and review of internal control to prevent and detect fraud and error.

#### Information provided

We have provided you with:

- Full access to:
  - all information of which we are aware that is relevant to the preparation of the financial statements such as books of account and supporting documentation, minutes of meetings and other matters;
  - additional information that you have requested from us for the purpose of the audit; and

- unrestricted access to staff from whom you determined it necessary to obtain audit evidence.
- The results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud.
- Our knowledge of fraud or suspected fraud that we are aware of and that affects the Pension Fund and involves:
  - management;
  - employees who have significant roles in internal control; or
  - others where the fraud could have a material effect on the financial statements.
- Our knowledge of any allegations of fraud, or suspected fraud, affecting the financial statements communicated by employees, former employees, regulators or others.
- Our knowledge of all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial statements.
- The identity of all related parties and all the related party relationships and transactions of which we are aware.

#### Financial statement representations

All transactions, assets and liabilities have been recorded in the accounting records and are reflected in the financial statements.

Significant assumptions used in making accounting estimates, including those measured at fair value, are reasonable.

Related party relationships and transactions have been appropriately accounted for and disclosed.

All events occurring subsequent to the reporting date which require adjustment or disclosure have been adjusted for or disclosed.

All known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to the auditor and accounted for and disclosed in accordance with the applicable financial reporting framework.

The financial statements are free of material misstatements, including omissions. There are no material misstatements which remain uncorrected.

## Representations by the City and County of Swansea

We acknowledge that the representations made by management, above, have been discussed with us.

We acknowledge our responsibility for the preparation of true and fair financial statements in accordance with the applicable financial reporting framework. The financial statements were approved by the Members of the City and County of Swansea on 20 September 2018.

We confirm that we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that it has been communicated to you. We confirm that, as far as we are aware, there is no relevant audit information of which you are unaware.

Signed by:

Chief Finance Officer (S151 Officer)

Date:

Signed by:

Chair of the Council

Date:

# Appendix 2

## The independent auditor's report of the Auditor General for Wales to the members of City and County of Swansea as administering authority for City and County of Swansea Pension Fund

### Report on the audit of the financial statements

#### Opinion

I have audited the financial statements of City and County of Swansea Pension Fund (the Pension Fund) for the year ended 31 March 2018 under the Public Audit (Wales) Act 2004. The Pension Fund's financial statements comprise the fund account, the net assets statement and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and the Code of Practice on Local Authority Accounting in the United Kingdom 2017-18 based on International Financial Reporting Standards (IFRSs).

In my opinion the financial statements:

- give a true and fair view of the financial transactions of the pension fund during the year ended 31 March 2018, and of the amount and disposition at that date of its assets and liabilities;
- have been properly prepared in accordance with legislative requirements and the Code of Practice on Local Authority Accounting in the United Kingdom 2017-18.

#### Basis for opinion

I conducted my audit in accordance with applicable law and International Standards on Auditing in the UK (ISAs (UK)). My responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of my report. I am independent of the pension fund in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK including the Financial Reporting Council's Ethical Standard, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Conclusions relating to going concern

I have nothing to report in respect of the following matters in relation to which the ISAs (UK) require me to report to you where:

- the use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the responsible financial officer has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the pension fund's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## **Other information**

The responsible financial officer is responsible for the other information in the annual report. The other information comprises the information included in the annual report other than the financial statements and my auditor's report thereon. My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by me in the course of performing the audit. If I become aware of any apparent material misstatements or inconsistencies I consider the implications for my report.

## **Report on other requirements**

### **Opinion on other matters**

In my opinion, based on the work undertaken in the course of my audit. The information contained in the Introduction and Appendices 1 - 5 of the financial statements for the financial year for which the financial statements are prepared is consistent with the financial statements and the annual report has been prepared in accordance with the Local Government Pension Scheme Regulations 2013.

### **Matters on which I report by exception**

In the light of the knowledge and understanding of the pension fund and its environment obtained in the course of the audit, I have not identified material misstatements in the annual report.

I have nothing to report in respect of the following matters, which I report to you, if, in my opinion:

- adequate accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- I have not received all the information and explanations I require for my audit.

## **Certificate of completion of audit**

I certify that I have completed the audit of the accounts of the Pension Fund in accordance with the requirements of the Public Audit (Wales) Act 2004 and the Auditor General for Wales' Code of Audit Practice.

## **Responsibilities**

### **Responsibilities of the responsible financial officer for the financial statements**

As explained more fully in the Statement of Responsibilities for the financial statements, the responsible financial officer is responsible for the preparation of the financial statements, which give a true and fair view, and for such internal control as the responsible financial officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the responsible financial officer is responsible for assessing the pension fund's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless deemed inappropriate.

**Auditor's responsibilities for the audit of the financial statements**

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of the auditor's responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of my auditor's report.

Anthony Barrett  
For and on behalf of the Auditor General for Wales

24 Cathedral Road  
Cardiff  
CF11 9LJ

25 September 2018

## Appendix 3

### Summary of corrections made to the draft financial statements

During our audit we identified the following misstatements that have been corrected by management, but which we consider should be drawn to your attention due to their relevance to your responsibilities over the financial reporting process.

Value of correction	Nature of correction
+£2,474,000	The HarbourVest private equity fund was undervalued by £2,474,000 in the draft financial statements. Due to HarbourVest's 90-day reporting period, the Council used an estimated figure provided by HarbourVest. This amendment increased the value of investments in the Net Assets Statement by £2,474,000.
-£5,000,000	Capital and contractual commitments disclosed in Note 17 of the draft financial statements were overstated by £5,000,000. This was a result of an error in converting monetary amounts from Euros to Sterling. This amendment did not impact on the Net Assets Statement as this is a disclosure note.
Various – membership statistics	Membership statistics in Note 21 of the draft financial statements were increased to take account of new information received post 31 March 2018.
Various – disclosures	The related parties note was updated to improve the transparency of the disclosures in relation to key management personnel. This is a requirement of CIPFA's Code. We also agreed some improvements to the Accounting Policy disclosure notes.
Various – other	Various other minor presentational amendments were made to the draft financial statements.

## Appendix 4

### Recommendations arising from our 2017-18 financial audit work

We set out all the recommendations arising from our audit with management's response to them. We will follow up these next year and include any outstanding issues in next year's audit report:

Matter arising 1 – Membership Numbers	
<b>Findings</b>	<p>As reported in previous years, there was a net difference of 218 member numbers between the closing balance 2016-17 as reported in last years audited financial statements and the opening balance for 2017/18 as detailed by the membership numbers report produced from the pensions system (Note 21).</p> <p>Information is received from admitted and scheduled bodies relating to the previous financial year throughout 2017-18. The membership report detailing the 2017-18 opening balances was generated on 8 June 2018. The Pension database is a 'live' system, opening and closing balances are updated as information is received from external bodies by the administration team.</p> <p>Consequently, timing differences arise in relation to opening and closing balances dependent upon when membership number reports are generated. Throughout 2017-18, admitted and scheduled bodies were encouraged to provide more up to date information on pensioner numbers to ensure that membership numbers recorded on the pension database were accurate.</p>
<b>Priority</b>	High
<b>Recommendation</b>	The Council should continue to remind all external bodies of the importance of providing accurate and timely information to the administration team to ensure the accuracy of the figures within the Pension Fund database.
<b>Benefits of implementing the recommendation</b>	The Council should remind all external bodies of the importance of providing accurate and timely information to the administration team to ensure the accuracy of the figures within the Pension Fund database.
<b>Accepted in full by management</b>	It already does.
<b>Management response</b>	Management does and shall continue to remind employers of the importance of providing timely and accurate information.
<b>Implementation date</b>	Sep 2018

<b>Matter arising 2 - Reconciliation of the ALTAIR Database</b>	
<b>Findings</b>	As reported in previous years, there have been delays in completing the year end reconciliation of the ALTAIR (pensions) database to the payroll systems of some admitted bodies. The reconciliation work has been delayed again for the same reasons as previously reported, primarily a slow response rate from admitted bodies. At the time we completed the audit fieldwork an employer return was still outstanding from Ystalyfera CC.
<b>Priority</b>	Medium.
<b>Recommendation</b>	The Council must complete the year-end reconciliation of the ALTAIR database to the payroll systems as soon as possible. Differences need to be resolved with admitted bodies.
<b>Benefits of implementing the recommendation</b>	Implementation of the recommendation would resolve any differences between the Council's records and those held by admitted bodies. This would improve the quality of the information held within the database.
<b>Accepted in full by management</b>	Agreed.
<b>Management response</b>	Management undertakes to complete year end reconciliations with all employers in a timely manner, however co-operation and input from said employers is required. It should be recognised that the outstanding employer above is a newly admitted body and has one member, which should not be material for audit purposes.
<b>Implementation date</b>	Sep 2018

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# Agenda Item 12.



## Report of the Chief Social Services Officer

Council – 20 September 2018

### Annual Report 2017/18 - Director of Social Services

<b>Purpose:</b>	This report is the Director of Social Services' annual report of the improvement journey to 2017/18, how well the Council is meeting statutory requirements under the Social Services and Wellbeing Act 2014 and improvement priorities for 2018/19.
<b>Policy Framework:</b>	The Director of Social Services' Annual Report is a requirement under Part 8 of the Social Services and Wellbeing (Wales) Act 2014, It also considers performance against national outcomes set by the Well-being of Future Generations (Wales) Act 2015. There are six national quality standards for local authorities, and this report sets out a full account of our performance against each of them.
<b>Consultation:</b>	This report was prepared after consultation with: <ul style="list-style-type: none"><li>• Social Services staff</li><li>• Western bay Regional partners</li><li>• Cabinet Member for Health and Well-being</li><li>•</li></ul>
<b>Recommendation(s):</b>	It is recommended that:  1) The Annual Report of the Director of Social Services 2017/2018 be received.
<b>Report Author:</b>	Simon Jones
<b>Finance Officer:</b>	Chris Davies
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Rhian Millar

## **1. Introduction**

- 1.1 The purpose of the Director of Social Services' Annual Report is to evaluate the local authority's improvement journey for 2017/18, in providing social services to people in Swansea, those who access information, advice and assistance, and to those individuals and carers in receipt of care and support. This report also demonstrates how well Swansea's Social Services has implemented new requirements under the Social Services and Well-being (Wales) Act 2014 (SSWB Act) and how well we have promoted and accounted for the delivery of well-being standards to the citizens of Swansea.
- 1.2 This Annual Report is a statutory requirement under the Part 8 Code of Practice on the Role of Director of Social Services (Social Services functions) under the SSWB Act. Also the Regulation and Inspection of Social Care (Wales) Act 2016 (R&I Act) prescribes a format and template for the report to follow. Part 8 of the SSWB Act also states that the annual report should be published "as soon as reasonably practicable" after the year to which it relates. The report is required to be presented to Council by the Director, then copied to the Welsh Minister, as well as CIW, and finally published on the Council's public website.

## **2. Annual Report**

- 2.1 The main report appended is been written with a close eye on Reg. 3 of the *Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017*, which is coming into force on the 4th September 2017.
- 2.2 This new national regulation sets out in detail the information which is required to be included in next year's annual report, with a recommendation that 2016/17 is used to test out how these new reporting process may be achieved. The Director of Social Services' Annual report is set out using the following headings:
- Part One:**
- Introduction
  - Director's summary of performance
  - How are people shaping our services?
- Part Two:**
- Promoting and improving the well-being of those we help,
- Part Three:**
- How we do what we do
  - Accessing further information and key documents
  - Appendices
- 2.3 The information in Chapter 4 has to be set out in six parts, highlighting progress in meeting the national Local Authority quality standards under the following headings:

<b>PART TWO: Promoting and improving the well-being of those we help well-being</b> <b>Progress reporting against each of the Six National Quality standards for local authorities</b>	
2.1	Working with people who need care and support and carers who need support to define and co-produce personal wellbeing outcomes that people wish to achieve and will ensure that they measure the impact of the care and support they deliver on people's lives, as well the achievement of personal outcomes.
2.2	Work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional wellbeing.
2.3	Taking appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm.
2.4	To actively support people who need care and support and carers who need support to learn and develop and participate in society.
2.5	To support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.
2.6	To help people who need care and support, and carers who need support to achieve greater economic well-being, to make a contribution to society and live in suitable accommodation.

- 2.4 The information included in Part Two of the Annual Report is set out in three sections under the following headings:
- Section (i): What did we plan to do last year?
  - Section (ii): How far did we succeed and what difference did we make?
  - Section (iii): What are our priorities for next year and why?
- 2.5 The information included in chapter 5 is set out in three parts under the following headings:
- Chapter 5(a): Our workforce and how we support their professional roles;
  - Chapter 5(b): Our financial resources and how we plan for the future;
  - Chapter 5(c): Our partnership working, political and corporate leadership, governance and accountability.
- 2.6 The annual report is expected to provide an update on the key statutory performance indicators and some local measures.
- 2.7 Director of Social Services' Annual Report 2017/18 is an opportunity to try to meet these new statutory requirements, which become mandatory next year. Further improvements to the report can be expected, when the regulatory guidance for social services reporting come into full force next year.
- 2.8 Adjustments to the timetable for next year's report will be necessary to meet these new reporting requirements. The guidance suggests that the report is produced and presented to Council as soon after the review year as is practicable. A major consideration will be the timescales for availability of, and fully validated, performance data.

### **3. Other Issues**

- 3.1 CIW holds quarterly performance review meetings with the local authority social services senior management to monitor progress against the statutory requirements and against performance measures. The Cabinet Member - Health and Well-being, and Scrutiny Chairs are invited to attend for part of this quarterly CIW performance review meeting.
- 3.2 Background paper to this report is the Director's Annual report 2017/18.

### **4. Equality and Engagement Implications**

- 4.1 An EIA Screening Form has been completed, with the agreed outcome that a full EIA report was not required, see Appendix B.
- 4.2 The Director's Annual Report takes into account the United Nation Convention on the Rights of the Child (UNCRC) by outlining (p36) how Swansea Council is committed to taking forward these rights through the Children and Young People Strategic Partnership Board, and action plan.
- 4.3 The Annual Report (p56-57) summarises Swansea Council's progress on mainstreaming Welsh language standards, and "Mwy Na Geriau / More than Just Words" framework for Health and Social Care. In particular, whether there has been progress on delivering the 'active offer' in social services whereby staff initiate a response to the public by offering to provide services in Welsh language. Also progress is expected by the Council on implementing the Welsh Language standards in other business as usual areas; by mainstreaming the Welsh language into service delivery, commissioning and workforce planning.
- 4.4 The Director's Annual Report has to be comply with Welsh Language Standards. The full report will be translated in a Welsh Language version, and published on the Council's public website, once it has been presented at the Full Council meeting in August 2018.

### **5. Financial Implications**

- 5.1 There are no financial implications associated with this report.

### **6. Legal Implications**

- 6.1 There are no legal implications associated with this report.

#### **Background Papers:**

Director's Annual report 2017/18, including performance summary.

Equality Impact Assessment Screening Form: Directors Annual Reportv2.

#### **Appendices:**

Appendix A Director of Social Services Annual Report 2017/18

Appendix B EIA screening form, as relating to Annual Report



**People Directorate  
Social Services  
Report of the Chief Social Services Officer**



**Annual Report  
of the Chief Social Services Officer  
(Statutory Director of Social Services)  
2017/18**

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**SWANSEA COUNCIL SOCIAL SERVICES ANNUAL REPORT 2017—2018**  
**REPORT BY DAVID HOWES, CHIEF SOCIAL SERVICES OFFICER**

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## **1. INTRODUCTION FROM CHIEF SOCIAL SERVICES OFFICER**

Social Services can have a huge, positive impact on people's lives. It is important that we constantly reflect upon the way we do things too make sure we are getting things right. It is also crucial that we listen to the children, young people, adults, families and carer that we support to make sure that we are working to be the best we can be; always striving to make a positive difference.

This annual report 2017/18 by the Swansea Statutory Director of Social Services meets a requirement under Part 8 of the Social Services and Well-being (Wales) Act 2014 ('The Act').

In my role as Chief Social Services Officer, this report provides an important opportunity to highlight the progress we are making on our improvement journey through a wide-ranging review of service performance.

The Act came into effect in April 2016, and the changes to statutory requirements are already making a difference to the way we deliver Social Services and how we provide managed care and support to the most vulnerable people of Swansea. It places the well-being of each citizen at the centre of what we do.

In this report, I will show how well Swansea Council are performing; how we are working with people to shape services and how we are meeting the national quality standards in:

- Making sure that we provide good quality advice, information and assistance about what is available.
- Supporting and enabling people to make their own choices and to become more independent.
- Making sure that people are given voice and control to achieve what they want in life and that they are able to express the outcomes that they want for themselves.
- Carers are supported to achieve their own well-being.
- People are being supported earlier, and preventatively within stronger, local communities.

The report will also set out how we are continuing to safeguard our most vulnerable children, young people and adults.

We are facing many challenges; pressures on local authority budgets; a growing population with increasingly complex needs; rising demand for social care and changing expectations of citizens. We cannot meet these challenges alone and therefore effective partnership working through the Western Bay Regional Partnership Board, the regional Safeguarding Boards and the new Swansea Public Services Board is of ever-increasing importance.

Social Services and safeguarding remains a top priority for the Council.

We have the strong political leadership and support of our Cabinet Member, Cllr Mark Child and wider Cabinet; constructive challenge of two dedicated Social Services focussed Scrutiny boards; regular monitoring and oversight of the Corporate Management Team and the Chief Executive, Phil Roberts; cross Council engagement in our Corporate Safeguarding and Corporate Parenting arrangements; and cross party support from Council.

As part of the wider Sustainable Swansea programme, the Council is committed to delivering a sustainable approach to social care; focussed on better prevention and early intervention and in maximising opportunities for people live as independently and safely as possible.

During the past year, I have visited between 30 and 40 of our teams and services across adults and child and family Services.

There hasn't been a single team or service that I've left feeling concerned about the quality of practice, the importance of the service delivered, the drive to innovate to ensure its fit for purpose both now and in the future or the skill and commitment of managers, staff and business support colleagues.

The quality, hard work and achievements of our staff working in partnership with vulnerable adults, children, families and carers in Swansea means that we can be proud of the social care we provide.

Our strong corporate performance management and scrutiny arrangements help ensure that we are constantly striving to deliver improvement and that our business plans deliver to timescale.

The challenge of making sure our practice continues to be excellent, that our care, support and services remain of high quality, and we achieve a financially sustainable position, is a big one.

Despite considerable progress towards establishing a more sustainable service, there continues to be a significant gap between the amount of money available to the Council to support citizens' care and support needs and the actual cost of providing that support looking forward. This is a national challenge.

Locally, we will have to keep developing our approach, join up more of what we do, stop some things, start some new things, make some mistakes and stumble across brilliant things by accident rather than design but based on the hundreds of individuals I've met to date, I have every confidence that we'll achieve success.

It is encouraging that we continue to receive more and more stories that evidence service excellence and outcomes achieved.

I am satisfied that progress is being made across all areas of Social Services and that the wider Council is contributing strongly to promoting the well-being of citizens more generally.

Swansea has strong Social Services of which all of us can continue to be proud.

**DAVID HOWES CHIEF SOCIAL SERVICES OFFICER**

## 2. DIRECTOR'S SUMMARY OF PERFORMANCE

This section considers how well our services have been delivering on its statutory requirements, achieving performance targets and addressing last year's priorities for improvement.

It highlights our key activities, performance against targets and improvement programmes within:

- Adult Services
- Child and Family Services.

It sets out Swansea's improvement priorities in the year ahead.

Swansea Council, as with other public services, are facing unprecedented demand and resource challenges in Social Services, and the wider local authority. Swansea Council are putting effort into managing demand by getting things right at our statutory front door, and making sure that services providing early help and a preventative focus are lined up to work with the most vulnerable, whether in adults or child and family services.

We have had to make some difficult decisions during this year, including the introduction of new charges for day services and respite at home, in order to make social service more sustainable in the future.

We aim to service a Swansea population of around 244,500 people, made up of including c. **47,300** children and young people aged 0-17 and **197,200** adults aged 18 and over. It is a large population that is steadily growing, mostly due to international and internal (UK) migration, and through more people living longer.

There are around **109,000** households across Swansea, which are home to families with very different life experiences, and I am aware of wide variations between well-being outcomes of citizens from the poorest and wealthiest areas of the city. We have to plan effectively where and how we target our resources, as the overall number of households is projected to increase to 124,578 by 2035 (source: Daffodil) whilst the resources available to the Council are forecast to reduce, at least in the short to medium term.

### 2A) PERFORMANCE IN CHILD AND FAMILY SERVICES (last year in brackets):

Of the approximately **47, 300** children and young people aged 0-17 who are living in Swansea, **3428** children, and approx. **2085** families were directly supported by Child & Family Services during 2017/18.

Swansea has a rate of **285** children per 10,000 population receiving managed care and support, which is above the Wales average (Based on census taken at 31 March 2017).

Across Welsh Local Authorities, the rate of children needing statutory care and support varies between 120 to 414 children, per 10,000 population (Source: Children Receiving Care and Support Census).

Many children in Swansea are likely to be living in households on income related benefits (25% in 2011).

Instances of parental substance or alcohol misuse, domestic abuse and parental mental ill health were factors recorded in over a quarter of all cases of children receiving care and support in Swansea (Ref: [Wales-children-receiving-care-support-census-2017](#))

Child and Family Services were contacted **9529** times about children who may require support and these contacts led to **1722** referrals during 2017/18.

Of the referrals received during 2017/18, **190** (207) were re-referrals.

**1731** (1738) Children and Families received advice and assistance from Swansea's Information, Advice and Assistance (IAA) service.

**2187** social work assessments of children were completed this year including the **1731** proportionate assessments of children with care and support needs triggered by a new referral.

Of these, **759** (582) children went on to have a care and support plan.

**17** young carers (2) were identified and their needs assessed, of which **15** (0) led to a support plan.

As at 31st March 2018, there were **903** (995) Children in Need of ongoing Care and Support; **520** (481) children being looked after by the Authority and **254** (252) children subject to a child protection plan.

**194** (193) children became looked after during the year.

A high number of child cases **1680** were successfully closed during the year

Fewer children looked after are placed in residential care **34** as at March 2018 (40, last year).

**190** Swansea children who are looked after are placed with in house foster carers (Foster Swansea), which is **66%** of all foster placements (last year 64%).

**110**, **34%** of children looked after are placed with independent foster carers (Last year 94, 36%)

We have **131** (135) approved Foster Swansea carers, offering up to **248** (302) registered places.

**37** Swansea children were subject of new adoption orders granted in year.

**12.59%** Children returning home following a period as looked after (**91/723** children who were looked after during the year)

**Comment:**

Children's Services is about achieving safety and good well-being outcomes for children.

Our focus is on ensuring children with care and support needs are achieving safety and permanence, at the earliest opportunity, increasing the likelihood of the best possible outcomes.

Through using 'Signs of Safety' practice framework, social workers are keeping children and families at the centre of what we do, by listening to and valuing their experience. This helps us to ensure that through achieving safety, well-being and permanence for children, we are also delivering a sustainable and efficient service.

The Child and Family Improvement Programme and action plan (see appendix 2) sets out our approach to delivering this vision and a sustainable model of service.

**Our Vision for Child and Family Services is:**

Vulnerable children are safeguarded, live within permanent, stable, secure and loving families, (cared for by their birth family and within their community of origin whenever possible), which provide opportunities for success and a content and healthy adulthood where they can fully participate in what society has to offer (updated June 2018).

Swansea's vision is underpinned by National Participation Standards-for Children and Young People in Wales, and by the United Nations Convention on the Rights of the Child (2014).

Golden Thread – Swansea's Child and Family Services recognises that we cannot do it all alone –we need our partners to support our work, to achieve an integrated approach to well-being and work towards a golden thread of principles that run through everything we do.

- Early identification/intervention/prevention
- Safety
- Permanence
- Well-being/outcomes
- Resilience
- Participation/co-production
- Partnership/Sustainability

Child and Family Services has developed a draft Participation and Co-production strategy for children and young people 2018-22. The aim is for this strategy to complement the work of the 'Signs of Safety' social work framework, by reinforcing the means by which children and young people can influence the future shape of services, and their care and support.

Swansea is continuing to implement a Safe LAC Reduction strategy, which, as well as tackling the overall number of children becoming looked after, is changing the profile of children in care in Swansea, and how they are supported to achieve best possible outcomes.

#### **KEY PERFORMANCE MEASURES IN CHILD AND FAMILY 2017/18**

- The percentage of decisions about a referral for care and support received by Child and Family Services which are taken within 24 hrs from receipt of referral = **99.9%** Target 17/18 = 100%
- The percentage of initial core group meetings held within 10 working days of the initial child protection conference = **88.9%** Target = 95%
- The number of children looked after per 10,000 of the 0-17 Swansea population = **111** Target = 90><102
- The number of children on the Local Authority's Child Protection Register per 10,000 of the 0-17 Swansea population = **54** Target = 45><52
- The number of children in need of care and support per 10,000 of the 0-17 Swansea population = **192** Target = 190><205
- Percentage of all statutory indicators for Child & Family Services that have maintained or improved performance from the previous year = **40%** Target = 80%
- The percentage of assessments completed for children within statutory timescales = **72.4%** Target = 90%
- The average length of time for all children who were on the child protection register during the year = **208.5 days** Target = 100><300
- Percentage of children satisfied with their care and support (Measure 13: children) = **76.2%**
- Percentage of children in care who had to move 3 or more times (Measure 33) = 9.77% Target = 7%

#### **2B) PERFORMANCE IN ADULT SERVICES (last year in brackets):**

Of the 197,164 adults aged 18 and over in Swansea, **7573** (7015) people received care and support from Adult Services during this year. Of this number, **5932, 78.3%** (5437) people were helped in their own homes. **1641, 21.7%** (1578) adults received residential or nursing care.

Adult Services were contacted **25,016** (25,200) times about citizens who might require care and support. **12,965 or 51.8%** (13,015 or 51.6%) of these contacts became referrals leading to advice or assistance.

Adult Services carried out **11,086** (9,525) social care assessments.

**743** (521) people are managing their own community-based support, through a direct payment.

Last year, our Joint Community Equipment Service (CES) delivered and installed **36,560** items of equipment, worth an estimated total of **£5,144,159** to **9,153** citizens living in Swansea and Neath –Port Talbot.

Adult Services received **1321** (1271) safeguarding enquiries, of which we accepted **540** (522) as referrals in which the possible concerns threshold was met.

**1,307** (1,128) deprivation of liberty safeguard requests were made to Adult Services during 2017/18.

**684** (529) carers were assessed by Adult Services during the year.

At the end of the year 2017/18, there are **5,904** (6,274) people with open cases through which care and support needs are being assessed and managed.

**Comment:**

Adult Services remains very busy with high levels of and increasing demand for assessments and ongoing care and support. However there are some indications that we are beginning to demonstrate better outcomes through providing early support and targeted short-term help. Many individuals are receiving targeted interventions which help them to remain living independently and without an ongoing need for care and support. However there are, and will always be, a high number of people who need managed care for a longer period.

Our Adult Services' vision for health, care and well-being in the future is:

***“People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of well-being within supportive families and resilient communities. We will help people to keep safe and protected from harm and give opportunities for them to feel empowered 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”***

(This vision statement was developed in consultation with staff, Cabinet and CMT and included in Swansea Council's Service Optimum Model for Adult Social Care, which was the subject of public consultation).

To support the vision, the Adult Services Improvement Programme focuses upon the following six key improvement principles for placing the person at the centre of their care and support, carers and our communities:

- Better Prevention
- Better Early Help
- New Approach to Assessment
- Keeping People Safe
- Working Together Better
- Improved Cost Effectiveness

Adult Services has worked hard to ensure good quality, performance management information is available to managers and scrutiny, as this enables robust challenge, and better decisions around how resources are used.

#### **KEY PERFORMANCE MEASURES IN ADULT SERVICES IN 2017/18**

- Percentage of adult protection referrals to Adult Services where decision is taken within 24 hours (i.e. 1 working day) = **63.7%** Target 2017/18 = 65%
- Percentage of Deprivation of Liberty Safeguarding (DoLS) Assessments completed in 21 days or less = **59.6%** Target = 60%
- Percentage of annual reviews of care and support plans completed in adult services = **68.4%** Target = 65%
- Rate of adults aged 65+ receiving care and support to meet their well-being needs per 1,000 population = **111.5** Target = 108><113
- Rate of adults aged 18-64 receiving care and support to meet their well-being needs per 1,000 population = **12.99** Target = 9><11
- Number of carers (aged 18+) who received a carer's assessment in their own right during the year = **655** Target = 600
- Percentage of people who have completed reablement receiving less care or no care 6 months after the end of reablement = **82.6%** Target = 75%
- Percentage of all statutory indicators for Adult Services that have maintained or improved performance from previous year = **78%** Target = 85%
- Percentage of adult protection enquiries completed within 7 days = **91.9%** Target = 90%
- Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over = **5.86** Target = 4
- Number of new requests for local area co-ordination = **259** Target = 240

- Percentage of adults satisfied with their care and support (Measure 13: adult) = **79.65%** Target = 70%
- Percentage of carers that feel supported (Measure 15) = **66%** Target = 60%
- Average length of stay (days) in residential care (Measure 21) = **921.8 days**
- Average age (years) on admission to residential care (Measure 22) = **83.7yrs**

Adult Services has also consulted upon a set of service objectives (February 2018) which has informed the Improvement Programme 2018-21 (see Appendix 2).

## 2C) **OVERALL PRIORITIES FOR IMPROVEMENT (SOCIAL SERVICES)**

In last year's annual report, I set out my priorities for improving the standards of our statutory social care services and ensuring that our most vulnerable children and adults are safe, and we have progressed in all of these areas:

- Improving our practice and delivery - we have continued to implement innovative ways of working with children, young people adults and families through signs of safety and an adult practice framework. Citizens have an even stronger voice in what matters to them, and their services.
- Safeguarding - we have reviewed the current safeguarding arrangements, and have plans to implement changes to team structures, corporate governance and policy
- Regional Partnership - we have strengthened the regional board arrangements to deliver a work programme based on the Western Bay Area Plan and to drive forwards the integration of health and social care
- Workforce - we continue to develop the social care workforce through local and regional arrangements to meet future training needs, and continued professional development
- Commissioning - through co-production and fairer charging in Adult Services, we are remodelling domiciliary care provision, and plans to reshape internal residential care services and day services and the use of Direct Payments and advocacy offers across the whole service
- Carers - we are improving support to carers, and developing a new commissioning approach based on co-production.
- Performance – there are plans to implement WCCIS to better manage information, and to evaluate the impact of preventative support, managed care services, and to identify future trends

Overall, I am proud that Swansea's Social Services is working closely and positively with colleagues across the council in services such as Education, Poverty and Prevention, Resources and Legal Services; within a regional partnership board that includes ABMUHB, Neath-Port Talbot and Bridgend Councils; and most importantly with citizens to deliver the most effective services, to the most vulnerable people.

I am particularly pleased that Western Bay Regional Programme has been recognised for its excellent work. The programme claimed two awards at the All Wales Continuous Improvement Community (AWCIC) annual awards 2018: 'Best Local Government Initiative', and 'Achieving a Common Purpose' for its Commissioning for Complex Needs Programme which is improving the quality and standards of care across the region whilst demonstrating value for money.

We have set out a number of strategic priorities in the Western Bay Area Plan for Health and Well-being 2018-2023: <http://www.westernbay.org.uk/areaplan/>

The improvements priorities for the year ahead align closely to these new regional priorities.

#### **Overall Social Services priorities for year ahead**

- Safeguarding vulnerable people
- Delivering the Adult and Children services Improvement programmes
- Achieving a Financial sustainable position
- Building excellence in social work and social care practice
- Collaboration and Integrated health and social care through Regional partnership working

On behalf of Cabinet Member for Well-being, Councillor Mark Child and myself, we would like to thank all our service users and citizens for their patience and understanding whilst we have been progressing service improvements, and to all our staff for their efforts in supporting vulnerable people in Swansea last year.

In the coming year Cabinet have decided to increase the number of Lead Members directly involved in supporting our improvement programmes across Social Services and I look forward to working with the new portfolio holders:

Cllr Mark Child now Cabinet Member- Care, Health and Ageing Well,

Cllr Elliot King, Cabinet Member -Children Services Early Years

Cllr Will Evans, Cabinet Member -Children's Services Young People,

Together, we are listening to the voice of the citizens in all areas of our work, and I will expand on Swansea's approach to placing the person at the centre of everything we do in the next section of this report.

### 3. **HOW PEOPLE ARE SHAPING SERVICES**

Everyone, adult or child, must be given a voice – an opportunity – a right – to be heard as an individual, as a citizen, to shape the decisions that affect them, and to have control over their day to day lives.

We actively seek feedback from individuals, families and carers who use our services to achieve their own well-being outcomes and their views help to inform our improvement journey.

A 'What matters to you' conversation is now central to how we work, and part of a single assessment across the whole service.

Our approaches to co-production and participation inform our practice guidance and commissioning strategies.

In this section, I will summarise the feedback we have received during the year, what we have done in response and some stories of achievement to reflect Swansea's new and emerging approach to social care. Finally, I will share one or two of the many compliments that our staff have earned during the year through their hard work and diligence.

#### **FEEDBACK THIS YEAR**

We carry out a qualitative survey each year, of a large sample of people who have been receiving care and support from Social Services.

Here are some of the main changes:

- 51.4% of people report they can do what matters to them, which represents a 5% increase on 2016/17 (Measure 2).
- 78.1% of people feel safe, which is up by 3.4% (Measure 3)
- 58.3% - of people reporting that they feel part of the community, which is well (12%) above Wales average (Measure 4)
- 85% of people were satisfied with their social networks, again this is an 8% increase on last year (Measure 5).
- 85% of people are satisfied with the care and support they received which represents an 8% increase on last year (Measure 13).

A more detailed analysis is presented in **Appendix 1**.

#### **WHAT HAVE WE DONE**

We are continuously looking at ways to improve quality, and raise standards of care within our commissioned and directly provided services. During my visits to services, I have been impressed by the many imaginative efforts of our staff to improve the lived experience of service users and citizens.

Here are some examples of what we are doing:

- We have realised it is vital to improve integration between our health and social care systems to ensure older people and vulnerable adults have timely and proportionate access to the services and support needed from the right person at the right time.

- Swansea has three well-established, integrated, multi- agency care hubs (Central, North and West) covering the whole of Swansea to provide a local response with skilled, professional assistance and assessment.
- Both the Common Access Point (CAP) in Adult Services and the Information Advice and Assistance (IAA) team in Child and Family Services ensure that citizens have access to clear effective and timely help in finding out what is available to meet their own care and support needs.
- Swansea, like other Western Bay partners, has a community-based, Dementia support team providing early diagnosis and skilled person-centred interventions for people and families who may otherwise find it difficult to access care services.
- A new Participation and Co-production Strategy in Child and Family Services seeks to promote a range of participation and involvement opportunities. The Bright Spots survey. 360-degree receives feedback from look after children about the quality of independently commissioned placements. Life story work with all looked after children helps to support permanence. Young people are chairing the meetings at which their care plans are reviewed.
- Through a Co-production community actively supporting the development of commissioning strategies and plans, we are now incorporating citizen engagement into the design and delivery of new services and the further development of our local social care market. This approach directly led to the development of our new supported living framework.
- We are facilitating more 'magic moments' in our care homes to raise joy and laughter for residents, families, friends and staff (in partnership with Swansea University's School of Social Care Research).
- Our Social Services Work Development Service was shortlisted at last year's Municipal Journal (MJ) Achievement Awards for its excellence in community engagement.
- Big Budget Conversation was the 5th annual consultation held with children and young people on the Swansea Council budget proposals including social care. The event gave **80** pupils from 12 secondary schools across Swansea an opportunity to consider a number of budget proposals put forward by Swansea Council to meet the challenge of financial sustainability.
- The Council sought feedback from the wider population on the budget proposals including those in relation to Social Services and social care. **87%** of Swansea citizens agreed that we should review all existing and new care packages in line with the new requirements of the Social Services and Well-being Act.

- The Western Bay Regional Citizens' Panel was established in February 2016, with the aim of providing a strong strategic voice for citizen representatives and they played a key role in setting the priorities of the new Area Plan.
- During our annual review of our Social Services Charging policy which included the proposed introduction of new charges for day and respite at home services, we worked with service users and citizen groups to better understand the implications of these budget proposals with changes made to address many of their concerns particularly in how best to implement.

### **The Year Ahead:**

Swansea residents, day service users and people living in council-operated residential care homes are being given the chance to help shape the future of vital social care services through consultation about plans to change our current service model; a part of the wider Sustainable Swansea Transformation programme.

During 2017/18, we undertook major stakeholder engagement to support the commissioning reviews in the areas of:

- Residential services to older people
- Day Services to Older People

In April 2018, Cabinet agreed a 12 week public and staff consultation on detailed proposals to transform both residential care and day services in order to better meet the higher dependency and complex / dementia care needs of older people.

A wide range of comments received from Adults, Children, Parents and Carers as part of the Social Services Performance Measures Qualitative Survey 2017-18 have been summarised, codified (positive, neutral and negative) for analysis in support of future improvements.

#### **Sample of Comments: Measure 13**

I am happy with the care and support I have had (95 Comments received)

#### **Positive responses** include:

- All staff excellent X company 1st class
- Swansea council workers are amazing always cheerful understanding and helpful.
- All Carers in the X Team are excellent and spend as much time as needed seeing to my daily needs. They give me the best quality of life possible

#### **Neutral responses** include:

- Most of my carers are very good, but they change jobs as soon as you get to know them because of the long hours and low pay

- Good care currently provided but more help required due to change in health

**Negative responses** include:

- Feel let down by X waited 6 months to hear from them and that was only after I got in touch with them again only to be told I might as well sort it out myself
- Lack of administration skills in the care office affects timing of calls and carers that call.
- Caring service very erratic and badly run by management. Most carers are good but organised badly
- I shall never be happy here. I've had 4 years of imprisonment here. I have been frustrated and sad since I have been in here

**Comments received as part of the Social Services Performance Measures Qualitative Survey 17-18**

### **STORIES OF ACHIEVEMENT (1)**

**St Johns Day Service** supports older people living with complex needs, many of whom live with dementia, are isolated, have little or no family support and no social interaction apart from their weekly visit to the day service. In order to engage with our local community and for members to have a worthwhile role within it, staff have worked co-productively with Christwell United Reformed Church to offer community opportunities, sharing skills and knowledge, forming valuable connections and relationships. This is an innovative project in partnership with range of organisations including Caerlas Homeless charity, DANSA community transport, and probation services and roots foundation Wales. **Proposed by Swansea Council for Accolades award –SCW.**

### **STORIES OF ACHIEVEMENT (2)**

Magic Moments- some of the best things that happen in social care are not the things that are written in care plans, but rather the 'magic moments' which include a journey towards achieving outcomes, meaningful activities, relationships within the service, involving service users, families and staff.

They can include 'big' things, like re-creating a past experience for service users or 'little' things, like a member of staff making a personal connection with someone who has difficulty talking because of dementia, their learning disability or mental health issues.

A Swansea University research project found that when these 'magic moment' stories are shared, they inspire and encourage others to feel good about their work and create their own 'magic moments'. Jane Thomas, Service Manager, with the support of Cathy Murray, Principal Officer for service provision are leading on service quality is working with Swansea University to co-produce and harvest some 'magic moments' stories from within Swansea Adult Services together in a booklet that can be used as a learning resource.

**Many of these have already been shared at recent Adult Services staff events.**

### STORIES OF ACHIEVEMENT (3)

The boys have benefitted –(as have their sisters) from a comprehensive sensitive proactive and responsive service and support from their allocated social worker E...

E. has not only worked diligently to establish all of the siblings wishes and feelings but also ensured that she has built productive and uncompromising relationships with birth family and utilised extended family strengths to progress contact and ensure that this is closely monitored and aims to best needs the children's individual views and feelings.

**Many thanks – feedback from Independent Reviewing Officer (IRO)**

### COMPLIMENTS RECEIVED

We continue to collect compliments, comments and complaints on a routine basis and report the feedback regularly to scrutiny as a part of our overall approach to quality assurance including through an annual report.

The relevant Head of Service personally acknowledges any compliment received in writing to the member of staff/ team involved.

In monitoring complaints and compliments we are particularly looking for evidence of feedback that either resonates with or contradicts our improvement journey.

"Quite an emotional morning this morning with my carers happy and sad tears happy that they think I'm doing so well that they don't feel the need to call any more or hand me over to an agency ..... I know I still have a lot of recovery to do but I'm not just one that can sit around all day wasting life I can walk and talk and now have first hand experience in stroke not learned through a book first-hand experience so I'm going to use that to help others if it wasn't for the positive people I've been surrounded with I wouldn't have the confidence to do what I intend to do so thank you my wonderful rehab team I'm going to miss the morning giggles and all your words of encouragement but I think u gave me enough to last me a life time."

**(Feedback from service user reflecting on her journey, and the excellent support provider by our homecare, reablement and OT services) –**

'thank you so much for making me shine like a star'

**(letter to a childrens social worker)**

Social workers have got to understand and have hope in you, otherwise there is no point. Social worker K. would ask how I was feeling, how my family was, and was straight talking – telling me 'this is what going to happen' and 'this is what I want to happen. M. had hope too, he was great. He told me I was a brilliant mum and that I would fly through the assessment in parent and baby. It helped to know when we were doing good so that it was acknowledged. It was nice to know that we were doing good and not bad. It helped us to be motivated and

we had more confidence. If there were worries, it was all open and honest and that way we could make changes'

**(Appreciative Inquiry held with a young parent)**

'My son doesn't open up with many people but he feels he can with L. because he feels really comfortable with her and she is excellent with him.....I feel I can talk to her about anything too and she always listens to what I have to say.....Social Worker L. has made my time with Social Services a pleasure, something I never thought I would say'.

**(Compliment from Parent/ carer)**

'I think that the way Social Worker R. worked with T on Friday night needs to be passed on. It's not often compliments get written but he was well prepared, the words and pictures were great and really helped T understand. He checked understanding, he went over it twice, he showed empathy and compassion for the situation, we did a timetable together for T and despite it being a Friday night at 8.30pm he wasn't rushed at all. I have to say in all my years fostering and working in this arena it was one of the best, most compassionate and useful visits I have seen.'

**(Compliment received from a Foster Carer)**

'I wanted to bring to your attention my respect and appreciation on the handling of these cases. I have felt that what have been very difficult situations have been handled, professionally and effectively. I have felt supported by the social workers involved and that the needs and safety of the children have been managed safely and professionally. I have the utmost regard for the provision provided by Social Services and have been impressed by its management of this particular case'.

**(feedback from a Swansea Headteacher)**

#### **4. PROMOTING AND IMPROVING THE WELL-BEING OF THOSE WE HELP (QUALITY STANDARDS)**

This section provides an overview of Social Services quality and performance taking into account the National Standards Framework: [Code Of Practice: measuring performance](#) and the Well-being of Future Generations Act (which aims to improve the social, economic, environmental and cultural well-being of Wales – by helping to create a place where we all want to live; now and in the future).

The **six national quality standards** are:

NQS 1: Working with people to define & co-produce personal well-being outcomes that people wish to achieve

NQS 2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being

NQS 3: Taking steps to protect and safeguard people from abuse, neglect or harm

NQS 4: Encouraging and supporting people to learn, develop and participate in society

HQS 5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships

NQS 6: Working with and supporting people to achieve greater economic well-being, have a social life It covers the outcomes expected, what we are doing how well we are doing and the priorities for the year ahead

#### **4A) WORKING WITH PEOPLE TO DEFINE AND CO-PRODUCE PERSONAL WELL-BEING OUTCOMES THAT PEOPLE WISH TO ACHIEVE (NQS1)**

This standard expects that Swansea citizens to know and understand what care, support and opportunities are available and to use information and advice to help achieve their well-being outcomes. People should be able to access the right information, at the right time, in the way they want and use this to manage and improve their well-being. We must ensure that the citizens' voice is at the centre of our service improvement journey and, in particular, that every individual is actively involved in any decisions about how their care and support needs can be best met.

Our approach to Information, Advice and Assistance is set out in: Swansea Information, Advice & Assistance Service (IAA)- a guide for practitioners, launched in January 2018.

##### **What did we plan to do last year?**

- Swansea to continue to populate the DEWIS CYMRU Well-being Directory with a launch to citizens planned towards the end of 2017/18
- To implement recommendations from the Council's commissioning reviews into Family Support including services for under 11's, over

- 11's and children with disabilities and in relation to adults, the reviews of domiciliary care, residential care and day services
- To finalise the Adult Services Practice Framework
- To implement the reclaiming social work model in Children Services
- To continue to support the regional Western Bay Health and Social Care Programme, the further development of which will now be informed by the outcome of the regional Population Assessment
- To further embed and make use of the new Supported Living Framework
- To formally launch the new 16+ Service and Domestic Violence Hub

### **How far did we succeed and what difference did we make?**

We ensure that people can easily access the right information, advice and assistance (IAA) service when they need it, in the way they want it and use this to manage and improve their well-being outcomes by:

- **Swansea's approach to Information, Advice and Assistance (IAA)** – In Swansea we differentiate between an Information, Advice and Assistance Approach, which is where people can get help from a range of community and universal based services and the Information, Advice and Assistance Service.  
  
Swansea Council recognises the importance of getting our front door arrangements for well-being right, through growing a greater corporate awareness of the contributions all council services can make to citizen well-being and managing the interface to the statutory health and social care front door.
- **Swansea's IAA within Social Services** – an effective, warm front door is a vital part of a sustainable, safe system of care that ensures the right people, get the right help, from the right individual, at the right time. It is about ensuring that the help is available within stronger communities, from carers, from a range of professionals, and services to help meet demand. Our Child and Family and Adult Information, Advice and Assistance services are co-located and will work together where there are multiple needs in families and with young adults in transition.
- **DEWIS CYMRU** – We expect that Swansea citizens can access information to help them better understand and choose from the wide range of care, support and well-being opportunities available to help achieve their well-being outcomes. Swansea continues to roll out the DEWIS CYMRU Well-being Directory and supports the national strategy to integrate this system with the more developed public information resources such as Infoengine (used by third sector) and the Family Information System (FIS).

Citizens and carers with care and support needs who wish to improve their well-being receive high quality assistance and a timely assessment of their needs which promotes their independence, choice and personal outcomes by:

- **Single Assessment-** Social Services is listening to people; utilising a single assessment that has a focus on 'what matters to them' and what safety looks like. This approach, promoted through our 'signs of safety' and 'doing what matters' practice frameworks, adopts a co-production and partnership methodology that puts children, families, citizens and carers at the centre of their care and support. This a strengths and assets based approach that safely supports individuals in maintaining their independence through proportionate recourse to care and support.
- **Active Offer** - Frontline staff are aware that an "active offer" must be made to people to ensure that a person's Welsh Language preference and their language of choice is identified early in any contact (in line with Mwy Na Geriau/ More than Just Words – see section 5).
- **Adult Services practice standards** – We have developed a Practice Framework to drive consistency in social work and quality across the service. At the same time we are rolling out an outcomes framework to support new ways of working that places citizen voice at the centre of our interventions.
- **Child and Family Services practice standards** – Swansea has to meet many statutory requirements in child protection, with looked after children and for children in need of care and support. Swansea has been on an important journey to place each child and family at the centre of safety and care planning by embedding the Signs of Safety framework into everything we do. Social work practice excellence is a vital part of our sustainable model that focusses on ensuring that children remain safely in the care of their families and achieve permanence at the earliest opportunity. This is part of a wider strategy to refocus resources on prevention and early intervention rather than all our resources having to be utilised on mitigating the consequences of children having suffered harm.
- **Advocacy-** the children, families, individuals and carers with whom we work should be an equal partner in their relationship with Social Services. Any person contacting the IAA service can ask someone of their choice to support them to express their views wishes and feelings. Our staff will also identify whether there is a need for additional advocacy from the first point of contact including by family, friends or other members of the community. Child and Family Services have recommissioned independent advocacy services to meet the requirements of the national advocacy service.

- **Co-production-** there is more evidence of involvement of children, individuals, carers and families in the co-production their assessment and care and support plans. This approach extends into the design, development and delivery of new services through Swansea's approach to commissioning and participation.

Wherever possible, we will ensure that this means that families can stay together and carers have appropriate levels of support by:

- **Integrated approach to Well-being** - Swansea has a aims to promote, support and nurture every child's well-being, through an Swansea's Integrated Well-being Strategy for children and young people 2018-19
- **Family Support Continuum** - In 2016./17, the Council's Cabinet agreed on Swansea's vision for the delivery of Family Support Services across the continuum of need ensuring children and families can achieve their well-being outcomes. This has involve commissioning work across four stands:
  - support for families with children under the age of 11 years.
  - Support for families with children over the age of 11.
  - domestic abuse.
  - Support for children and young people with additional needs and disabilities.

Work in each of these vital areas has progressed this year, and recent developments are reported in later sections of this report.

- **Support to Carers** – Swansea recognises the essential contribution that carers make to the well-being and safety of some of Swansea's most vulnerable citizens. All Swansea carers have the right to an assessment of their support needs setting out what matters to them to maintain their well-being. Swansea has been recognised for our effective commissioning of support to carers and holds a regular carers network event. Swansea has a Carers centre with dedicated, appropriately skilled and knowledgeable staff well placed to ensure carers are supported to achieve their well-being outcomes. As well as providing information, advice and assistance, the centre also provides direct support in relation to benefits. Services are free and open to all carers. Following the population assessment and development of the Area plan more detailed work is needed to map all resources available to support carers. This will lead to further co production work to develop and implement a new strategy to address carers needs.

**PERFORMANCE IN 2017/18 (Last Year)**

**Qualitative Measures:** see appendix 1 analysis of survey results (Adults)

**Quantitative Measures:**

- The percentage of adults who have received support from the information, advice and assistance service (IAA) and have not contacted the service again during the year = **93.8%** (86.39%)
- The percentage of assessments completed for children within statutory timescales = **72.4%** (82%)

**Our priorities for next year**

During 2018/19, our priorities will be:

- Development of overall co-production plan to engage citizens in the future model and delivery of Adult Services.
- Extending range of support available to carers by coproducing commissioning plans
- Continue to embed social work practice frameworks to promote new ways of undertaking assessment and delivering care and support that keeps people safe.

**4B) WORKING WITH PEOPLE AND PARTNERS TO PROTECT AND PROMOTE PEOPLE'S PHYSICAL AND MENTAL HEALTH AND EMOTIONAL WELL-BEING (NQS2)**

This standard is about ensuring Swansea citizens receive the right care and support to do the things that matter most to them; including to keep themselves healthy. They should receive such support as early as possible; through preventative and community based interventions that promote independence.

Our approach is set out in the following documents:

Service Model for Adult social care in Swansea: [Swansea Staffnet - Service Model for Adult Social Care.](#)

Child and Family Services: How we work with families guidance for practitioners.

**What did we plan to do last year?**

- To ensure a good range of preventative services is developed
- To further develop the integrated Common Access Point (CAP), supported by multi-disciplinary team support and third sector brokerage, for the provision of information advice and assistance to adults and carers
- Implementation of a new reclaiming social work team structure in Child and Family Services

- To finalise the Adult Social Work Practice Framework within Adult Services
- To respond to feedback following Joint HIW/CIW Inspection of Community Mental Health Team

### **How far did we succeed and what difference did we make?**

We have encouraged and empowered people to manage their physical health and well-being, and to do things to keep themselves healthy.

- **Extending range of services to promote well-being** - Swansea is working closely with colleagues in health, other Council services and the third sector to make sure there are a range of preventative and early intervention opportunities available before children, families, individuals and carers need to access statutory Social Services support. These include through our roll out of Local Area Coordination and the development of the Family Support Continuum. A clear strategy to promote prevention is set out within the Adult Services Delivery Model and the Child and Family Services future model. Our focus is on ensuring the principles of prevention, early intervention and Co-production are embedded in our whole approach to delivering Social Services.
- **Prevention** – Building on the agreed Western Bay Prevention Strategy, Swansea Council has developed a Corporate Prevention Strategy which has been the subject of public consultation. The strategy has a broad focus on supporting the development of stronger communities, linked to economic regeneration, promoting future resilience of communities and the independence and well-being of citizens. Our objective is to deliver more sustainable services that meet people's needs and promote better outcomes.
- **Local Area Coordination (LAC)** is a strengths based approach to supporting vulnerable people in communities by focusing on what a good life means to them, building community networks of self-sustaining support; with a working assumption that individuals requiring support will also have something to give back to the community (utilising the concept of reciprocity) and ultimately reducing recourse to traditional forms of statutory intervention. We have revised the geographic areas over which our model of local area coordination can best be delivered and so now require 22 coordinators to provide coverage across the whole of Swansea. We plan to extend coverage to 11 of the required areas in the coming year.

People can expect the right care and support, as early as possible through a range of preventative and community based support that promote independence:

- **Information, Advice and Assistance (IAA)** –We have launched our new front door services with associated guidance for practitioners, embedding a consistent approach across both Adult and Child and Family Services. The launch event was attended by a range of stakeholders in order to promote a wide commitment to supporting the IAA approach.
- We now have an integrated **Common Access Point (CAP)** as part of our IAA service model for adults and carers, supported by a multi-disciplinary team and third sector brokerage, ensuring proportionate, strengths based information, advice and assistance at the right time and from the right person.
- **Multi-disciplinary approach**- Adult Services has a better mix of social work, therapy, district nurse and third sector professionals co-located within a common access point to respond to people with more complex care and support needs.
- **Child and Family Services IAA Team** - In Child and Family there is a single point of contact for the Information, Advice and Assistance Service for all children, young people and their parents/carers. We also provide an Information, Advice and Assistance service for young people who are 16 and 17 years based at InfoNation co-located with a range of other young people services. Swansea Child & Family services are committed to using a whole systems Signs of Safety practice model. This innovative strengths-based, safety-organised approach to child protection casework is grounded in partnership and collaboration. This approach to proactive safety planning is embedded in our IAA and decision making processes at the front door. As part of the Family Support Continuum work we are undertaking a systems thinking review, supported by Vanguard, to consider the current arrangements, and the interface with Early Help Services. This is with a view to developing a single point of entry (SPOE) to enable children and families to receive the right support at the right time and simplify the process for partner agencies.

People can expect the right care and support, as early as possible through a range of preventative and community based support that promotes independence

- **Remodelled services** -Bonymaen House has been remodelled as a service to deliver a key aspect of our Western Bay optimal model for intermediate care. Through a multi professional mix of social work, OT, therapists and therapy carers, the residential unit provides a residential re-ablement, 'step up/ step down' service with time limited support that extends back into the community. Of those people who have accessed the service during the year, more than 60% have been successfully supported to remain living safely at home with reduced or no long term care and support.

- **Respite** – Our respite services such as Ty Cila, Alexandra Road and respite at home are providing essential respite support to individuals with complex needs and their carers.

We have improved access services to maintain physical health, mental health and emotional well-being by:

- **Well-being Plan-** Swansea's Public Services Board has produced a Well-being Plan 2018-23, developed from a population assessment of well-being in 2017. The Plan has four main objectives:
  - To ensure children have the best start in life to be the best they can be
  - To make Swansea a great place to live and age well
  - To improve health, enhance biodiversity and reduce our carbon footprint
  - To empower our communities promoting pride and belonging.
- **Supported Care Planning redesign-** In May 2018 Swansea's Child and Family Services is launching a 'reclaiming social work' (RSW) structure to improve efficiency and outcomes in our work with families. This involves social work practice delivered through small units, working systemically with families. Swansea Council has supported the changes through additional investment in practice leadership posts and redesigned business support.
- **Integrated Health and Social Care-** Frontline social work teams in Adults Services are organised around multi-disciplinary working eg in Hospital Social Work teams, Community Mental Health Teams and Community Support Teams for people with learning disabilities. In older adults this integrated model is facilitated by three integrated health and social care hubs
- **Integrated care pathways** – Working to a Western Bay Community Services optimal model, we have an established approach to delivering integrated intermediate care services that support prevention, early identification and management of risk, through targeted interventions, rehabilitation and re-ablement. The approach has ensured a far greater emphasis on assessing and care and support planning for outcomes. Citizens are experiencing a more seamless, consistent response to requests for health and social care support. There are still challenges when demand for these innovative services exceeds resources available included in more traditional core services including therapies, district nursing and domiciliary care.
- **Commissioning reviews-** all Swansea's in house social care services have been or continue to be subject of commissioning reviews to ensure consistency with the agreed Adult Services optimum delivery model.

- **Community Mental Health**- we have had some positive initial feedback following a Joint Care Inspectorate Wales/ Health Inspectorate Wales Inspection of a Community Mental Health Team based in Orchard Street, Swansea, and an action plan to address further improvements is underway.

**We have promoted and supported healthy lifestyles by:**

- **Intermediate Care Optimal model** - Adult Services are implementing a new model of Intermediate care to help people remain at home, to reduce the risk of individuals losing their independence and to support individuals who need some extra help to build confidence when coming out of hospitals. We now have integrated health and social care teams working within local areas to improve the quality of response to the increasing volume of individuals presenting with more complex of needs. Through the Western Bay regional partnership board, we have developed an optimum model for the integrated intermediate tier of service. This is helping ensure safe and effective arrangements to support individuals meet their well-being outcomes without unnecessary recourse to long term managed care. Independent analysis of the success of the approach to date suggests that we are making progress in:
  - More older people are supported to live independently, and with the support of technology
  - More frail, and older people are supported to remain independent and keep well, as well as to have improved quality of life
  - More frail, and older people to become cared for at home, rather than institutional care, e.g. hospitals / care homes.
- **Dementia Support- Swansea have developed an innovative Living well with dementia strategy** for developing a seamless service linking care homes, day services and domiciliary care, and based upon the model of Person Centred Dementia Care by Prof. Dawn Brooker.

### **PERFORMANCE IN 2017/18 (Last Year)**

- Rate of delayed transfers of care for social care reasons per 1,000 of population aged 75 or over = **5.86** (5.81)
- Percentage of adults who completed a period of reablement and:
  - Have less or reduced package of care and support = **50%** (67%)
  - Have no package of care and support = **79.3%** (67%)
- The percentage of children seen by a registered dentist within three months of becoming looked after = **86.2%** (87%)
- The percentage of looked after children registered with a GP = **96%** (92%)

### **Local Measure:**

- Percentage of our assessments carried out where there is evidence that the child was seen by a qualified worker = **93.3%** (84.9%)

### **Our priorities for next year**

During 2018/19, our priorities will be to:

- Through Improvement programmes – better links to Better Prevention/Better Early Help
- Monitor impact of Reclaiming Social Work model on outcomes for children and families
- Commence roll out of Welsh Community Care Information System (WCCIS)

### **4C) TAKING STEPS TO PROTECT AND SAFEGUARD PEOPLE FROM ABUSE, NEGLECT OR HARM (NQS3)**

Vulnerable people in Swansea must be supported to be safe, and protected from abuse and neglect. There must be strong and effective arrangements in place to make any concerns known. Also people must be supported by care and support plans which promote their independence, choice and well-being.

### **What did we plan to do last year?**

- Implement new procedures to deliver the safeguarding requirements of the Act – pending guidance from Welsh Government.
- To review current safeguarding structure and processes with the options for setting up a safeguarding team in Adult Services whilst promoting everybody's business approach.

- Progress all areas listed for improvement within corporate safeguarding and safeguarding adults action plans.
- Implement the reclaiming social work structure within Children Services supported care planning teams.

### **How far did we succeed and what difference did we make?**

Swansea's number one corporate priority is to ensure that vulnerable people in Swansea are safe, and protected from abuse and neglect by:

- **Working in partnerships** – The City and County of Swansea are proactive member of the Western Bay Regional Safeguarding Boards with membership from across the Council on both the boards and all sub groups and through a significant financial contribution. The policies and protocols that emerge from the work of the board are embedded locally to ensure that effective investigation of allegations of abuse or neglect takes place and to ensure people are protected from harm.
- **Corporate Safeguarding**- Swansea Council has made safeguarding vulnerable people the number one corporate priority. The Corporate Safeguarding board brings together safeguarding leads from across all service areas in the Council to ensure that safeguarding is everybody's business. Mandatory proportionate safeguarding training is delivered across the Council workforce and all Elected Members. This has improved corporate understanding of the many emerging safeguarding issues linked to for example child sexual exploitation, human trafficking, modern slavery, female genital mutilation and county lines and how the whole Council can contribute to reducing harm.
- **Safeguarding adults**- as promised a full review of safeguarding arrangements has been undertaken. Recommendations include that a new dedicated safeguarding team is to be established in 2018/19.
- **Safeguarding children**- In Child and Family Services, the Signs of Safety Practice Framework, a strengths based, outcome focussed, whole systems approach has been embedded across the service. Performance reporting using national comparative data indicators and the established quality assurance mechanisms operating through the Service Quality Unit, support the work of Independent Reviewing Officers and Practice Leaders to drive practice excellence. Child practice reviews and feedback from families through appreciative enquiries provide considerable reassurance about the effectiveness of Swansea's child safeguarding work.

Across the Council and within Social Services, there are strong, timely and effective arrangements in place to make any concerns known by:

- **Duty to report and respond to concerns-** Swansea has a strong corporate safeguarding culture with all service areas and staff working collaboratively to prevent abuse and neglect where possible. Swansea launched a Spot It! Report It! Campaign to raise understanding of duty to report under the Act. There is good awareness, following mandatory training, of the duty to report concerns, and commissioning arrangements aim to ensure that agencies and individuals give timely and proportionate responses when abuse or neglect have occurred. Commissioners seek assurance from providers that safeguarding practice is robust and continuously improving with a focus on enhancing the quality of life of adults.
- **Tackling violence against women** –We have established an innovative Domestic Abuse Hub, This provision takes a ‘whole family approach’ and became operational in 2016/17. The Hub ensures a more proportionate and effective response to police PPNs (Public Protection Notices) issued and other reported concerns of domestic violence.
- **Advocacy** in relation to safeguarding. Throughout the service an active offer is made to individuals through which they can invite someone of their choice to support them to participate fully and express their views wishes and feelings. This support can be provided by someone’s friends, family or wider support network, where there is no conflict of interest with a safeguarding concern, or investigation that are current. Within children services we have implemented all requirements of the national advocacy approach.

People in Swansea are supported by care and support plans, which promote their independence, choice and well-being.

- **Care and Support Planning** – Our approach is increasingly more flexible in responding effectively to changing circumstances through an approach of regularly reviewing achievement against individuals’ well-being outcomes. Plans have to reflect a more preventative and early intervention approach with and services having to be commissioned against agreed outcomes.
- **Re-ablement-** Currently we provide 8 re-ablement beds provided at Ty Waunarlwydd and 26 beds at Bonymaen House. A proposed model for in-house residential care is currently out to public consultation, which covers future options for the provision of residential re-ablement, residential respite and complex care for older people to ensure that our in house provision best supports the overall Adult Services optimal delivery model for social care.

- **Best Interests** – Best interest assessments are more evident in Adult Services care and support plans. We are adopting a co productive approach to ensuring individuals are protected from abuse, neglect or other exploitation and harm by promoting human rights, applying the deprivation of liberty safeguards and working with families, carers and professional partners.
- **Deprivation of Liberty Safeguarding (DoLS)** – We have revised DoLS arrangements to improve our capacity to ensure a timely and robust response to requests for assessment. These better arrangements will be further enhanced in 2018/19 through the creation of dedicated DOLs team supported through additional investment by the council, mitigating the impact of the inadequate funding provided by Welsh Government post the Cheshire West case. Through the Western Bay safeguarding board we are continuing the possibility of creating a regional resource.
- **Multi agency working**- Child and Family Service make good use of multi-agency meetings to promote a partnership approach to supporting the most vulnerable and those children with exceptionally complex needs. There is some concern that the health board are withdrawing from historic commitments to jointly fund care packages for the most vulnerable. This is being tackled through escalation to the regional partnership board.
- **Emergency Admissions**- Performance data has highlighted that we admit a large number of children into the LAC system as an emergency placement. Therefore we have developed an approach through which there is earlier identification of children at risk of becoming LAC; following which multi agency solution panels are convened to help support case managing social workers create a different trajectory for a child, making available additional resources to enhance the safety planning for that child.

#### **PERFORMANCE IN 2017/18 (Last Year)**

**Qualitative Measures - See Appendix 1 for summary results**

#### **Quantitative Measures:**

Percentage of adult protection enquiries completed within statutory timescale: enquiries completed within 7 days = **91.9%** (89.7%)

Safeguarding concerns -referral to Adult Services where decision is taken within 24 hours = **63.7%** (65.3%)

Percentage of re-registrations of children on local authority child protection registers= **7.19%** (5.58%)

Average length of time for all children who were on the child protection register during the year= **210.5 days** (234 days)

**Local Measures:**

AS9: % of DOLS assessments completed within accepted national standard for completion (22 days) = **59.7%** Target = 60%

**Our priorities for next year**

During 2018/19, our priorities will be to:

- Implementation of the reclaiming social work model in children services with a particular focus on strengthening voice, choice and control in safety planning.
- Revised DoLS arrangements will be implemented to improve the management of demand.
- Implementation of revised safeguarding arrangements in adult services to increase voice, choice and control for vulnerable adults.

**4D) ENCOURAGING AND SUPPORTING PEOPLE TO LEARN, DEVELOP AND PARTICIPATE IN SOCIETY (NQS4)**

We must ensure that Swansea citizens can learn, develop to their full potential, and to do the things that matter most to them. People with managed care and support and carers must be able to engage with and contribute to communities and feel valued in society.

**Our approach to health and well-being is set out in Swansea Public Services Board's Local Well-being Plan 'Working Together to Build a Better Future', published in May 2018: [Swansea - Swansea Public Services Board](#)**

**What did we plan to do last year?**

- Implement the anticipated new national arrangements for advocacy for children
- Continue to develop a cross directorate peoples approach to the commissioning of services embedding Co-production principles.
- Extend the coverage of local area coordination across Swansea
- Increase capacity in our step up/ step down and reablement services
- Further embed the 'what matters to me' approach within assessment processes

**How far did we succeed and what difference did we make?**

Swansea citizens can learn, develop to their full potential, and to do the things that matter most to them through:

- **Foster Swansea** – Foster Swansea has an excellent track record in recruiting and supporting local foster carers to provide high quality care and support to looked after children. The service has received international recognition for their commitment to 'signs of safety' work with children and families. This year, Foster Swansea has been

improving its work on referrals, risk assessment and matching processes to ensure that every child has the best chance of achieving best possible outcomes. Even in emergency situations our ambition is to ensure every child is placed within a family; preferably within their wider family and friends network but this must be with carers who are best suited to meet their needs, ensuring safety and with a focus on achieving positive outcomes and permanence at the earliest opportunity

- **Ty Nant** - progress has been made on the relocation of our Ty Nant emergency short term residential provision to ensure this specialist service is delivered in a physical environment that is a close to being an ordinary home, in an ordinary street embedded within a supportive local community as can possibly be achieved
- **Day Services** – We are transforming our day services offer through the implementation of charges and planned consultation on the introduction of the optimal model of adult social care through which day services will be focussed on supporting individuals with complex needs. This will bring days services in line with the arrangements for other community based services.
- **Local Area coordination (LAC)** – the hoped for outcomes of the Council's investment in the roll out of LAC are beginning to be realised e.g.

A LAC coordinator was asked to work with a Swansea man in rent arrears and at risk of potential eviction. He was also out of work. He was at high risk of fire at home due to alcohol and other factors. In addition, he was at risk of his health deteriorating and admission to hospital for physical and mental health reasons.

By working with his strengths, social network and opportunities to meet his preferred outcomes, LAC support resulted not only in positive outcomes for the client, at the same time we can report on potential service cost reductions (based on researched average annual costs, such as reduced demand on mental health services, cost to the NHS of alcohol dependency, fire risk and prevention, cost to housing, reduced benefit as he is now in paid employment.

Swansea are helping people to gain the skills and the educational attainment they need to engage in society and we have encouraged people to be active members of communities and support each other, and by reducing the barriers to social inclusion.

- In Swansea there is a joined up approach to support social inclusion, learning and outcomes of vulnerable children and young people within Swansea, and these include:
  - Swansea's Public Services Board Well-being Plan

- Draft Integrated Strategy for Well-being
- Development of a People Commissioning Hub.
- Activity to support young people who are not engaged in education, employment or training (NEET)
- Looked After Children Education Board / LAC Education team working with /on behalf of looked after children in schools towards their best possible attainment and including through the development of a virtual school.
- Transformational activity to remodel Education Other Than At School (EOTAS)
- Safeguarding and child protection arrangements, with well-being a focus in care and support planning developed through the Signs of Safety and Signs of Well-being models
- Corporate Safeguarding arrangements, and links into schools
- Partnership working on reducing the numbers of young people offending and reoffending through the Youth Offending Service
- Commissioning Review – Additional Learning Needs
- Identification of and support for young carers, working with poverty and prevention
- Employability activities, and apprenticeships targeted at young people experiencing or leaving care
- Reclaiming Social Work practise models and rights based approaches to coproducing care and support plans
- Development of a cross-cutting performance framework for child and family services
- Multi-agency working with children and young people, to plan trajectory (pathways), risk impacts and flows between services, to identify opportunities and to prevent placement breakdown
- Social Services and education work together to ensure children looked after and children in need of managed care and support achieve their full potential. Plans for improving attainment and accessing educational opportunities are set out in personal education plans.
- Implementing a robust, cross cutting Corporate Parenting strategy.

Similarly, with Adults, there is a range of joined up approaches to improve social inclusion, learning and well-being including:

- Working with Swansea's Public Services Board, seeking targeted commitments from PSB partners;

- Preparing business cases for further preventative action and identifying funding sources
- Learning from the successes of the Local Area Coordination (LAC) approach and family support continuum to scope out an Adult Support Continuum;
- Making culture changes to make every contact count;
- Giving preventative messages through information advice and assistance (IAA);
- Embedding the prevention approach in the commissioning review process;
- Working with Swansea's voluntary and community sector to support their preventative approach and help develop their role;
- Maximising employment and training opportunities created through Council, partner and private sector investment in the Swansea region, targeting these opportunities at local people to increase personal wealth.

## Performance Measures

### PERFORMANCE IN 2017/18 (Last Year)

**Qualitative Measures – see Appendix 1 for summary results**

#### **Quantitative Measures:**

- Percentage of children achieving the core subject indicator:

at key stages 2 = **59%** (58%)

at Key Stage 3 = **8.7%** (19%)

- Percentage of looked after children who, during the year to 31st March have experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements = **19%** (16.6%)

#### **Local Measures:**

- Ave. external qualifications points score for 16 year old looked after children in any local authority maintained learning setting = No Longer Collected (287)
- Percentage of eligible, relevant and former relevant children that have a pathway plan as required = No Longer Collected (**94%**)

## Our priorities for next year

During 2018/19, our priorities will be to:

- Ensure reablement beds at Bonymaen are used to capacity as part of further strengthening pathways within intermediate tier services and the wider health/ social care system.

- Review the Personal education plan Process to ensure all children have an up-to-date PEP that tracks their progress and supports them to achieve and to be aspirational.
- Creation of clear pathways to support Care Leavers to access training, work experiences, apprenticeships and employment.
- Make further progress in implementing the corporate parenting strategy and associated work plan.

#### **4E) SUPPORTING PEOPLE TO SAFELY DEVELOP AND MAINTAIN HEALTHY DOMESTIC, FAMILY AND PERSONAL RELATIONSHIPS (NQS5)**

Swansea citizens must be supported in communities, in which they can contribute to and enjoy safe and healthy relationships. People must be helped to recognise unsafe relationships and to protect themselves from abuse and neglect. The views of families, carers and other personal relationships must be taken into account when assessing and planning care and support.

Our plans for building safe and supportive communities is set out in Swansea's policy commitments, and Well-being Plan

##### **What did we plan to do last year?**

- To contribute to delivery of Council's policy commitments to improve life experiences and well-being of Swansea citizens in the years ahead.
- To ensure carers, young carers and foster carers receive the support they need to improve their own well-being, and training they need to be effective as carers.
- Support the health board to develop the range, quality and access to Child and Adolescent Mental Health Services (CAMHS) within Swansea and across ABMUHB footprint to build emotional resilience within children young people and young carers, as well as to provide better support to families in need.

##### **How far did we succeed and what difference did we make?**

Swansea citizens are supported within communities, in which they can contribute to and enjoy safe and healthy relationships through:

- **Fire safety-** MAWW Fire and Rescue Service work closely with Social Services, providing support to care premises within an established risk-based inspection programme. As well as providing help, guidance and support, they also have an extensive programme of Home Safety Checks to those most vulnerable in our communities to reduce fire risk within people's homes.
- **Achieving Permanence** – Child and Family Services are working hard to ensure that each child looked after achieves permanence within a supportive family where in a timely way. This is achieved by

everyone being clear about the child's plan for permanence, their roles and responsibilities in achieving this, and with the child always at the centre of planning and decision making processes. The development of a placement sufficiency strategy is helping us to ensure that we have an appropriate range and number of fit for purpose placements.

- **Swansea's Community Safety (Safer Swansea)** partnership is a group of organisations from the public, private and Government sectors working together to reduce crime and disorder and make Swansea a safer place to live, work and socialise. The effective building of safer communities requires a multi-agency approach, which not only tackles the symptoms but also some of the underlying causes. The Council is working with partners to contribute to the prevention of crime and disorder particularly through our focus on corporate safeguarding. .
- **Strategic approach to Domestic Violence-** Domestic abuse and sexual has a huge detrimental impact on individuals, families and children. Tackling this complex issues is a strategic priority for both Swansea's Public Service Board, the Council and within the regional partnership. Swansea recently published a Violence Against Women, Domestic Abuse & Sexual Violence Strategy 2018 – 2022: [Swansea Violence Against Women, Domestic Abuse& Sexual Violence Strategy](#)

**Swansea is a White Ribbon City** - awarded for its work to end male violence against women.

A Wales Audit Office National Local Government study of this area is expected in the coming year and we anticipate that our one stop shop and domestic violence hub will be recognised as models of good practice.

We are supporting people to maintain safe relationships that matter to them through:

- **Corporate Safeguarding arrangements** - Swansea has a strong corporate safeguarding approach. Swansea Council's Safeguarding Policy Development & Delivery Committee has reviewed and revised our Corporate safeguarding policy. This revised policy (May 2018) reinforces the Everybody's business approach by extending the expectation to partners and providers, as well as Council staff. It will support the Council's number one priority by creating a new work programme for the Corporate Safeguarding board. This will promote greater awareness of contextual safeguarding issues such as child sexual exploitation, human trafficking/ modern slavery, female genital mutilation, and county lines.
- **Swansea's Multi Agency Domestic Abuse (DA) Hub-** is a multi-agency service that supports the whole family through one to one

and group interventions, helping them to feel safe and not afraid now and in the future; providing support by the right person at the right time to get them the help they want and need. Where there is a referral (PPD1) from the police or other agency, the DA Hub will make contact with the family to provide information about the service and/ or other relevant information, advice and assistance.

"There are not enough words or gratitude in the world to describe how much K. and D.'s support means to us.

If it hadn't of been for their professional experiences we never would of seen how different life can be. We owe the domestic abuse team everything.

"I am now a service user of the one stop shop and I have met some amazing women that have been through hell and it's unbelievable to think I am an inspiration to others who are going through the same sort of abuse that I managed to survive" **Feedback from A Swansea Mum.**

- **MAPS** (Multi Agency Placement Support) service is a Western Bay project, funded through the Welsh Government Integrated Care fund. The service provides specialist therapeutic support for looked after children to improve placement stability and educational outcomes and enhance the psychological and emotional well-being of some of our most vulnerable children.
- **Supervised contact centre** – this service is relocating to newly renovated premises with child friendly facilities, to promote positive quality contact between children and their families and provide an enhanced service which will include an educative function including support with basic care needs, play and stimulation, and a modelling function. There will be the opportunity for the building to be used for community assessment activity and to offer opportunities for disabled children, so promoting an equal opportunities ethos, which includes a sensory room.

People are helped to recognise unsafe relationships and to protect themselves from abuse and neglect through:

- **Swansea Domestic Abuse One Stop shop** –As well as the multi-agency hub Domestic Abuse operating from the South Wales Police HQ in Cockett, Swansea has a one-stop shop of domestic abuse services in the city centre. We are utilising supporting people funding to commission services in women's refuges. VAWDASV training is mandatory and has been rolled out across the Council. The Domestic Abuse Hub provides support and assistance across the whole continuum of need.
- **Risky Behaviours** - Swansea works closely with partners to respond collaboratively and more effectively in supporting adolescents displaying high risk behaviours. These arrangements will be formalised through the establishment of a risky behaviours

panel and through the development of an Adolescent Strategy to improve the effectiveness of practice in respect of CSE, substance misuse and offending.

Swansea has worked with the police, Youth Offending Service (YOS) and independent residential providers to develop a Decriminalisation Protocol in line with the recommendations of a report by Lord Laming. The protocol aims to reduce the risk of children in residential care becoming involved in the criminal justice system. Training has been rolled out to staff in residential homes on the implications of the protocol and the restorative approach it promotes. This training was provided with the support of the YOS and the police.

Families and carers views are listened to and other personal relationships are taken into account when assessing and planning care and support needs through:

- **Family Support Continuum-** Swansea has traditionally had a wide range of family support services. However we are reviewing and reshaping those services to improve the effectiveness of our early help approach to ensure good outcomes for those children on the cusp of statutory social work intervention.

Services to support safe families and community relationships include:

- *Swansea Family Information Service-* provides a wide range of information to families.
- *Team Around the Family* is an approach to facilitating multi agency support for families below the threshold of statutory children services.
- *Integrated Family Support Services* provides specialist interventions to families at risk of breakdown as a result of parental substance misuse.
- *Family Partnership Team* delivered as part of Swansea's Flying Start programme works with young parents to improve outcomes as part of our commitment to children achieving the best start in life
- *Ethnic Minorities & Youth Support Team (EYST)* supports ethnic minority young people in Swansea.
- *Child and Adolescent Mental Health Services (CAMHS)* is a specialist mental health service for children and adolescents. For children with less complex needs, Swansea invests heavily in school counselling services.
- *Play and Leisure opportunities* – Swansea values the importance of play among families at risk and with vulnerable

children and is taking steps to improve accessibility to the range of opportunities available.

- **How we work with families-** Child and Family Services has published guidance setting out how we work with families through utilising the signs of safety practice framework

### **Performance Measures**

- **PERFORMANCE IN 2017/18 (Last Year)**
- **Qualitative Measures:** see appendix 1 for summary of results
- **Quantitative Measures:**
- The percentage of children supported to remain living with their family = **68.6%** (71.5%)
- The percentage of looked after children who returned home from care during the year = **12.6%** (17.7%)
- The percentage of looked after children on 31st March who have had three or more placements during the year = **9.81%** (7.07%)

### **Our priorities for next year**

During 2018/19, our priorities will be to:

- Further develop pathways for children in need of care and support and families through developing a family support continuum.
- Improve the effectiveness of practice when working with adolescents at risk of harm through development of an Adolescent strategy to promote harm reduction approaches when working with adolescents presenting with risky behaviours.

## **4F) WORKING WITH AND SUPPORTING PEOPLE TO ACHIEVE GREATER ECONOMIC WELL-BEING, HAVE A SOCIAL LIFE AND LIVE IN SUITABLE ACCOMMODATION THAT MEETS THEIR NEEDS (NQS6)**

This standards expects that vulnerable people are supported to participate as active citizens both economically through work and socially, and within suitable accommodation

Our vision for this well-being measure is set out in Tackling Poverty strategy, supported living framework and permanence strategy.

### **What did we plan to do last year?**

- To contribute to the achievement of priorities set out in Swansea Council's Corporate Plan

- To continue to develop regional partnership arrangements through production of an Area Plan and the development of regional commissioning plans
- Review regional substance misuse arrangements in respect of the impact services are having on outcomes
- Establish the Pooled fund arrangement for residential care within Western Bay

### **How far did we succeed and what difference did we make?**

We are supporting people to participate as active citizens economically and socially through:

- **Joint work across the People directorate (Poverty and Prevention service and Education)**- We are working in partnership to improve support families across the whole continuum of need, with a particular focus on promoting prevention and early intervention.
- **Parent / Carer Participation and Engagement** –Swansea are planning to jointly commission a parent carer forum to explore the benefits of introducing a grant (voucher) scheme for respite services. This will allow families the opportunity to exercise greater choice and control over the respite services they can access.
- **Play and Leisure Opportunities** – resources are being pooled to extend the range of specialist child disability play and leisure services.
- **Home Care** – we are expanding the capacity of the in-house Flexible Home Support Team to meet the needs of a small number of children with very complex needs who require this form of support.
- **Overnight Breaks** –Child and Family Services are commissioning additional overnight residential breaks.
- **Early Help Team** –Child and Family Services and the Poverty and Prevention service have worked together to develop a dedicated Early Help Team that supports families with children with additional needs and disabilities. This specialist resource will offer families a better response to their needs without unnecessary recourse to statutory services.
- **Young Carers** – Child and Family Services and Poverty and Prevention now jointly commission specialist support for young carers.
- **Western Bay Population Assessment/ Areal Plan** has helped to identify where improvements need to be made to health and social care services across the region to ensure children achieve good outcomes.

We are supporting people to access and sustain engagement with meaningful work:

- **Reconfiguration of BAYS 16 + services** - delivered in partnership with Barnados, our BAYS 16+ service is expanding our offer to older children and young people in Swansea. There is evidence that more young people are using the range of co-located services based at Infonation. We are anticipating improved performance for young people accessing employment, education or training opportunities and more effective support of transition into adulthood.
- **Work Development** - CREST provides a recovery focussed work and skills development day service for people with serious mental health issues, who are accessing secondary care services. CREST supports people straight from hospital as part of the discharge planning process and makes a vital contribution to supporting the recovery of individuals by introducing them to a range of productive social, artistic, technical, vocational and practical skills.
- **Work Placements** –the community equipment service delivered 36 560 items of social care and health equipment to 9153 citizens across Swansea and NPT in the past year. 50% of the workforce are benefitting from a supported work placement.
- **Apprenticeships** – The Council is a large employer and proactively seeks to offer a wide range of apprenticeships including to care leavers.

We are supported people to access financial advice and help with benefits and grants by

- **Swansea Poverty Forum** - Swansea Council is committed to tackling poverty. Swansea's Tackling Poverty Strategy 2017 – 2020, was approved by full council on 25 January 2018. Implementation of the strategy is led through the Swansea Poverty forum chaired by the Chief Executive, Phil Roberts. Social Services are working in a joined up approach with Poverty and Prevention colleagues, to raise awareness of the potential impacts of new charges on vulnerable people and families and to raise awareness of the importance of promoting full take up benefits within services.

We are supporting people to access living accommodation to meet their needs and to facilitate independent living through:

- **Supporting People** – Swansea's supporting people team commission accommodation related support to reduce tenancy breakdowns and hospital and residential care admissions. A wide range of services are commissioned to promote independent living for a wide range of individuals with additional needs and other vulnerabilities. Services can be provided in a person's own home or other supported accommodation, and include:

- Floating Support- a support Worker visits the person in their home and gives regular support for an agreed period.
- Supported Housing – a person moves into accommodation where support is provided.
- Shared Support- a person moves into accommodation with shared facilities where the support is provided.
- Direct Access Hostels- 24 hour access to support including Women's Aid Refuges.
- Co-produced **Supported Living Framework** –this is a an innovative piece of work through which Swansea has been working closely with 8 local providers and a number of citizens who currently access supported accommodation services to design an outcomes focused framework to support future commissioning including a new service specification.
- **Pooled Fund** – There is a legal duty to develop pooled fund arrangements under Part 9 of the Social Services and Well-being (Wales) Act. Our aim has been to ensure that through developing pooled fund arrangements we are focussed on using the mechanism to improve the experience of residents and their families and address commissioning priorities.
- **BAYS 16+ Accommodation Pathway** -a strategic review of our single accommodation pathway for 16+ has been completed and we are now undertaking a procurement exercise with our providers to improve options for young people leaving care. Progressing the Childrens Commissioner's 'Hidden Ambitions' action plan will ensure we are providing the best possible opportunities for success for some of our most vulnerable young people.
- **Placement Sufficiency** - through a new Placement Sufficiency Strategy Action Plan, we are better placed to ensure a sufficient range of placement options give looked after children the best chance of achieving permanence at the earliest opportunity.

#### **PERFORMANCE IN 2017/18 (Last Year)**

**Qualitative Measures:** See Appendix 1 for summary results

#### **Quantitative Measures:**

- The percentage of all care leavers who are in education, training or employment - At 12 months after leaving care = **35.19%** (28.79%)
  - At 24 months after leaving care = **34.15%** (34.29%)

## **Our priorities for next year**

During 2018/19, our priorities will be to:

- To ensure fit for purpose arrangements surrounding pooled funds for care homes are in place
- To ensure that effective contract monitoring arrangements are in place to deliver high quality services
- Reconfiguration of BAYS 16+ to improve opportunities for older children and young people.
- Work between Child and Family Services, Supporting People and Housing to re-commission supported accommodation services to improve outcomes for care leavers.

## **5. HOW WE DO WHAT WE DO**

### **5A) OUR WORKFORCE AND HOW WE SUPPORT THEIR PROFESSIONAL ROLES**

This section is about how we ensure services are delivered by a suitably qualified, experienced, competent and confident workforce, supported to be able to recognise and respond to individuals' needs in a timely and effective way. It also sets out how the Council ensures that staff and services meet the standards expected of them.

Our workforce is our single most important resource. We encourage and support staff to be the best they can be. We encourage social work practice that takes a stance of humility, hope and vision. We expect the citizen to be the expert in their own circumstances and so we highly value listening and co-production as the means through we do our best work. We continue to maintain that even in times of austerity investment in our staff is money well spent. Excellent practice that supports children, families, individuals and carers to achieve good outcomes ends up being far more cost effective in the long term.

As well as having a workforce, which can deliver high quality social care, it is also important that we create the optimal infrastructure and support systems to enable conditions in which staff can be the best that they can be.

#### **What we said we would do last year?**

Last year we set out and met the following objectives:

- Development of strategic workforce planning arrangements

Social Services is very aware that there is a need to secure resources to manage the future needs of a social care workforce. The Western Bay workforce subgroup has produced a Regional Workforce Development Plan. We have also worked collaboratively across the region to undertake an assessment of the population of Bridgend, Neath Port Talbot and Swansea.

This population assessment can be accessed at:

<http://www.westernbay.org.uk/>

### **What we have achieved?**

Swansea Council is currently reviewing the workforce and organisational development arrangements.

The Council is supporting our workforce to recognise and respond to needs in a timely and effective way, which is fundamental to delivering good quality care through:

- Ensuring there is mandatory training and induction to all Council staff and Elected Members, with a particular focus on Safeguarding and Domestic violence in support of the Corporate Plan and Swansea Public Service Board priorities.
- Focus on Well-being outcomes
- Agile working - As part of the Sustainable Swansea transformation, many Social Services staff are being supported to work smarter through the roll out of agile working, including more modern, open plan spaces, hot desking, mobile working, skype for business and other enhanced IT equipment.
- Staff survey- Swansea Council carries out a bi-annual staff survey, with each Head of Service expected to respond to feedback from staff by preparing an action plan that addresses issues and suggestions made by staff.

Sickness management remains a serious challenge for the whole Council, with a particular impact within people focused services such as Adult and Child and Family Services.

Within the Adult Services Improvement programme, there is a focus on Workforce Development made up of 5 core workstreams:

- Social Services and Well-being Act Training Coordination and Implementation
- Social Work Practice Framework Development and Delivery
- Workforce Development Strategy
- Review of Safeguarding Processes and Practices
- DoLS Review

Adult Services has worked with IPC (the Institute of Public Care) to develop an overarching practice framework: 'Doing What Matters'. The Framework is now complete and we are beginning to implement the workforce training elements, changes to process and development of new tools and practice skills.

Within Child and Family Services, there is focus on '*Workforce Well-being*' through the development of a workforce well-being strategy and a

communication strategy. Within the workforce well-being aspect of the Child and Family Services improvement plan, there are a number of priorities:

- Re-Design of Social Care Planning (Reclaiming Social Work – Swansea model)
- Review of roles of Independent Reviewing Officers/ Service Quality Unit
- Policy Development
- Training (whole service)
- Re-Location of Supervised Contact team
- Improving communication

Within Child and Family Services, the redesign of the supported care planning teams will be implemented in May 2018. A crucial focus of this work has been to ensure there is increased supervisory capacity to drive quality and practice excellence.

Robust workforce planning will continue to be a priority. Within the Performance and Financial Monitoring and Senior Management meetings, managers routinely review sickness absence performance information along with a variety of organisational development information in order to support functions such as succession planning and training and development, recruitment and retention etc.

Supervision is key to social work practice development, and steps are taken to ensure staff have regular clinical, and personal supervision to maintain high quality standards. The frequency of staff supervision across Child and Family Services is monitored within monthly performance reports. Similar reports are being developed in Adult Services.

Both services are continually considering ways to improve communication with staff; many are working out in communities, some carrying out lone working and many are not in a position to access a computer in the course of their work. Regular newsletters are now produced within Adults, and Child and Family Services and within the wider Council.

Within Swansea Social Services we have placed a premium on recognising and celebrating the achievements of staff at service, team or individual level. Some examples this year include:

- A Swansea Family support worker received deserved praise for her support of a young person at risk of sexual exploitation. This case example is now being shared with workers to help further develop practice in this vital area of safeguarding.
- A number of Child and Family staff received compliments from our partner agency CAFCASS for their work with vulnerable children and young people at risk of offending.

- Swansea's Central Social Work Team have been implementing the national outcomes pilot, and sharing case studies of the person-centred work that they have undertaken. This is helping inform the development of the Adult Practice framework for social workers.
- Our NEAT team had been shortlisted for a Management Journal Award, and praised by local community leaders and the wider public. The NEAT team supports people with learning disabilities to play an active role within their local communities transforming neighbourhoods by creating a cleaner, greener safer place for people to live. The service has engaged with schools, PTA's, community councils and volunteering groups and worked on projects to promote the ethos of co-production, and the role it can play in a modern multi-cultural society.

Other important developments include:

- ❖ The 2<sup>nd</sup> Patient Choice Awards held in December recognised some of the fantastic work undertaken by teams.
- ❖ 627 staff, councillors, partners and foster carers attended the hugely success, first Big Well-being event, put on by Swansea Council in January at the city's Brangwyn Hall
- ❖ **Sharing best practice** - both Child and Family Services and Adult Services hold two Staff Development Days each year, held at the Penlan Social Club. Hundreds of staff and partners come together to share best practice. Many of the stories of achievement you have read in this report were first shared at these events.
- ❖ Swansea's Helping Hands scheme offers staff a wide range of opportunities to staff to support their own health and well-being, including mindfulness, pilates, yoga on the beach and stress management.
- ❖ The Chief Social Services Officer and the Heads of Service have prioritised weekly visits frontline teams and services. Feedback from these visits is circulated monthly and is an important aspect of Swansea's open, transparent and positive culture.

### **Our priorities for next year**

Our objectives for the forthcoming year are:

- Adult Services Workforce Development Plan to be signed off and implemented.
- Development and implementation of a Quality Assurance Framework within Child and Family Services to ensure we continuously learn and improve our social work practice and safeguarding with new team arrangements.

## **5B) OUR FINANCIAL RESOURCES AND HOW WE PLAN FOR THE FUTURE**

This section provides an overview of the resources available within Swansea Council to provide Social Services, and how financial constraints impact on key public services.

The scale of the financial, demographic and sustainability challenge facing Swansea Council requires a radically different approach to the delivery of all Council services including Social Services.

Swansea's overall approach is set out in Sustainable Swansea – Fit for the Future.

The specific Budget Proposals 2018/19 – 2021/22 are part of a Medium Term Financial Plan that focuses on:

- The core future purpose of the Council
- The transformation of services and the model of delivery
- Greater collaboration with other councils and local organisations, community groups and residents

Above all, it emphasises sustainable solutions with prevention at its heart and with an objective of protecting frontline delivery wherever possible.

However the challenge is significant with the Council having to plan to save £80 million over the next 3 years due to anticipated reductions in funding linked to austerity.

Children services has been particularly successful over the past 5 years in delivering service improvements that have contributed to a significant reduction in spend. These improvements are described within our Safe Lac reduction strategy and expenditure has reduced by £6 million over the period. If inflation is taken into account this equates to an £8 million saving to date.

The improvements being delivered in Adult services aren't yet delivering savings of an equivalent scale. Spend continues to increase year on year. However some inflationary pressures have been offset to a value of approximately £5 million to date.

### **What we said we would do last year?**

The vision for Adult Services as set out in the optimum adult services model and specific service improvements captured in the improvement plan.

These improvements include a number of measures to ensure more effective use of resources to meet increasing demand and expectations.

We recognise that by engaging with people and our partners earlier, we can design services and approaches that are more efficient and cost effective. In addition, by commissioning and procuring services more effectively, and finding more cost-effective ways of delivering care we can ensure that every penny spent by the Council and its partners maximises the health and well-being of our population. The priority next year, following public consultation

will be to shift existing funding from our traditional model to a more progressive model of care.

Likewise Child and Family Services has a service model which sets out what good looks like, and an improvement programme to deliver the further changes needed.

By implementing a safe LAC Reduction Strategy underpinned by improvements in prevention, social work practice and commissioning for better outcomes, this provides a solid basis for financial planning in relation to children services over the next 3 years including further required budget savings.

As part of the shift towards a more preventative approach, the Council will continue to invest in the Swansea model of Local Area Coordination to increase community-based support, which avoids or delays the need for managed care and support. We will also maintain investment, including through continued use of Welsh Government's ICF fund, in integrated, intermediate care services where a demonstrable reduction in recourse to traditional direct care services can be evidenced.

The full details of our financial sustainability plans will continue to be consulted upon as part of the Council's annual budget consultation process.

### **What we have achieved?**

There are many developments in this report, all of which are making a vital contribution towards a sustainable model of social care in Swansea, and in meeting the challenges posed by pressures on local authority budgets, continued austerity and increasing demand for public services, particularly Social Services.

These include:

- The improvement Plans within Child and Family Services and Adult Service are aligned to budget assumptions based on activity analysis, projected demand and required savings. These are monitored as part of the Council's overall savings tracker arrangements.
- The Sustainable Swansea Commissioning reviews within Social Services have led to proposals for the remodelling of in house services and the recommissioning of external services in the areas of domiciliary care, residential care and day services to ensure an overall fit within the optimal model for adult social care.
- Cabinet have approved plans to move to a new model for the commissioning of domiciliary care and to proceed to public consultation on proposals relating to changes to our in house model of residential care and day services for older people.

- We are implementing the Western Bay model for outcome focussed commissioning of complex care packages in adult mental health and learning disability services
- Updating Swansea's Direct Payments offer
- Demand management strategies, including the Information, Advice and Assistance approach to well-being, and the 'what matters to you' assessment
- Invest to save proposals to move services towards prevention and early intervention

**Charging Policy** - Swansea Council undertakes an annual review of the Social Services charging policy and the List of Charges, to apply in the year ahead. This policy meets the statutory requirement under the Act to operate a single charging framework and sets out how the Council intends to apply their discretionary powers on charges. Following a large scale public consultation Swansea Council approved the introduction of new charges for day services and respite at home, as well as inflationary increases to other charges for community based and residential care services.

**Social Care Income and Finance Team (SCIFT)** – this team is now part of a wider corporate finance service creating greater resilience. The number of financial assessments undertaken each year continues to grow and the new corporate infrastructure has improved the effectiveness and reliability of our financial assessment processes.

#### **Overall end of year financial position of Social Services:**

Children services received a standstill cash budget allocation in 2017/18 and achieved a further small underspend of c. £70K effectively over achieving on all the required budget savings set for the year.

Adult services received a standstill cash budget allocation in 2017/18 despite a significant overspend the previous year. Consequently adult services overspent by c. £4.8m which equated to slightly increased spend on 2016/17. The base budget for adult services has been corrected to allow for inflationary pressures that weren't previously funded.

Our analysis of the likely increased costs of social care in Swansea over the next 3 years forecasts pressures amounting to £20 to £24 million. The service improvements planned over the period will realise c.£12 million of savings if all successfully implemented. Consequently there is at least an £8 million gap which will need to be filled either through additional investments or cuts in service.

### **Our priorities for next year**

- Achievement of a balanced budget to support financial sustainability in Social Services including delivering all the required savings proposals set out within the Council's budget plan.
- Further work in delivering an effective Family Support continuum and implementing the Swansea's Reclaiming Social Work supported care planning infrastructure.
- To make decisions on whether to implement changes to residential and day services following public consultation.
- Implement the recommendations of the commissioning review for domiciliary care.
- Complete the commissioning review of learning disability and mental health services.
- Implement charges for day services and for respite at home.

### **5C) OUR PARTNERSHIP WORKING, POLITICAL AND CORPORATE LEADERSHIP, GOVERNANCE AND ACCOUNTABILITY**

This section gives a brief overview of the governance, systems and partnerships in place to ensure that Social Services continues to improve and makes the best use of resources.

#### **What we have achieved**

- Western Bay Regional Partnership
- Area Plan and work programme
- Partnerships within Swansea Council

There are two dedicated scrutiny panels specifically overseeing and constructively challenging performance in Adult and Children Services. Swansea's Corporate Parenting Board ensures a cross Council focus on children and young people's well-being, and on ensuring that Corporate Parenting responsibilities are being met.

Both the Adults and Children's Services Improvement Programmes sit within the wider Council transformation programme – Sustainable Swansea.

The Council is implementing a programme of commissioning reviews of all services. 4 out of the 5 reviews linked to Social Services have been completed. The 5<sup>th</sup> is in train.

Social Services continues to receive considerable political and corporate support, as reflected within the Corporate plan.

The Corporate management team consider quarterly performance and safeguarding reports from both children and adult services.

The Chief Executive holds bi-monthly assurance meetings with the Chief Social Services Officer, chairs the Public Protection Executive Board and the Leadership Group of the Western Bay Health and Social Care Programme.

The Cabinet Member holds a minimum of fortnightly briefing meetings separately with the Heads of Adults and Children Services and the Chief Social Services Officer. The Cabinet Member chairs the Corporate Parenting Board and co-chairs the Corporate Safeguarding Board with the Chief Social Services Officer.

The leader of the Council was chair of the Regional Partnership Board in 2017/18 and he and the Cabinet Member, Chief Executive and Chief Social Services Officer remain members of the Board. The City and County of Swansea has continued to host the Western Bay Programme Team and plays a lead role in driving forward collaborative, integrated and regional initiatives designed to meet the well being needs of not just Swansea citizens but citizens across the region. During 2017/18 Welsh Government announced their intention to consult on the potential reconfiguration of the ABMU health boundary and the move of Bridgend into the Cwm Taf region. We now know that the reconfiguration will take place and therefore Western Bay's priorities for the new year will increasingly be dominated by managing the change to the regional arrangements and supporting the delivery of the recommendations of the Parliamentary review into health and social care.

In addition to Scrutiny arrangements Cabinet have also established Policy Development Committee's through which Elected Members and Officers work co –productively to consider and produce new policies. In 2017/18 there was a committee dedicated to safeguarding.

**Child and Family Services** – Swansea are an active participant in partnership programmes at both regional and national level. This year's work includes a Fostering Recruitment Strategy, pilot to introduce outcome based commissioning for children with complex needs, the development of the Multi Agency Placement Support team (MAPS) and the implementation of the national advocacy arrangements. There is now a clearly defined childrens programme within the Western bay partnership through which a bigger proportion of Welsh Government ICF spend is being targeted on improving services for children with complex needs across the region.

The regional YOS, regional adoption, regional IFSS and regional safeguarding board arrangements are now business as usual.

Locally the commissioning review for family support was undertaken on a cross cutting Council basis. The recommendations are being driven through the Family Support Continuum Steering Group made up of Directors and Heads of service from across the People Directorate.

**Adult Services** – Have worked in partnership with other Council Services and citizens to undertake a number of commissioning reviews.

The Western Bay Partnership has established programmes for promoting collaborative, integrated, and partnership working across the region covering community services, the development of the national autism service, developing pooled funds for residential care, workforce development and commissioning for adults with complex needs.

The regional safeguarding board, the area planning board for substance misuse and the regional collaborative committee for supporting people are all established business as usual arrangements.

Locally the People Directorate has established a People's Commissioning Board to drive forward a more effective collaborative approach to commissioning for outcomes.

### **Our priorities for 2018/19**

- Working with range of partners to deliver objectives set within Adult Service Improvement Programme (2018-21), including
  - Better Prevention/Better Early Help
  - Intermediate Care Services regional model
  - Workforce development
- Working with partners to implement Child and Family Services Improvement Programme (2018-21), including:
  - Development of the local family support continuum and early help arrangements
  - Reconfiguration of joint BAYS 16+ service
  - MAPS (Multi Agency Placement Support).
- Working regionally to support the reconfiguration of the Western Bay partnership in the light of changes to the health boundary and Bridgend's withdrawal and the need to implement the recommendations of the Parliamentary review into Health and Social care.

## **6. ACCESSING FURTHER INFORMATION AND KEY DOCUMENTS**

### **6a) Complaints and representations**

The Annual Report summarising the Compliments and Complaints received and relating to Social Services within 2016/17 were reported to Cabinet in October 2017:

[CHILDRENS SERVICES COMPLAINTS ANNUAL REPORT](#)

[ADULT SERVICES COMPLAINTS ANNUAL REPORT](#)

### **6b) Mwy Na Geria**

Swansea Council and Social Services recognises the importance of meeting the individuals' Welsh language needs, and we are committed to offering, providing and developing Welsh language services.

#### **What we said we would do last year?**

- Promote the Active Offer within care homes to better meet the language and well-being needs of older people with dementia
- Swansea Council has signed up to WCCIS (Wales Community Care Information System) implementation by next year, which should ensure recordings are fully compliant with national standards.
- Progress overseen by steering group and regionally.

#### **What we have achieved? PROGRESS IN MWY NA GERIAU YEAR 2**

During the year, the Directorate has been working towards increasing capacity to deliver a bilingual service. There is a current lack of capacity, reflected in the small number of fluent Welsh speakers, Council wide. Staff are encouraged to enrol on Welsh language lessons and to use the Welsh language skills that they do have to the benefit of their service.

We continue to develop the 'Active Offer' within the Social Services front door (IAA) backed by contingency plans to ensure that there is access to a suitably informed, Welsh speaking social worker member of staff trained to provide advice and assistance.

Increasing the number of Welsh speakers is going to be a difficult challenge and we are aiming to incorporate a Welsh Language skills assessment into our recruitment process where there is an identifiable population need or service gap.

Swansea Council, and Western Bay are represented at the Cwm Taf and ABMU Health Board's Joint Regional More than just words Forum; a collaborative group formed to take forward implementation of Mwy Na Geriau in health and social care across the two regions.

### **Our priorities for 2018/19 (MWY NA GERIAU OBJECTIVES IN YEAR 3 2018/18):**

To achieve year 3 priorities of the current plan, working in partnership within the council and through regional networks.

#### **6c) Getting in Touch**

This Annual Report provides detail about Swansea's improvement journey in 2017/18.

The Full Report is available in other languages and formats upon request.

Please let us know if you think this report is a fair summary of the current position of Social Services in Swansea; whether it reflects your own experiences in the past year; or if you simply require more information about a subject within this report.

We would welcome any comments you may have, by email to:

[Simon.Jones@swansea.gov.uk](mailto:Simon.Jones@swansea.gov.uk)

You can write directly to myself:

David Howes, Chief Social Services Officer, Swansea Council, 3rd Floor, Civic Centre, Oystermouth Road, Swansea, SA1 3SN

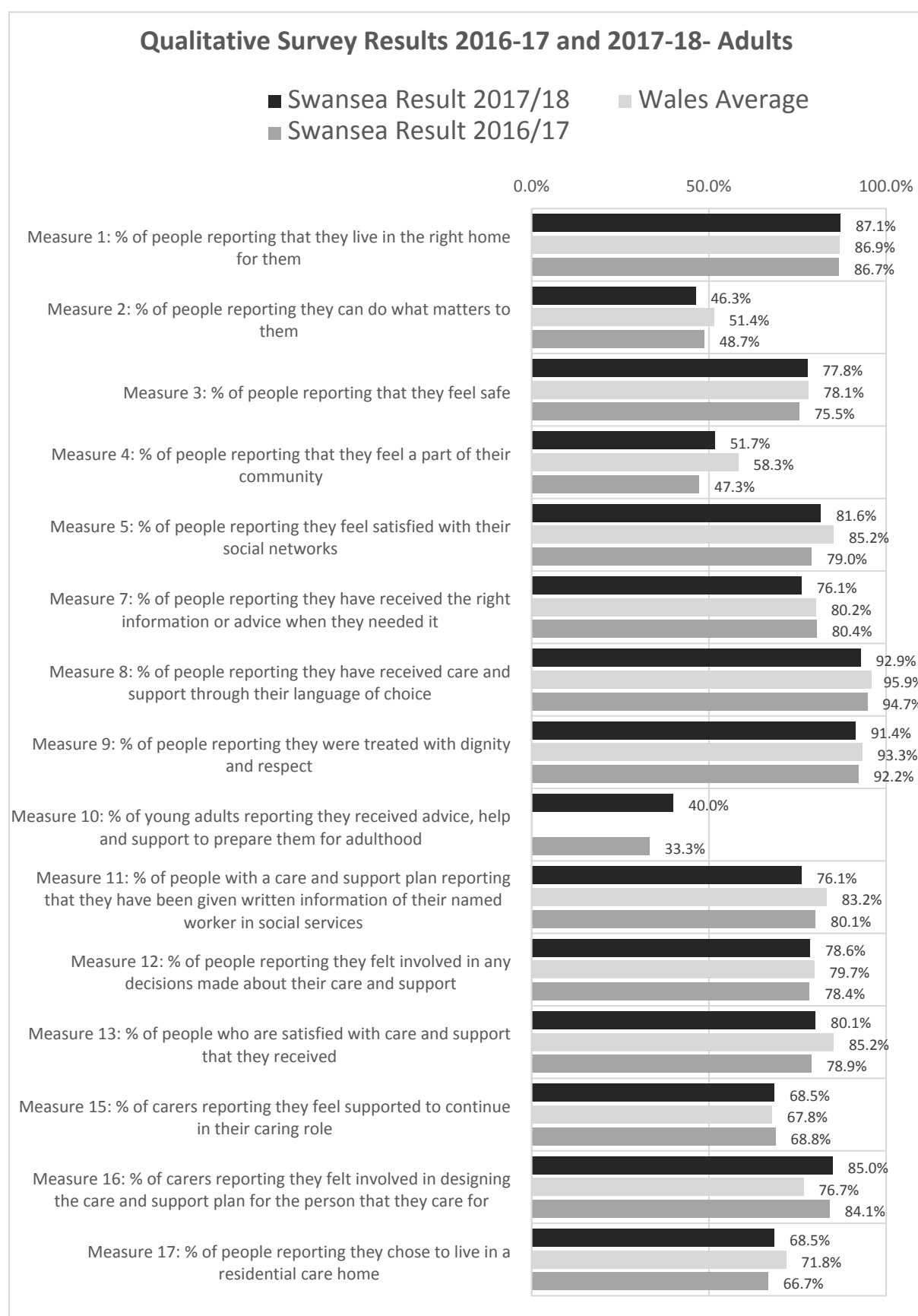
For further information on accessing Social Services, check out the Council's public website at:

#### **6d) Further Information**

Swansea Council public website- Social care and well-being	<a href="#">Swansea - Social care and well-being</a>
Social Services Twitter feed	<a href="#">Swansea - Swansea Social Services Twitter Feed</a>
How Social Services can help with your care and support	<a href="http://www.swansea.gov.uk/article/2929/How-Social-Services-can-help-with-your-care-and-support">http://www.swansea.gov.uk/article/2929/How-Social-Services-can-help-with-your-care-and-support</a>
Care and Support Services Directory	<a href="#">Swansea - Care and Support Services Directory</a>
Adult Social Care: how we can help	<a href="#">Swansea - Adult Social Care: how we can help</a>
Support for Children and Families	<a href="#">Swansea - Support for children and families</a>
Child and Family Information, Advice and Assistance Service	<a href="#">Swansea - The Child and Family Information, Advice and Assistance Service</a>
Common Access Point (CAP) for Health and Social Care	<a href="#">Swansea - Common Access Point (CAP) for Health and Social Care</a>
Social Services Emergency Help	<a href="#">Swansea - Social Services Emergency Help</a>

Paying for Residential Care	<a href="#">Swansea - Paying for Residential Care</a>
Swansea Council- Social Services Charging Policy / List of Charges (2018/19)	<a href="#">Swansea - Charging Policy (Social Services)</a>
Western Bay Area Plan for Health and Well-being 2018-2023:	<a href="http://www.westernbay.org.uk/areaplan/">http://www.westernbay.org.uk/areaplan/</a>
Population Assessment (Western Bay)	<a href="#">Western Bay   Population Assessment</a>
Swansea Well-being Plan- Working Together to Build a Better Future	<a href="#">Swansea - Local Well-being Plan</a>

## APPENDIX 1.SUMMARY OF QUALITATIVE AND QUANTITATIVE PERFORMANCE



## APPENDIX 2 SOCIAL SERVICES IMPROVEMENT PROGRAMMES

### a. Child and Family Services

CHILD AND FAMILY SERVICES IMPROVEMENT PROGRAMME (2018 – 2021) HIGH LEVEL OVERVIEW OF KEY PROJECTS & PRIORITIES		
<div> <div>Early Help and Prevention</div> <div>Achieving Permanence</div> </div> <p><u>Early Help and Prevention</u></p> <p>CSE Plan and Package – Damian Rees</p> <p>Pathway for Radicalisation – Damian Rees</p> <p>Continuum Pathways (Management of Sub group) – Teresa Mylan-Rees</p> <p>Reform of Play and Leisure Services – Chris Francis</p> <p>CANS Implementation – Chris Francis</p> <p>Effective Use of Grant Funding - ??From Improvement Prog??</p> <hr/> <p><u>Achieving Permanence</u></p> <p>Review of PEP Process – Damian Rees</p> <p>IRO Links with performance planning in SCP and 16+ service – Damian Rees</p> <p>Placement Sufficiency Strategy – Chris Francis</p> <p>SCP Re-Design Implementation – Haydn Nelson and Nichola Rogers</p> <p>Delegated Responsibilities – Haydn Nelson</p> <p>Review on Residential Placements - ??Donna??</p> <p>SGO – ??Damian Rees and Haydn Nelson??</p> <p>Panel Reform – Donna Houlston</p> <p>Ty-Nant Relocation – Donna Houlston</p> <p>MAPS Service – Donna Houlston</p> <p>Fostering Recruitment Strategy – Donna Houlston</p> <p>Fostering Fee Framework – Donna Houlston</p> <p>Placement Support – Donna Houlston</p> <p>Signs of Safety Implementation Framework – Donna Houlston</p> <p>Internal Therapy Review – Donna Houlston</p>	<div> <div>Safeguarding and Wellbeing for Children</div> </div> <p><u>Safety and Wellbeing for Children</u></p> <p>CSE / Missing Children Review of Protocol – Damian Rees</p> <p>Audit Framework – Damian Rees</p> <p>CYP Participation in LAC Review and CP – Damian Rees</p> <p>Review of PASM Process – Damian Rees</p> <p>CINCS – Teresa Mylan-Rees</p> <p>Edge of Care – Teresa Mylan-Rees and Haydn Nelson</p> <p>Corporate Parenting – Teresa Mylan-Rees and Chris Francis</p> <p>Overnight Short Breaks – Chris Francis</p> <p>Home Care – Chris Francis</p> <p>SCP Re-Design – Haydn Nelson and Nichola Rogers</p> <p>Child Protection Processes – Haydn Nelson and Damian Rees</p> <p>Audit of CSE – Haydn Nelson and Damian Rees</p> <p>Single Assessments – Nichola Rogers</p> <p>Disability Strategy – Nichola Rogers</p> <p>Private Fostering Arrangements - ????</p> <p>DOLS - ????</p>	<div> <div>Partnership and Collaboration</div> <div>Workforce Wellbeing</div> </div> <p><u>Partnership and Collaboration</u></p> <p>Advisory Consultation with Partners – Damian Rees</p> <p>Collaborative Pathway to prevent Human Trafficking – Damian Rees</p> <p>Distance Travelled Tools – Teresa Mylan-Rees</p> <p>IAA – Teresa Mylan-Rees</p> <p>DA Hub Partnership Pathway – Teresa Mylan-Rees</p> <p>Youth Justice and Prevention Service – Teresa Mylan-Rees</p> <p>Health Contribution to Complex Placements – Chris Francis</p> <p>Participation Strategy – Chris Francis</p> <p>Procurement Plan – Chris Francis</p> <p>LAC Traineeship – Chris Francis</p> <p>Commissioning Framework for Specialist Intervention – Chris Francis</p> <p>External Communication / Coproduction Strategy - ????</p> <p>Re-Configuration of Bays Plus Service – Donna Houlston</p> <hr/> <p><u>Workforce Wellbeing</u></p> <p>Policy and Development Officer (post review) – Chris Francis</p> <p>SCP Re-Design – Nichola Rogers and Haydn Nelson</p> <p>Review of IRO Roles – Damian Rees</p> <p>SQU Premises – Damian Rees</p> <p>Training (whole service) – Teresa Mylan-Rees</p> <p>Supervised Contact Team Re-Location – Teresa Mylan-Rees</p> <p>Staff Wellbeing Strategy – Chris Francis</p> <p>Internal Staff Communication Strategy - ??Chris Francis??</p>
	<div> <div>Other Corporate Themes and Priorities</div> </div> <p>People Directorate Business Support Mini-Hub – Debbie Reed</p> <p>Leading Learners (Education Improvement Program) – Rhodri Jones</p> <p>Adult Services Transformation Program – Lucy Friday</p> <p>Additional Learning Needs Review – Mark Sheridan</p> <p>Behaviour and Wellbeing Strategy – Mark Sheridan</p> <p>Sustainable Swansea Program – Vicky Thomas</p>	

## b. Adult Services

### ADULT SERVICES IMPROVEMENT PROGRAMME (2018 – 2021) PROVIDING AN OVERVIEW OF KEY PROJECTS & PRIORITIES

#### BETTER PREVENTION

#### BETTER EARLY HELP

SUPPORTING TIERS 1 AND 2 - UNIVERSAL ACCESS TO SUPPORT FOR WELLBEING & EARLY INTERVENTION

##### Prevention Strategy (Lead Peter Field):

*Linking with SSWBA, Poverty & Prevention Strategy/3<sup>rd</sup> Sector Engagement/Co-Production Strategy*

**Adult Services Prevention Strategy**  
(Peter Field)

**Information Advice & Assistance Strategy**  
(Peter Field)

##### Integrated Services Model (Lead Helen St John):

*Linking with SSWBA, Western Bay Optimal Intermediate Care Services Model, Integrated Community Hubs model & Demand Management Strategy*

**Intermediate Care Model Delivery**  
(Lucy Friday)

**Common Access Point Development**  
(Amanda Aldridge)

**Internal Home Care Service Restructure Implementation**  
(Lucy Friday)

**Assistive Technology Approach & Delivery**  
(Amanda Aldridge)

**Older People Intermediate Care Funding Capital & Revenue Co-ordination**  
(Lucy Friday)

**Care Homes Pooled Fund arrangements/ Integrated Long Term Care Team Development**  
(Peter Field)

#### NEW APPROACH TO ASSESSMENT

#### KEEPING PEOPLE SAFE

SUPPORTING TIERS 2, 3 AND 4 – EARLY INTERVENTION, IDENTIFIED NEED & HIGHER LEVEL SUPPORT

##### Workforce Development Strategy (Lead Ffion Larsen):

**Adult Services Practice Framework Development & Delivery** (Ffion Larsen/IPC)

**Workforce Development Strategy & Implementation**  
(Ffion Larsen)

##### Demand Management (Lead Alex Williams):

*Linking with SSWBA, Prevention Strategy & Commissioning Strategies,*

**Review of Safeguarding Processes & Practices**  
(Ffion Larsen)

**DoLS Review** (Ffion Larsen)

**Direct Payments Strategy & Review**  
(Ffion Larsen)

**Demand Management/Domiciliary Care Function** (Lucy Friday)

**LD/MH Right-sizing & Review/ Maximising funding for MH/LD**  
(Mark Campisi)

**Older People CHC**  
(Amanda Aldridge)

**Child & Family/Adult Services Transition Process review** (Mark Campisi)

#### WORKING TOGETHER BETTER

#### IMPROVED COST EFFECTIVENESS

SUPPORTING ALL TIERS OF HEALTH, WELLBEING & SOCIAL CARE SUPPORT

##### Commissioning (Lead Peter Field):

*Linking with all projects inc. Co-Production Strategy and Sustainable Swansea Programme*

**External Domiciliary Care Commissioning Review**  
(Helen St John/Peter Field)

**Residential Care for Older People Commissioning Review**  
(Cathy Murray)

**Commissioning Review of Day Services for Older People** (Cathy Murray)

**Learning Disabilities, Physical Disabilities, Sensory Impairment & Mental Health service provision commissioning review** (Peter Field)

##### Systems & Support Review (Lead Ffion Larsen):

*Linking with regional integration model and SSWBA*

**WCCIS Development & Implementation**  
(Western Bay Programme/Ffion Larsen)

**Annual Review of Charging Policy**  
(Chris Davies/Lee Morgan)

**Fit for Purpose resource structures (SMT)**

**Review of Business management structures**  
(Deb Reed)

#### CROSS CUTTING PROGRAMMES:

- ADULT SERVICES PRACTICE FRAMEWORK
- PERFORMANCE MONITORING FRAMEWORK
  - SAVINGS STRATEGY
- COMMUNICATIONS & CO-PRODUCTION STRATEGY

Please ensure that you refer to the Screening Form Guidance while completing this form. If you would like further guidance please contact your directorate support officer or the Access to Services team (see guidance for details).

**Section 1**

Which service area and directorate are you from?

Service Area: Social Services

Directorate: PEOPLE

**Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?**Service/  
Function☒Policy/  
Procedure☐

Project

☐

Strategy

☐

Plan

☒

Proposal

☐**(b) Please name and describe below**

Swansea Council Director of Social Services' Annual Report 2017/18

**Q2(a) WHAT DOES Q1a RELATE TO?**Direct front line  
service delivery☒

(H)

Indirect front line  
service delivery☐

(M)

Indirect back room  
service delivery☐

(L)

**(b) DO YOUR CUSTOMERS/CLIENTS ACCESS THIS SERVICE?**Because they  
need to☒

(H)

Because they  
want to☐

(M)

Because it is  
automatically provided to  
everyone in Swansea☐

(M)

On an internal  
basis  
i.e. Staff☐

(L)

**Q3 WHAT IS THE POTENTIAL IMPACT ON THE FOLLOWING...**

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Children/young people (0-18)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group (18+)	<input checked="" 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"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input checked="" 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"/>
Welsh Language	<input checked="" 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"/>
Carers (inc. young carers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4 HAVE YOU / WILL YOU UNDERTAKE ANY PUBLIC CONSULTATION AND ENGAGEMENT RELATING TO THE INITIATIVE?**☐ YES☒ NO

(If NO, you need to consider whether you should be undertaking consultation and engagement – please see the guidance)

If yes, please provide details below

**Q5(a) HOW VISIBLE IS THIS INITIATIVE TO THE GENERAL PUBLIC?**High visibility  
☒ (H)Medium visibility  
☒ (M)Low visibility  
☐ (L)

The Director of Social Services Annual Report is expected to be published on the Council's public website once it has been considered by Council.

**(b) WHAT IS THE POTENTIAL RISK TO THE COUNCIL'S REPUTATION?**  
(Consider the following impacts – legal, financial, political, media, public perception etc...)High risk  
☐ (H)Medium risk  
☒ (M)Low risk  
☒ (L)**Q6 Will this initiative have an impact (however minor) on any other Council service?**☒ Yes☐ No

If yes, please provide details below  
Customer facing/ Preventative/ Well-being services

**Q7 HOW DID YOU SCORE?**  
Please tick the relevant box

MOSTLY H and/or M → HIGH PRIORITY →

☒ EIA to be completed  
Please go to Section 2

MOSTLY L → LOW PRIORITY / NOT RELEVANT →

☒ Do not complete EIA  
Please go to Q8 followed by Section 2
**Q8 If you determine that this initiative is not relevant for a full EIA report, you must provide adequate explanation below. In relation to the Council's commitment to the UNCRC, your explanation must demonstrate that the initiative is designed / planned in the best interests of children (0-18 years). For Welsh language, we must maximise positive and minimise adverse effects on the language and its use. Your explanation must also show this where appropriate.**

The Director's Annual Report is a statutory requirement under Part 8 of the Social Services & Well-being (Wales) Act 2014, and this report is expected to be written by a person responsible for carrying out the full range of statutory roles and responsibilities as a Director of Social Services in Swansea, and to express their views of how effective the services are:

- In meeting wellbeing and needs of targeted populations
- In delivering on priorities set in past annual report
- Achieving a sustainable model of social care
- In providing assurances about the quality of services, against national standards

As a statutory annual report, this is a 'plan' for future improvement, and provides the public and stakeholders with the summary views of the statutory director of social services, and the priorities in the year ahead. This report is informed by service user views and services are shaped by participation and coproduction. This report as being the views of the statutory director does not need to change, whether during or following its document lifecycle, and through extended engagement with council elected members and/or partners.

The Report contains a summary of Swansea Council's progress against implementing the changes expected by new legislative framework for social care in Wales, and a set of improvement priorities for 2018/19

- new statutory requirements under the Social Services & Well-being (Wales) Act 2014, through the many regulations and codes of practice:  
<http://gov.wales/topics/health/socialcare/act/assessments?lang=en>
- Regulation and Inspection of Social Care (Wales) Act  
<http://gov.wales/docs/equality-impact-assessments/150223-cymraig-en.pdf>
- Welsh Language standards (Regulatory Impact Assessment)  
<http://www.assembly.wales/laid%20documents/sub-ld10587-em/sub-ld10587-em-e.pdf>
- Wellbeing of Future Generations (Wales) Act
- How Swansea's social services function, particularly through its Child and Family Services, is supporting the Council's commitment to the United Nations Convention on the Rights of the Child (UNCRC) and the best interests of children (0-18 years) and families in Swansea.  
**Also:** how well the Councils Sustainable Swansea for programme is supporting the improvement programme: e.g. Wellbeing Duty, Range of Preventative Services, Commissioning Reviews.  
**Also:** How Swansea is supporting the Western Bay Regional Partnership Board to collaborate and build effective governance arrangements to support safeguarding, commissioning, workforce development and business as usual activities in order to make best use of resources..

## Section 2

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 – no electronic signatures or paper copies are needed.

Screening completed by:
Name: Simon Jones
Job title: Strategic Performance Improvement Officer
Date: 25.06.18
Approval by Chief Social Services Officer
Name:
Position: Chief Social Services Officer
Date: 25.06.18

Please return the completed form to [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)

# Agenda Item 13.



## Report of the Section 151 Officer

Council – 20 September 2018

### Statement of Accounts 2017/18

<b>Purpose:</b>	The Council is required to approve the 2017/18 accounts on or before 30 <sup>th</sup> September 2018.
<b>Policy Framework:</b>	Budget and Accounts 2017/18.
<b>Consultation:</b>	Legal, Finance and Access to Services.
<b>Recommendation(s):</b>	It is recommended that  1) the 2017/18 Statement of Accounts in Appendix A be approved.
<b>Report Author:</b>	Amanda Thomas
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Catherine Window

#### 1.0 Introduction

- 1.1 The Statement of Accounts for the year 2017/18 is attached in Appendix A and is recommended to Council for approval.

#### 2.0 Timetable for completion and audit of the 2017/18 accounts

- 2.1 The key dates in relation to the 2017/18 accounts process are as follows:-

1 <sup>st</sup> June 2018	The draft Statement of Accounts was completed and certified by the Section 151 Officer in line with the requirements of the Accounts and Audit Regulations.
11 <sup>th</sup> September 2018	Audit Committee will consider the Auditor's reports.

20 <sup>th</sup> September 2018	Council is asked to formally approve the 2017/18 Statement of Accounts.
30 <sup>th</sup> September 2018	Statutory date for the completion of the external audit of the Statement of Accounts.

### **3. Changes to the format and content of the Statement of Accounts**

- 3.1 The principal change in respect of presentation and content of the accounts for 2017/18 relates to the changes introduced by the Accounts and Audit (Wales) (Amendment) Regulations 2018 that came into force on the 14<sup>th</sup> March 2018. These regulations removed the requirement to include a statement relating to pension funds administered by a local authority in the statement of accounts. The Swansea Council Pension Fund Accounts has therefore been removed from the Swansea Council Statement of Accounts. The Swansea Council Pension Fund Accounts are prepared and published in the Pension Fund Annual Report and Statement of Accounts.

### **4.0 Financial Implications**

- 4.1 There are no direct financial implications arising from this report.

### **5.0 Legal Implications**

- 5.1 There are no legal implications associated with this report.

### **6. Equalities and Engagement Implications**

- 6.1 There are no Equalities or Engagement implications associated with this report.

**Background Papers:** None.

**Appendices:** Statement of Accounts given as an Appendix A to the Council Agenda

# Agenda Item 14.



## Report of the Section 151 Officer

Council - 20 September 2018

### Treasury Management Annual Report 2017/18

<b>Purpose:</b>	This report provides details of the Council's Treasury Management activities during 2017/18 and compares actual performance against the strategy laid down at the start of the year.
<b>Policy Framework:</b>	Treasury Management Policy Statement
<b>Consultation:</b>	Finance, Access to Services and Legal
<b>Report Author:</b>	Jeff Dong
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Debbie Smith
<b>Access to Services Officer</b>	Rhian Millar
<b>For Information</b>	

## 1 Introduction

- 1.1 Under the CIPFA Code of Practice on Treasury Management in Public Services, there is a requirement: “....for the Council to receive reports on its treasury management policies, practices and activities”.

This report summarises the activities for the year. The Prudential Code for Capital Finance in Local Authorities also requires the reporting of outturn Prudential Indicators for the year.

## 2 Executive Summary of Activities During The Year

- 2.1 The Capital Financing Requirement outlined an outstanding borrowing requirement of £49m for 2017/18. Identified borrowing of £40m within target levels was undertaken during the year at an average interest rate of 2.525%
- 2.2 The average interest rate on outstanding Council borrowing was 4.44% in 2017/18 down from 4.89% 2016/17.

- 2.3 Internally Managed investments achieved a return of 0.35%. This represents an outperformance of +0.15% from the average 7 day LIBID benchmark rate of 0.20% returning £264k of investment income
- 2.6 The Council has operated within all of the determined treasury limits outlined in appendix 1

### **3 Financial Implications**

- 3.1 There are no financial implications arising directly from this report

### **4 Legal Implications**

- 4.1 There are no legal implications arising directly from the report.

### **5 Equality Impact Assessment Implication**

- 5.1 There are no equality impact assessment implications arising directly from the report

#### **Background Papers:**

- Treasury Management Strategy, Prudential Indicators, Investment Strategy & Minimum Revenue Provision Statement 2017/18 (Feb 2017)
- Treasury Management Strategy, Prudential Indicators, Investment Strategy & Minimum Revenue Provision Statement 2018/19 (Feb 2018)

#### **Appendices:**

Appendix A – Treasury Management Annual Report 2017/18

# **Treasury Management Annual Report**

## **2017/18**

### ***Contents***

#### **Section**

- 1. Executive Summary**
- 2. Introduction and Background**
- 3. Debt Portfolio**
- 4. Treasury Strategy 2017/18**
- 5. Actual Borrowing 2017/18**
- 6. Compliance with Treasury Limits**
- 7. Capital Financing Charges 2017/18**
- 8. Investment Strategy for 2017/18**
- 9. Actual Investments 2017/18**
- 10. Early Debt Repayment**

#### **Appendices**

# 1. Executive Summary

- 1.1 The Capital Financing Requirement outlined an outstanding borrowing requirement of £49m for 2017/18. Identified borrowing of £40m within target levels was undertaken during the year at an average interest rate of 2.525%
- 1.2 The average interest rate on outstanding Council borrowing was 4.44% in 2017/18 down from 4.89% 2016/17.
- 1.3 Internally Managed investments achieved a return of 0.35%. This represents an outperformance of +0.15% from the average 7 day LIBID benchmark rate of 0.20% returning £264k of investment income.
- 1.4 The Council has operated within all of the determined treasury limits outlined in Appendix 1.

## 2. Introduction and Background

- 2.1 Treasury Management in local government is regulated by the CIPFA Code of Practice on Treasury Management in Public Services (the Code). The City and County of Swansea has adopted the Code and complies with its requirements. A glossary of terms used throughout this report is included at Appendix 2.
- 2.2 The primary requirements of the Code are the:
  - Creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council's Treasury Management activities
  - Creation and maintenance of Treasury Management Practices which set out the manner in which the Council will seek to achieve those policies and objectives
  - Receipt by the Council of an annual Treasury Management strategy report for the year ahead , a mid term update report and an annual review report of the previous year
  - Delegation by the Council of responsibilities for implementing and monitoring Treasury Management policies and practices and for the execution and administration of Treasury Management decisions
  - Treasury Management, in this context, is defined as:  
  
*“The management of the local authority’s cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of the optimum performance or return consistent with those risks.”*
- 2.3 The Council has previously received in February 2017 and updated in February 2018 the Treasury Strategy Statement and Investment Strategy and MRP Strategy for 2017/18.
- 2.4 The Prudential Code for Capital Finance in Local Authorities has been developed as a professional code of practice to support local authorities in determining their programmes for capital investment. The Code was updated in 2017. Local authorities are required by Regulation under Part 1 of the Local Government Act 2003 to comply with the Prudential Code.

- 2.5 The objective of the Code is to provide a framework for local authority capital finance that will ensure for individual local authorities that:
- Capital expenditure plans are affordable
  - All borrowing and long term liabilities are within prudent and sustainable levels
  - Treasury Management decisions are taken in accordance with professional good practice
- 2.6 The Code includes a set of Prudential Indicators, which are designed to support and inform local decision-making. The 2017/18 Prudential Indicators are detailed in Appendix 1.

### 3. Debt Portfolio

- 3.1 The Council's external borrowing position at the beginning and end of the year was as follows:

	1 April 2017		31 March 2018	
	Principal £'000	Interest Rate %	Principal £'000	Interest Rate %
<b>Long Term Debt</b>				
PWLB - fixed rate	323,085	5.16	354,084	4.95
Money Market (LOBO)	98,000	4.10	98,000	4.10
Welsh Gov			5,500	-
<b>Short Term Debt</b>				
Market	22,000	0.41	-	-
External Bodies	1,553	0.70	951	0.61
<b>Total Debt</b>	444,639	4.89	458,535	4.44

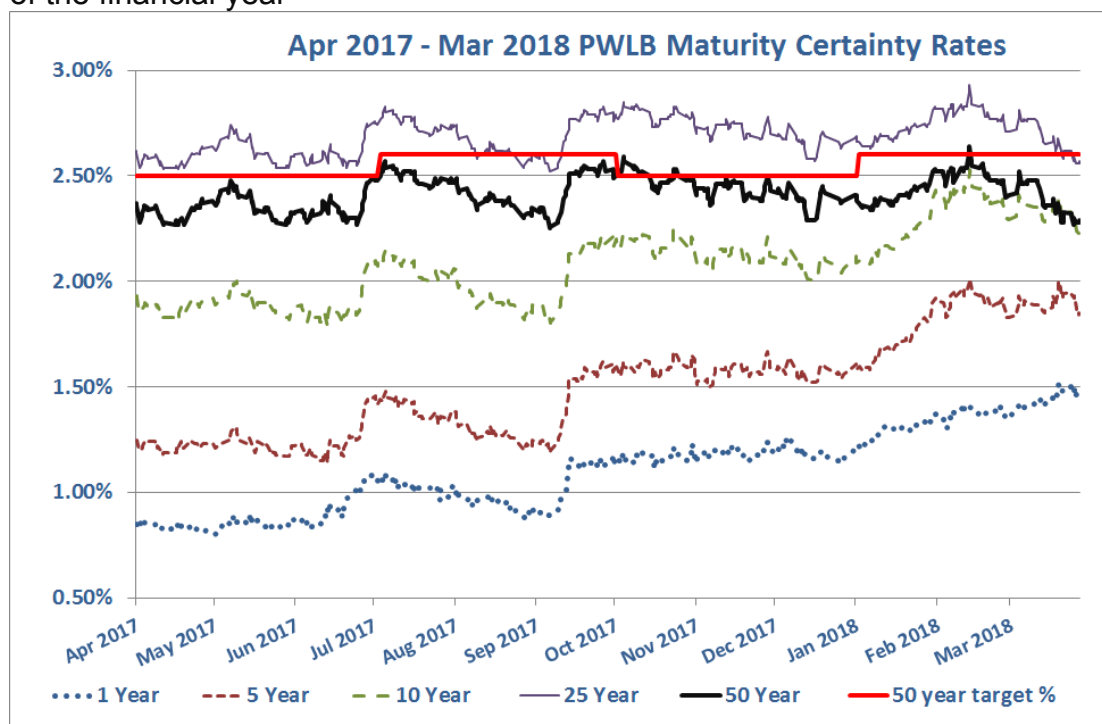
- 3.2 The average external debt portfolio interest rate was 4.44%.

## 4. Treasury Strategy 2017/18

- 4.1 The expectation for interest rates within the treasury management strategy for 2017/18 anticipated that Bank Rate would not start rising from 0.25% until quarter 2 2019 and then only increase once more before 31.3.20. There would also be gradual rises in medium and longer term fixed borrowing rates during 2017/18 and the two subsequent financial years. Variable, or short-term rates, were expected to be the cheaper form of borrowing over the period. Continued uncertainty in the aftermath of the 2008 financial crisis promoted a cautious approach, whereby investments would continue to be dominated by low counterparty risk considerations, resulting in relatively low returns compared to borrowing rates.
- 4.2 In this scenario, the long term treasury strategy was to postpone borrowing to avoid the cost of holding higher levels of investments and to reduce counterparty risk, whilst mindful of opportunities to undertake borrowing should they arise and to mitigate any arising risks.
- 4.3 During 2017/18, longer term PWLB rates were volatile but with little overall direction, whereas shorter term PWLB rates were on a rising trend during the second half of the year.
- 4.4 During the calendar year of 2017, there was a major shift in expectations in financial markets in terms of how soon Bank Rate would start on a rising trend. After the UK economy surprised on the upside with strong growth in the second half of 2016, growth in 2017 was disappointingly weak in the first half of the year; quarter 1 came in at +0.3% (+1.7% y/y) and quarter 2 was +0.3% (+1.5% y/y), which meant that growth in the first half of 2017 was the slowest for the first half of any year since 2012. The main reason for this was the sharp increase in inflation caused by the devaluation of sterling after the EU referendum, feeding increases into the cost of imports into the economy. This caused a reduction in consumer disposable income and spending power as inflation exceeded average wage increases. Consequently, the services sector of the economy, accounting for around 75% of GDP, saw weak growth as consumers responded by cutting back on their expenditure. However, growth did pick up in quarter 3 to 0.5% before dipping slightly to 0.4% in quarter 4.
- 4.5 Consequently, market expectations during the autumn rose significantly that the MPC would be heading in the direction of imminently raising Bank Rate. The MPC meeting of 14 September provided a shock to the markets with a sharp increase in tone in the minutes where the MPC considerably hardened their wording in terms of needing to raise Bank Rate very soon. The 2 November MPC quarterly Inflation Report meeting duly delivered on this warning by withdrawing the 0.25% emergency rate cut which had been implemented in August 2016. Market debate then moved on as to whether this would be a one and done move for maybe a year or more by the MPC, or the first of a series of increases in Bank Rate over the next 2-3 years. The MPC minutes from that meeting were viewed as being dovish, i.e. there was now little pressure to raise rates by much over that time period. In particular, the GDP growth forecasts were pessimistically weak while there was little evidence of building pressure on wage increases despite remarkably low unemployment. The MPC forecast that CPI would peak at about 3.1% and chose to look through that breaching of its 2% target as this was a one off result of the devaluation of sterling caused by the result of the EU referendum. The inflation forecast showed that the MPC expected inflation to come down to near the 2% target over the two to three year time horizon. So this all seemed to add up to cooling expectations of much further action to raise Bank Rate over the next two years.

- 4.6 As depicted in the graph below, PWLB 25 and 50 year rates have been volatile during the year with little consistent trend. However, shorter rates were on a rising trend during the second half of the year and reached peaks in February / March. During the year, the 50 year PWLB target (certainty) rate for new long term borrowing was 2.55

% in quarters 1 and 3 and 2.60% in quarters 2 and 4. The graphs and tables for PWLB rates show, for a selection of maturity periods, the average borrowing rates, the high and low points in rates, spreads and individual rates at the start and the end of the financial year



- 4.6 In this scenario, the treasury strategy was to postpone strategic borrowing to avoid the cost of holding higher levels of investments and to reduce counterparty risk, whilst being open to tactical and/or risk mitigation borrowing opportunities outlined in 5.2

## 5. Actual Borrowing 2017/18

- 5.1 The Treasury Management strategy 2017/18 agreed by the Council in February 2017 outlined an unfunded capital financing requirement of £49m in 2017/18
- 5.2 As identified in 4.2 above, the general strategy is to mitigate the 'cost of carry' in the current economic environment, however when opportunities arise to finance the capital finance requirement within target limits, which offer long term value, then they shall be taken. As such, long term borrowing of £40m was undertaken during the year outlined below. The maturity dates of the long term borrowing were selected to complement the existing maturity profile and minimise interest burden. The loans taken out were :

Long Term Borrowing			
Lender- date	Amount	Maturity	Interest Rate
PWLB June 2017	£10m	30 years	2.51%
PWLB Feb 2018	£10m	46 years	2.54%
PWLB Feb 2018	£10m	49 years	2.53%
PWLB Feb 2018	£10m	50 years	2.52%

## 6. Compliance with Treasury Limits

- 6.1 During the year, the Council operated within the limits set out in the Council's Treasury Management Strategy 2017/18 under the Prudential Code. The outturn for the prudential indicators are shown in Appendix 1.

## 7. Capital Financing Charges 2017/18

- 7.1 The capital financing charges made to the Council's accounts for 2017/18 including capital repayments net of discounts/premiums and interest receivable are detailed below.

	Actual 2016/17		Actual 2017/18	
	£'000	Net Interest Rate %	£'000	Net Interest Rate %
Housing Revenue A/c	8,918	4.33	9,297	4.24
General Fund	27,051	4.32	28,367	4.21

- 7.2 The net capital financing interest rates charged differ from the average rate of interest for external debt due to the fact that part of the Council's borrowing for capital purposes is funded by the investment of internal reserves and the use of internal balances and the amortisation of historical discounts/premia applied.

## 8. Investment Strategy for 2017/18

- 8.1 Investment rates for 3 months and longer have been on a rising trend during the second half of the year in the expectation of Bank Rate increasing from its floor of 0.25%, and reached a peak at the end of March.
- 8.2 Bank Rate was duly raised from 0.25% to 0.50% on 2/11/17 and remained at that level for the rest of the year. However, further increases are expected over the next few years. Deposit rates continued into the start of 2017/18 at previous depressed levels due, in part, to a large tranche of cheap financing being made available under the Term Funding Scheme to the banking sector by the Bank of England; this facility ended on 28/2/18
- 8.3 As a result of the above, a cautious borrowing and investment strategy was implemented in 2017/18. The paramount consideration in making investments was the security of the investment. Given the low interest rates achievable on Council investments, it is a broad adopted principle to internally finance any new capital borrowing requirement. This results in a lower net interest charge to the Council and reduced risk in relation to security of investment without incurring cost of carry ( i.e borrowing at a higher rate than is available for investment).
- 8.4 The Council's investment policy is governed by WAG guidance, which was implemented in the annual investment strategy approved by the Council on February 2017. This policy sets out the approach for choosing investment counterparties, and is based on our Treasury Advisors' investment colour matrix based on credit ratings provided by the three main credit rating agencies supplemented by additional market data such as rating outlooks,

credit default swaps information, bank share prices etc. New investments were restricted to UK based institutions only, which satisfied these criteria.

## 9. Actual Investments 2017/18

- 9.1 The Council manages its cashflow and core balance investments internally, having realised its cash balances held with its external cash fund manager previously. These balances were invested on the Money Market via brokers or directly with banks and building societies, other local authorities and the Debt Management Office (DMO) within the criteria set out in 8.4 above. The balances held during the year were as follows:

Balance 1 April 2017	Balance 31 March 2018	Average Value 2016/17	Interest	Rate of Return	Benchmark 7 day LIBID
£'000	£'000	£'000	£'000	%	%
70,751	61,889	75,724	264	0.35	0.20

- 9.2 The interest achieved on internally managed investments was £0.264m or 0.35%. This return outperformed the benchmark seven-day rate by +0.15%.
- 9.3 As a further measure to mitigate and control risk following the financial crisis, the Authority determined to restrict investments to UK domiciled only banks and financial institutions in October 2008 resulting in an even smaller number of available counterparties to invest with. This policy was maintained in light of continued sovereign debt crises throughout Europe. The list of investments as at 31<sup>st</sup> March 2018 is attached at Appendix 3.

## 10. Debt Repayment/Rescheduling

- 10.1 Market conditions are constantly monitored for opportunities to repay or reschedule debt in line with good Treasury Management practice. No such opportunities arose in 2017/18.

## Prudential Indicators

Capital Prudential Indicators	2016/17	2017/18	2017/18
	Actual	Budget	Actual
	£'000	£'000	£'000
<b>Capital Expenditure</b>			
GF	49,783	60,347	40,379
HRA	51,953	51,886	45,835
TOTAL	101,736	97,543	86,214
<b>Ratio of financing costs to net revenue stream</b>	%	%	%
GF	6.71	6.90	6.75
HRA	13.44	16.44	16.44
<b>Capital Financing Requirement</b>	£'000	£'000	
GF	342,367	357,987	333,490
Credit Arrangements	620	893	1,898
HRA	155,755	153,545	151,068
TOTAL	498,742	512,425	486,456

Treasury Management Prudential Indicators			
	2016/17	2017/18	2017/18
	Actual	Budget	Actual
	£'000 or %	£'000 or %	£'000
Authorised limit for external debt	444,639	615,573	458,535
Operational boundary for external debt	444,639	555,573	458,535
Upper limit for fixed interest rate exposure	77.96%/ £346,640	60%	78.6%/ £360,535
Upper limit for variable interest rate exposure	22.04%/ £98,000	40%	21.4%/ £98,000
Upper limit for total principal sums invested for over 364 days	0	40,000	0

<b>Maturity Structure of Fixed Rate Borrowing in 2017/18</b>			
	<b>Upper Limit</b>	<b>Lower Limit</b>	<b>Actual</b>
Under 12 months	50%	0%	0.1%
12 months and within 24 months	50%	0%	1.1%
24 months and within 5 years	50%	0%	1.8%
5 years and within 10 years	85%	0%	5.9%
10 years and above	95%	15%	91.1%

The Treasury Management Prudential Indicators identified above as:

- Upper limit for fixed interest rate exposure
- Upper limit for variable interest rate exposure
- Upper limit for total principal sums invested for over 364 days
- Maturity Structure of fixed rate borrowing in 2017/18

are shown as at balance sheet date 31<sup>st</sup> March 2018, however it can be reported that none of the above limits were breached during 2017/18.

## Appendix 2

### Treasury Management – Glossary of Terms

<b>Annualised Rate of Return</b>	Represents the average return which would have been achieved each year.
<b>Authorised Limit</b> <i>( can also be considered as the affordable borrowing limit)</i>	The authorised limit must be set to establish the outer boundary of the local authority's borrowing based on a realistic assessment of the risks. The authorised limit is certainly not a limit that an authority will expect to borrow up to on a regular basis. It is crucial that it is not treated as an upper limit for borrowing for capital expenditure alone since it must also encompass borrowing for temporary purposes. It is the expected maximum borrowing need, with some headroom for unexpected movement.
<b>Bank Rate</b>	The Official Bank rate paid on commercial bank reserves i.e. reserves placed by commercial banks with the Bank of England as part of the Bank's operations to reduce volatility in short term interest rates in the money markets.
<b>Base Rate</b>	Minimum lending rate of a bank or financial institution in the UK.
<b>Basis Points (bp)</b>	A basis point is 0.01 of 1% (100 bp = 1%)
<b>Borrowing</b>	In the Code, borrowing refers to external borrowing. Borrowing is defined as both:- <ul style="list-style-type: none"> <li>• Borrowing repayable with a period in excess of 12months</li> <li>• Borrowing repayable on demand or within 12months</li> </ul>
<b>Capital Expenditure</b>	The definition of capital expenditure starts with all those items which can be capitalised in accordance with the Statement of Recommended Practice (SORP). To this must be added any items that have/will be capitalised in accordance with legislation that otherwise would not be capitalised. Prudential indicators for current and future years are calculated in a manner consistent with this definition.

<b>Capital Financing Charges (see financing costs also)</b>	These are the net costs of financing capital i.e. interest and principal, premium less interest received and discounts received.
<b>Capital Financing Requirement</b>	The Capital Financing Requirement is simply the total outstanding capital expenditure, which has not yet been paid for from either revenue or capital resources. It is essentially a measure of the Council's underlying borrowing need.
<b>CIPFA</b>	The Chartered Institute of Public Finance and Accountancy. One of the leading professional accountancy bodies in the UK and the only one which specialises in the public services.
<b>Counterparty</b>	The organisations responsible for repaying the Council's investment upon maturity and for making interest payments.
<b>Credit Rating</b>	<p>This is a scoring system that lenders issue people with to determine how credit worthy they are.</p> <p>The Credit Rating components are as follows:</p> <ol style="list-style-type: none"> <li>1. The AAA ratings through to C/D are long-term rating definitions and generally cover maturities of up to five years, with the emphasis on the ongoing stability of the institution's prospective financial condition. AAA are the most highly rated, C/D are the lowest. This Council does not invest with institutions lower than AA- for investments over 364 days</li> <li>2. F1/A1/P1 are short-term rating definitions used by Moody's, S&amp;P and Fitch Ratings for banks and building societies based on their individual opinion on an institution's capacity to repay punctually its short-term debt obligations (which do not exceed one year). This Council does not invest with institutions lower than F1/A1/P1 for investments under 364 days.</li> </ol>

<b>Debt</b>	For the purposes of the Code, debt refers to the sum of borrowing (see above) and other long-term liabilities (see below). It should be noted that the term borrowing used with the Act includes both borrowing as defined for the balance sheet and other long terms liabilities defined as credit arrangements through legislation.
<b>Discounts</b>	Where the prevailing interest rate is higher than the fixed rate of a long-term loan, which is being repaid early, the lender can refund the borrower a discount. This is calculated on the difference between the two interest rates over the remaining years of the loan, discounted back to present value. The lender is able to offer the discount, as their investment will now earn more than when the original loan was taken out.
<b>Financing Costs</b>	<p>The financing costs are an estimate of the aggregate of the following:-</p> <ul style="list-style-type: none"> <li>• Interest payable with respect to borrowing</li> <li>• Interest payable under other long-term liabilities</li> <li>• Gains and losses on the repurchase or early settlement of borrowing credited or charged to the amount to be met from government grants and local taxpayers (premiums and discounts)</li> <li>• Interest earned and investment income</li> <li>• Amounts required in respect of the minimum revenue provision plus any additional voluntary contributions plus any other amounts for depreciation/impairment that are charged to the amount to be met from government grants and local taxpayers</li> </ul>
<b>Financial Reporting Standards (FRSs)</b>	These are standards set by governing bodies on how the financial statements should look and be presented.
<b>Investments</b>	<p>Investments are the aggregate of:-</p> <ul style="list-style-type: none"> <li>• Long term investments</li> <li>• Short term investments (within current assets)</li> </ul>

	<ul style="list-style-type: none"> <li>• Cash and bank balances including overdrawn balances</li> </ul> <p>From this should be subtracted any investments that are held clearly and explicitly in the course of the provision of, and for the purposes of, operational services.</p>
<b>IMF</b>	International Monetary Fund
<b>LOBO (Lender's Option/ Borrower's Option)</b>	Money Market instruments that have a fixed initial term (typically one to ten year) and then move to an arrangement whereby the lender can decide at pre-determined intervals to adjust the rate on the loan. At this stage the borrower has the option to repay the loan.
<b>London Inter-Bank Bid Rate (LIBID)</b>	The interest rate at which major banks in London are willing to borrow (bid for) funds from each other.
<b>Managed Funds</b>	<p><u>In-House Fund Management</u> Surplus cash arising from unused capital receipts can be managed either by external fund managers or by the Council's staff in-house. The in-house funds are invested in fixed deposits through the money markets for periods up to one year.</p> <p><u>Externally Management Funds</u> Fund managers appointed by the Council invest surplus cash arising from unused capital receipts in liquid instruments such as bank certificates of deposit and government stocks. The fund managers' specialist knowledge should ensure a higher rate of earnings on the managed funds than would be otherwise obtained.</p>
<b>Maturity</b>	The date when an investment is repaid or the period covered by a fixed term investment.
<b>Minimum Revenue Provision (MRP)</b>	The amount required by statute to be principal repayment each year.
<b>Monetary Policy Committee (MPC)</b>	This is a body set up by the Government in 1997 to set the repo rate (commonly referred to as being base rate). Their primary target (as set by the Government) is to keep

	inflation within plus or minus 1% of a central target of 2% in two year time from the date of the monthly meeting of the Committee. Their secondary target is to support the Government in maintaining high and stable levels of growth and employment.
<b>Money Market</b>	<p>Consists of financial institutions and deals in money and credit.</p> <p>The term applied to the institutions willing to trade in financial instruments. It is not a physical creation, but an electronic/telephone one.</p>
<b>Net Borrowing</b>	For the purposes of the Code, net borrowing refers to borrowing (see above) net of investments (see above).
<b>Net Revenue Stream</b>	Estimates for net revenue stream for current and future years are the local authority's estimates of the amounts to be met from government grants and local taxpayers.
<b>Operational Boundary</b>	This is based on expectations of the maximum external debt of the authority according to probable not simply possible – events and being consistent with the maximum level of external debt projected by the estimates. It is not a limit and actual borrowing could vary around this boundary for short periods.
<b>Other Long Term Liabilities</b>	The definition of other long term liabilities is the sum of the amounts in the Council's accounts that are classified as liabilities that are for periods in excess of 12months, other than borrowing (see definition above).
<b>Premature Repayment of Loans (debt restructuring/rescheduling)</b>	A facility for loans where the Council can repay loans prior to the original maturity date. If the loan repaid has a lower interest rate than the current rate for a loan of the same maturity period the Council can secure a cash discount on the repayment of the original loan. If the loan replaced has a higher rate of interest than the current rate for

	a loan of the same maturity period, a cash penalty is payable to the lender.
<b>Premia</b>	Where the prevailing current interest rate is lower than the fixed rate of a long term loan, which is being repaid early, the lender can charge the borrower a premium. This is calculated on the difference between the two interest rates over the remaining years of the loan, discounted back to present value. The lender may charge the premium, as their investment will now earn less than when the original loan was taken out.
<b>Prudential Code</b>	The Prudential Code is the largely self regulatory framework outlined by CIPFA for managing/monitoring capital investment in local government.
<b>Public Works Loan Board (PWLb)</b>	A Government agency which provides loans to local authorities. Each year, it issues a circular setting out the basis on which loans will be made available. Loans can be either at a fixed rate or on a variable rate basis. They can be repaid on either an annuity, equal instalment of principal or maturity basis. The interest rate charged is linked to the cost at which the Government itself borrows.
<b>Range Trade Accrual</b>	A Callable Range Accrual is so called because it is callable or cancellable by the bank after the initial period, as above. However, where it differs, is that interest accrues only as long as Libor (London Interbank Offer Rate, or another independently derived and published benchmark rate) stays within a pre-agreed range. The lender can choose the range, the non-call period, the Libor they wish to use, the call periods and the potential return they wish to receive.. The bank has the right to cancel this trade after the first 3 months, and every 3 months thereafter. With a range trade, the lender is backing his judgement on interest rate movements and in exchange for that can achieve a significantly enhanced return. This is done as part of portfolio management. The risk of rates going above Libor on a small part of the portfolio (and therefore none, or little payment on a

	<p>range accrual) will be offset by the fact that the rest of the portfolio will be returning more than expected. The key risk to a callable range accrual is obviously that the contractual Libor rate goes outside the specified range. It is possible to mitigate this risk by analysing the historical behaviour of any specified Libor relative to base rate. By taking a view on expected base rate (which is done on all deposits), a lender can minimise exposure, and choose a range to match his risk appetite.</p>
<b>Risk</b>	<p><u>Counterparty Credit Risk</u> The risk that a counterparty defaults on its obligations.</p> <p><u>Inflation Risk</u> The risk that growth in the Authority's investment income does not keep pace with the effects of inflation on its expenditure.</p> <p><u>Interest Rate Risk</u> The risk that changes in rates of interest creates an unexpected or unbudgeted burden on the Council's finances.</p> <p><u>Liquidity Risk</u> The risk that cash will not be available when it is needed.</p> <p><u>Operational Risk</u> The risk of loss through fraud, error, corruption, system failure or other eventualities in Treasury Management dealings, and failure to maintain effective contingency management arrangements.</p> <p><u>Refinancing Risk</u> The risk that the Authority is unable to replace its maturing funding arrangements on appropriate terms.</p>
<b>Set Aside Capital Receipts</b>	<p>A proportion of money received by the Council for the sale of fixed assets must be set aside to repay debt.</p>
<b>SORP</b>	<p>Statement of Recommended Practice, published by CIPFA (Local Authority</p>

	Accounting Body). This sets out guidelines regarding the Council's financial matters.
<b>Specified/Non Specified investments</b>	Specified investments are sterling denominated investments for less than 364 days in line with statutory investment regulations. Non- specified investments are all other investments identified in line with statutory investment regulations.
<b>Supranational Bonds</b>	These are bonds issued by institutions such as the European Investment Bank and World Bank. As with Government bonds (Gilts) they are regarded as the safest bond investments with a high credit rating.
<b>Temporary Borrowing and Investment</b>	Loans which are capable of being repaid within one year. The term of the loans will be negotiated from overnight to 364 days.
<b>Treasury Management</b>	<p>Treasury Management has the same definition as in CIPFA's code of Practice of Treasury Management in the Public Services.</p> <p>"The management of the organisation's cash flows its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."</p>
<b>Yield Curve</b>	The line resulting from portraying interest rate graphically for a series of periods, e.g. 7days, 1month, 3, 6, 9, and 12months. When longer-term interest rates are higher than short-term rates the yield curve slopes upwards and is described as positive. When the opposite prevails the yield curve is referred to as inverse.

**Portfolio of Outstanding Investments as at 31 March 2018**

	£
Bank of Scotland	24,988,965.80
Birmingham City Council	2,000,000.00
Cornwall Council	5,000,000.00
Dumfries and Galloway Council	3,000,000.00
Eastleigh Borough Council	3,000,000.00
Kingston Upon Hull	2,000,000.00
Leeds City Council	2,000,000.00
London Borough of Sutton	1,500,000.00
Medway Council	2,000,000.00
Santander	11,400,000.00
Torfaen County Borough Council	2,000,000.00
Wakefield Council	3,000,000.00
<hr/>	
<b>Total</b>	<b>61,888,965.80</b>

# Agenda Item 15.



## Report of the Head of Democratic Services

Council - 20 September 2018

### **Democratic Services Committee Annual Report 2017-2018 (25 May 2017 – 23 May 2018)**

<b>Purpose:</b>	To provide the Democratic Services Annual Report for the period 19 May 2016 to 24 May 2017. The report outlines the work of the Committee during that period.
<b>Policy Framework:</b>	None.
<b>Consultation:</b>	Access to Services, Finance, Legal.
<b>Report Author:</b>	Huw Evans
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Rhian Millar
<b>For Information Only</b>	

#### **1. Introduction**

- 1.1 The Local Government (Wales) Measure 2011 required each Principal Council to establish a Democratic Services Committee. The Annual Meeting of Council held on 24 May 2012 originally established the Democratic Services Committee.
- 1.2 Councillor P M Black was appointed Chair of the Democratic Services Committee by Council on 19 May 2016.
- 1.3 The Democratic Services Committee is serviced by the Head of Democratic Services, Huw Evans.
- 1.4 The Democratic Services Annual Report is attached as **Appendix A**.

## **2. Equality and Engagement Implications**

- 2.1 An Equality Impact Assessment (EIA) screening process took place prior to the consultation period. The outcome indicated that it was low priority and a full report was not required.

## **3. Financial Implications**

- 3.1 There are no financial implications associated with this report.

## **4. Legal Implications**

- 4.1 There are no legal implications other than those set out in the body of the report.

**Background Papers:** None.

### **Appendices:**

Appendix A Democratic Services Committee Annual Report 2017-2018 (25 May 2017-23 May 2018)

**Democratic Services Committee Annual Report 2017-2018  
(25 May 2017 to 23 May 2018)**

<b>Table of Contents</b>	
1	Foreword by the Chair of the Democratic Services Committee
2	Membership of the Democratic Services Committee
3	Dates of the Democratic Services Committee Meetings
4	Democratic Services Committee - Terms of Reference
5	Activities of the Democratic Services Committee
6	Work Programme 2017-2018
7	Democratic Services Team 25 May 2017 to 23 May 2018
8	General Information

## **1. Foreword by the Chair of the Democratic Services Committee**

- 1.1 During 2017-2018, the Democratic Services Committee focussed its work on technology and its potential to assist Councillors in their work. It also reviewed the allowances on offer to assist Councillors in carrying out their duties.
- 1.2 The “Councillor ICT - May 2017 and Beyond” report led to a wider discussion at Council prior to it being adopted by Cabinet. This report set out the allowances for Councillors in relation to ICT together with the other allowances available to Councillors.
- 1.3 The big innovative lead from the Democratic Services Committee during the period was the drive for Councillors to take up the mantle of the Sustainable Swansea – Fit for the Future programme and to embrace the Self-Service model. Following a recommendation from the Committee, Council adopted this policy meaning that Councillors now submit their allowance and expenses claims via the Oracle system.
- 1.4 Councillor Annual Reports are another area on which the Committee has focussed its attention. It is pleasing to note the steady progress in the number of Councillors making use of the facility.
- 1.5 During the year, we examined how to make greater use of digital technology with an aim to assisting Councillors in their roles. This meant the standardisation of the use of Modern.gov software for all agendas and minutes including those of scrutiny.
- 1.6 The committee also reviewed the training and induction programme put in place for Councillors after the May 2017 elections and made a number of suggestions as to how this might be improved next time.
- 1.7 This has been a busy period for the Democratic Services Committee. I would like to extend my thanks and appreciation to the Committee for their time, dedication and support.
- 1.8 A number of officers have helped considerably with the work of the Committee. In particular, I would mention Huw Evans, Head of Democratic Services, Allison Lowe, Democratic Services Officer and the Democratic Services Team.

**Councillor P M Black**  
**Chair of Democratic Services Committee**

## 2. Membership of the Democratic Services Committee

- 2.1 The membership of the Democratic Services Committee for the period 25 May 2017 to 23 May 2018:

Councillor	Councillor
Peter Black (Chair)	Irene E Mann
Nick J Davies	Sam Pritchard
Mike Durke	Christine Richards
Louise S Gibbard	Kelly M Roberts
Kevin M Griffiths	Brigitte J Rowlands
Joe A Hale	Gloria J Tanner
Susan M Jones	Linda J Tyler-Lloyd
Erika T Kirchner	Lesley V Walton
Wendy T Lewis (Vice Chair)	

## 3. Dates of the Democratic Services Committee Meetings

- 3.1 The Democratic Services Committee met 4 times in 2017-2018:

25 July 2017	30 January 2018
7 November 2017	16 April 2018

## 4. Democratic Services Committee - Terms of Reference

- 4.1 The remit of the Democratic Services Committee is set out in **Section 11 of the Local Government (Wales) Measure 2011** and is to:
- 4.2 Exercise the function of the local authority under section 8(1)(a) Local Government (Wales) Measure 2011 (designation of Head of Democratic Services).
- 4.3 Review the adequacy of provision by the authority of staff, accommodation and other resources to discharge Democratic Services functions, including:
- a) Achievement of the Welsh Local Government Association's (WLGA) Member Support and Development Charter;
  - b) Councillor Training;
  - c) Improvements and innovations such as electronic voting, web casting etc.
- 4.4 Make reports and recommendations to the authority in relation to such provision.
- 4.5 It is for a Democratic Services Committee to determine how to exercise those functions.

- 4.6 To determine whether or not the Councillors period of family absence should be cancelled in accordance with Regulation 34 of the Local Government (Wales) Measure 2011.
- 4.7 To determine whether or not to withhold a Councillor's Remuneration should they fail to return following a period of family absence on the date specified in the notice provided.

## **5. Activities of the Democratic Services Committee**

- 5.1 During the municipal year 2017-2018 the Democratic Services Committee has undertaken a range of activities. The activities are listed below together with a brief synopsis of the work.

### **5.2 Democratic Services Committee - Overview**

Due to the Local Government Elections in May 2017 and the influx of new Councillors on the Committee, the Head of Democratic Services provided an overview of the role, terms of reference and work involved in the Democratic Services Committee.

### **5.3 Democratic Services Annual Report 2016-2017.**

The Head of Democratic Services presented the Democratic Services Annual Report 2016-2017 which outlined the work of the Committee during the period 19 May 2016 - 23 May 2017.

### **5.4 Councillor Training**

The Committee received an overview presentation of the current structure and changes to Organisational Learning, Training and Development and a summary of the e-learning training available.

### **5.5 Review of Councillor Induction Programme 2017.**

The Committee reviewed the Councillor Induction Programme 2017, which had been organised to inform both newly elected and returning Councillors of their roles and the services provided by the Council. It suggested that future programmes should include an element of training focussing on skills as well as improving understanding of the council's procedures and statutory functions.

### **5.6 Independent Remuneration Panel for Wales - Draft Annual Report 2018-2019 - Consultation**

The Committee considered the draft Annual Report published by the Independent Remuneration Panel for Wales and provided a draft response, which was considered by Council prior to submission.

## **5.7 Review of Councillors Handbook**

The Committee reviewed the Councillors Handbook in order to streamline its content and to move towards a digital only version. Repetitive elements were removed and its content was simplified, aiming at making it more user friendly for Councillors and Co-opted Members alike.

## **5.8 Timing of Council Meetings - Survey**

The Committee considered a report on the outcome of the Councillors Survey on Timings of Council Meetings.

## **5.9 Councillors' Annual Reports 2016-2017**

The Committee received information on the number of Annual Reports submitted. The content of the reports related to activities undertaken during the 2016-2017 Municipal Year.

## **5.10 Councillor Pledge on Standards**

The Committee received details on the number of forms completed.

## **5.11 Councillor-v-Councillor Local Dispute Resolution Protocol**

The Committee received details on the number of forms completed.

## **5.12 Review of Councillors Annual Report Template**

The committee reviewed the Councillors Annual Report template in order to ensure that it remained fit for purpose and removed any duplication of duty.

# **6. Work Programme 2018-2019**

6.1 The Committee will consider its work programme at its first meeting.

# **7. Democratic Services Team 25 May 2017- 23 May 2018**

7.1 The Team Structure for Democratic Services and Scrutiny for the period 2017-2018 are set out below. The Posts are all 1 Full Time Equivalent (fte) unless otherwise stated.

## 7.2 Democratic Services Team

Job Title	Officer Name	Notes
Head of Democratic Services	Huw Evans	-
Democratic Services Officer (0.5 fte)	Samantha Woon	-
Democratic Services Officer (0.5 fte)	Kate Jones	-
Democratic Services Officer	Gareth Borsden	-
Democratic Services Officer	Jeremy Parkhouse	-
Democratic Services Officer	Allison Lowe	-
Democratic Services Support Officer	Caroline Davies	-
Democratic Services Administrative Assistant	Karen Thomas	-
Democratic Services Support Assistant	Diane Clatworthy	-

## 7.3 Scrutiny Team

Job Title	Officer Name	Notes
Scrutiny Manager	Dave Mckenna	Up to 30.06.2017
Scrutiny Coordinator	Brij Madahar	Post changed to Scrutiny Team Leader (effective 01.05.2017) due to Scrutiny Manager's planned departure (30.06.2017) and deletion of post.
Scrutiny Officer	Michelle Roberts	-
Scrutiny Research Officer (0.6 fte)	Jenna Tucker Selma Abdalla	Until 31.07.2017 From 21.11.2017
Scrutiny Officer	Liz Jordan	-
Scrutiny Officer	Bethan Hopkins	-

## 8. General Information

- 8.1 The Democratic Services Committee is keen to see members of the public attending its Meetings. With the exception of confidential items, all business is held in public. All of the public papers are published online [www.swansea.gov.uk](http://www.swansea.gov.uk)
- 8.2 Further information can be provided by Democratic Services: [Democratic.Services@swansea.gov.uk](mailto:Democratic.Services@swansea.gov.uk) or on 01792 63 6923



## Report of the Head of Democratic Services

Council - 20 September 2018

### **Extension of Term of Office for Independent (Co-opted) Member of the Standards Committee**

<b>Purpose:</b>	To agree the re-appointment of Jill Burgess as Independent (Co-opted) Member of the Standards Committee for a further 4 year term.
<b>Policy Framework:</b>	None.
<b>Consultation:</b>	Access to Services, Finance, Legal.
<b>Recommendation(s):</b>	It is recommended that:  1) Jill Burgess be re-appointed as an Independent (Co-opted) Member of the Standards Committee for one further consecutive term of office;  2) Her term of office will end on 18 October 2022.
<b>Report Authors:</b>	Huw Evans
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Tracey Meredith
<b>Access to Services Officer:</b>	Rhian Millar

#### **1. Introduction**

- 1.1 The Standards Committee (Wales) Regulations 2001 as amended, provide that at the end of their term of office, an Independent (Co-opted) Member of the Standards Committee may be reappointed by the Authority for one further consecutive term not exceeding 4 years.

#### **2. Reappointment**

- 2.1 Jill Burgess is an Independent Member of the Standards Committee. She was appointed for a 6 year Term of Office commencing on 19 October 2012. Her term of office ends on 18 October 2018. She has requested that the term of office be extended for a further consecutive term of 4 years. Her Term of Office may not be extended further.

### **3. Equality and Engagement Implications**

- 3.1 There are no equality and engagement implications associated with this report.

### **4. Financial Implications**

- 4.1 The payment of Independent (Co-opted) Members on the Standards Committee is set by the Independent Remuneration Panel for Wales and is within existing budget.

### **5. Legal Implications**

- 5.1 There are no legal implications other than those already mentioned

**Background Papers:** None.

**Appendices:** None.

# Agenda Item 17.



## Report of the Cabinet Member for Business Transformation & Performance

Council – 20 September 2018

### Membership of Committees

<b>Purpose:</b>	Council approves the nominations/amendments to the Council Bodies.
<b>Policy Framework:</b>	None.
<b>Consultation:</b>	Political Groups.
<b>Recommendation:</b>	It is recommended that:  1) The amendments to the Council Bodies listed in paragraph 2 be approved
<b>Report Author:</b>	Gareth Borsden
<b>Legal Officer:</b>	Tracey Meredith
<b>Finance Officer:</b>	Paul Cridland
<b>Access to Services Officer:</b>	N/A

#### 1. Introduction

- 1.1 Meetings of Council regularly agree and amend the membership of the various Committees/Council Bodies as reflected in the lists submitted by the Political Groups.

#### 2. Changes to Council Body Membership

- 2.1 The political groups have indicated that they have changes to the following Council Bodies:

##### **Scrutiny Programme Committee**

Remove Councillor B Hopkins  
Add Councillor S Pritchard

##### **Audit Committee**

Remove Labour Vacancy  
Add Councillor E T Kirchner

### **3. Outside Bodies**

- 3.1 The Leader has made the following amendment to the body listed below:

**Western Bay Adoption Panel**

Remove Councillor M C Child

Add Councillor E J King

### **4. Financial Implications**

- 4.1 There are no financial implications associated with this report.

### **5. Legal Implications**

- 5.1 There are no legal implications associated with this report.

**Background Papers:** Local Government & Housing Act 1989, the Local Government (Committees & Political Groups) Regulations 1990.

**Appendices:** None



**Council – 20 September 2018**

## **Councillors' Questions**

### **Part A – Supplementaries**

<b>1</b>	<p><b>Cllrs Chris Holley, Peter Black, Mary Jones</b></p> <p>Will the Leader /Cabinet Member tell Council what the current position is with regards to the sale of the Civic Centre and</p> <p>(a) What plans are there for the Central Library if and when the site is sold and</p> <p>(b) What plans are being developed for the Archive Service.</p> <p><b>Response of the Cabinet Members for Investment, Regeneration &amp; Tourism and Better Communities (Place)</b></p> <p>Further advice is being sought on the most commercial advantageous time to market the Civic Centre site to generate the greatest benefit from the Arena and associated developments being undertaken in the City Centre. Once that is known, all options will be considered for all the current and potential occupations and activities within the Civic Centre, including Central Library and West Glamorgan Archive Service. Any future plans will be shaped in the context of the wider cultural service provision in Swansea, the statutory functions of both services and requirement to engage with Welsh Government and in the case of Archives, the joint service agreement with Neath Port Talbot.</p>
<b>2</b>	<p><b>Cllrs Mike Day, Mary Jones, Lynda James</b></p> <p>While we welcome the reduction in NEETs over the years, can the Cabinet Member give the published figures for the last 3 years, and explain what actions and resources are in place to ensure the numbers do not rise any further.</p> <p><b>Response of the Cabinet Member for Education Improvement &amp; Learning / Cabinet Member for Children's Services Young People</b></p> <p>Please see answer at Appendix 1.</p>
<b>3</b>	<p><b>Cllrs Will Thomas &amp; Lyndon Jones</b></p> <p>The Ambassadors Group who are going to be managing the new Arena in Swansea run a pantomime in every theatre they operate, with this in mind, will the iconic Swansea Christmas Pantomime be moved from the historic Swansea Grand Theatre to the new Arena.</p>

	<p><b>Response of the Investment, Regeneration &amp; Tourism</b></p> <p>Our cultural venues and services will work collaboratively to determine best programming opportunities and audience development as part of ongoing agreements across city venues. At this stage, it is too early to confirm the programme of events specific to the Arena, but there is no plan to relocate the pantomime. Whilst ATG operate a portfolio of mid-scale theatres elsewhere, to which pantomime is suited, the Swansea Arena will focus on programming large scale productions and events that are not suitably, or able to be, accommodated elsewhere.</p>
4	<p><b>Cllrs Wendy Fitzgerald, Peter Black, Graham Thomas</b></p> <p>What is the Council's definition of Affordable Housing.</p> <p><b>Response of the Cabinet Member for Homes &amp; Energy</b></p> <p>For the LDP and all supporting documents, policies and strategies relating to the provision of affordable housing, the Council adopts the definition of Affordable Housing as set out in National Planning Policy and Guidance and Technical Advice Note 2 (TAN2). TAN2 defines Affordable Housing as 'housing where there are secure mechanisms in place to ensure that it is accessible to those who cannot afford market housing, both on first occupation and for subsequent occupiers'. There are two main types of affordable housing defined in National Planning Policy and Guidance:</p> <ul style="list-style-type: none"> <li>• <b>Social Rented Housing:</b> provided by local authorities and registered social landlords where rent levels have regard to the Welsh Government guideline rents and benchmark rents; and</li> <li>• <b>Intermediate Housing:</b> where prices or rents are above those of social rented housing but below market housing prices or rents. This can include equity sharing schemes. Intermediate housing differs from low cost market housing. Low cost market housing is private housing for open market sale or rent and the Local Authority does not control occupation. The Welsh Government does not consider low cost market housing to be affordable housing for the purpose of the land use planning system.</li> </ul>
5	<p><b>Cllrs Chris Holley, Graham Thomas, Jeff Jones</b></p> <p>Will the Cabinet Member tell Council what work will be done with the £6 million we are borrowing to use on our Leisure Centres prior to them being handed over to a different provider.</p> <p><b>Response of the Cabinet Member for Investment, Regeneration &amp; Tourism</b></p> <p>Freedom leisure are due to take operation of the facilities from 1<sup>st</sup> October 2018 and the planned investment is due to commence throughout 2019, with a number of major changes scheduled during school summer holiday period at the dual use venues. The project plan is currently being developed between Freedom Leisure, their consultants and the Council and is subject to final agreement. The scope of the proposals identified within Freedom</p>

	<p>Leisure's tender, for works across the property portfolio, amounted to a total of £5M, to be funded through prudential borrowing. These included:</p> <ul style="list-style-type: none"> <li>• £1.5M of backlog maintenance work, identified through the condition surveys commissioned by the Council.</li> <li>• Energy improvement works of £1M to improve overall energy efficiency of the facilities.</li> <li>• Improvement works of £2.5M through increased gym and fitness studio capacity, utilising existing unused spaces by introducing mezzanine floors, passenger lifts/stairs and repurposing spaces. Reconfiguration of public access and changing /WC spaces to improve the customer journey and improve management of safeguarding at a number of school sites.</li> <li>• Welcoming entrances and offering a new catering services where they don't currently exist.</li> <li>• Introduction of new attractions, such as a climbing wall at community sites and new water features.</li> </ul> <p>Additionally there was a further £1.2M of Freedom Leisure investment into continuing to upgrade and renew state of the art fitness equipment and systems throughout the contractual term.</p>
6	<p><b>Cllrs Brigitte Rowlands &amp; Will Thomas</b></p> <p>Can we have assurances that lessons have been learned from the construction of the Liberty Stadium, and those findings will be used on future construction projects such as the Arena.</p> <p><b>Response of the Cabinet Member for Business Transformation &amp; Performance</b></p> <p>The council have employed specialist consultants to advise on the building specification and construction procurement who have significant experience of undertaking projects of this scale and nature. In addition the contractor is being brought on board early to work with the council to deliver the project.</p>
7	<p><b>Cllrs Peter Black, Wendy Fitzgerald, Mary Jones</b></p> <p>Will the Cabinet Member state the Council's policy with regard to the monitoring of black bags put out for kerbside collection to check whether they contain any recycling materials. Have officers been instructed to open up bags for this purpose.</p> <p><b>Response of the Cabinet Member for Environment &amp; Infrastructure Management</b></p> <p>I can confirm that whilst the Council does not routinely monitor black bags put out for kerbside collection to check whether they contain any recycling materials, the Waste Management Team do undertake periodic survey to</p>

	<p>assess recycling participation levels and waste management behaviours to inform recycling promotion activities.</p> <p>As well as checking the percentages of properties placing out recycling containers for collection, these surveys can also include assessing the percentage of households placing all or most of their recyclables in their black bags.</p> <p>If there is the occasional need to open black bags, they are re-tied or re-bagged if split, as necessary, to prevent any spillage or litter.</p>
	<p><b>Part B – No Supplementaries</b></p>
8	<p><b>Cllrs Mike Day, Jeff Jones, Mary Jones</b></p> <p>Can the Cabinet Member tell Council the figures for each of the last 4 years of how long it takes for the department to respond to complaints about litter bins that are overflowing, dog bins that need emptying and reports of fly tipping. Can he also tell Council for each of those years, the number of staff employed on those activities.</p> <p><b>Response of the Cabinet Member for Environment &amp; Infrastructure Management</b></p> <p>Response times to reports of overflowing litter and dog waste bins are not collated, however all reports are dealt with as soon as resources allow, bearing in mind the need to maximise planned works and minimise reactive works for efficiencies. Whilst all bins are emptied on set frequencies (based on their general use and officer knowledge over the years) any bin can become full at any given time particularly if they are subject to misuse.</p> <p>Our performance in clearing fly tipping within 5 working days is as follows:</p> <p>17/18 - 97%  16/17 - 95%  15/16 – 99.6%  14/15 – 99.7%</p> <p>The number of staff employed varies both seasonally, and dependent upon how the Cleansing work is organised. During 14/15 and 15/16 Cleansing was undertaken in conjunction with Highways work under Street scene. Since 16/17 and 17/18 the Cleansing function was merged with Parks Operations and the integration of the Parks and Cleansing operations has continued to evolve, so it is not really practical to directly assign numbers of staff directly to just Cleansing functions as a comparison over the different years.</p> <p>In broad terms, a new Cleansing Project Team of 3no. additional operatives was created in 16/17, and a dedicated Fly Tipping Team was created using existing operatives. Since 16/17 5no. operatives primarily undertaking Cleansing functions have left the Council and not been replaced due to budget pressures.</p>

9

Cllrs Mike Day, Mary Jones, Jeff Jones

Can the Cabinet member tell Council how many waste bins and dog mess bins have been removed in the City and County of Swansea by ward since April 2017.

Response of the Cabinet Member for Environment & Infrastructure Management

Of the approx. 1500 bins across the Authority, the number of bins removed since April 2017 is of the order 10-15 no.

These are not collated on a ward by ward basis, however Ward Members are informed when it is proposed to remove or not replace a bin.

Bins have generally been removed due to misuse, lack of use, vandalism, or for consolidation, although efforts to prevent misuse through monitoring and stickering ('use this bin properly or lose it') are tried before resorting to removal. Emptying of bins due to continual misuse is not sustainable.

10

Cllrs Mike Day, Mary Jones, Cheryl Philpott

Will the Cabinet Member give Council statistics for the last four years on statementing of children in Swansea? Data should include the number of applications considered for each of those years, the average duration taken to consider applications, the longest time taken to deal with an application, and the number of applications that have been approved and the number turned down.

Response of the Cabinet Member for Education Improvement, Learning & Skills

Tables 1 and 2 provide the information requested for the past five years. The data in table 1 indicates that in total the number of statutory assessment requests has not risen over the past five years. Up to 2016–2017 we saw increasing referrals from primary schools and Health but this reduced last academic year. Referrals from parents also does not show a significant trend although the numbers are above the 2013-2014 figures. There has been a decrease in statutory assessments requested by the local authority (LA).

Table 1

Statutory Assessment Requests received - numbers in brackets () refer to assessments not started

Source	Academic Year				
	2013-14	2014-15	2015-16	2016-17	2017-18
School	119 (61)	123 (61)	106 (47)	140 (65)	131 (51)
Primary		90	76	104	
Secondary		33	30	36	
Health	171 (88)	196 (109)	198 (123)	201 (124)	148 (87)
Local Authority	10 (3)	16 (5)	17 (9)	6 (3)	3 (1)
Other Authority	0 (0)	1 (0)	2 (2)	4 (3)	1
Panel	8 (1)	2 (1)	5 (1)	3 (1)	3 (3)

Parent/Guardian	25 (14)	43 (30)	41 (22)	32 (19)	37 (17)
Social Services	0 (0)	0 (0)	1 (0)	2 (1)	1
<b>Total</b>	<b>333 (167)</b>	<b>381 (206)</b>	<b>370 (204)</b>	<b>388 (216)</b>	<b>324 (159)</b>

The data in Table 2 shows that at up to 2016 the average time to issue a Statement was less than the statutory 26 weeks required by the SEN Code of Practice 2002.

**Table 2**

**Number of Statements of Special Educational Need issued, longest time to issue and average time in weeks**

<b>Calendar Year</b>	<b>No of Statements Issued</b>	<b>Longest time taken to issue Statement (weeks)</b>	<b>Average time taken to issue Statement (weeks)</b>
2013	188	42.57	22.67
2014	154	58	22.21
2015	168	106.86	24.18
2016	151	41.43	22.96
2017	148	73	27.39

The longest time to issue varies but reasons for delays are objections to Proposed Statements from schools or parents as well as statutory advice not received on time. For the years 2013 to 2016 delays in advice were largely due to medical and school advice not being received on time. However, last year some educational psychology and specialist teacher advice were delayed. This can be due to a number of reasons such as parents and children not attending assessments and also related to the reductions in frontline staff in these teams over the past three years as part of necessary budget efficiencies.

The Additional Learning Needs Unit (ALNU) are now required to report on performance on a termly basis and there will be an emphasis this year on statutory timelines. We are also now asking for data on numbers of statutory assessment requests and statutory deadlines to be reported on a monthly basis for better tracking of performance. Following the ALN Commissioning Review there have been changes to the staffing of the ALNU which will support parent partnership and engagement aiming to reduce requests for statutory assessment. The ALNU would also like to improve capacity building activity with schools so that learners with ALN are better supported without the need for statutory assessment. To this end bids for transformation funds held at a regional level are being prepared to provide capacity for this work.

Finally a joint working group of LA officers and headteachers is looking at the funding formula for learners with ALN in preparation for the implementation of the ALN and Education Tribunal Act 2018 (ALNET Act 2018) in September 2020. At the moment schools receive funding for pupils with Statements as part of the formula for delegating funds to schools which provides a financial incentive to request a statutory assessment as evidenced by the 2014 to 2017 data above. The ALNET Act 2018 is replacing the statutory assessment process and Statements with a person centred process in which a learner's

	<p>ALN and additional learning provision (ALP) is set out in an individual development plan developed and maintained by the school or further education institution (FEI) in the majority of cases. This means the current funding formula would be unworkable and therefore needs changing.</p>
11	<p><b>Cllrs Mary Jones, Mike Day, Wendy Fitzgerald</b></p> <p>Can the relevant Cabinet Member state what the programme for weed control will be for the coming year in the City and County of Swansea.</p> <p><b>Response of the Cabinet Member for Environment &amp; Infrastructure Management</b></p> <p>The highway weed spraying programme is based on a 4 year contract comprising of 3 sprays per annum.</p> <p>The current weed schedule can be viewed at <a href="http://www.swansea.gov.uk/weeds">www.swansea.gov.uk/weeds</a> other useful links are <a href="http://www.swansea.gov.uk/weedsFAQs">www.swansea.gov.uk/weedsFAQs</a></p> <p>Parks Services use 1 or 2 applications, as necessary, on weeds on Council land for internal clients including Cemeteries, Educations, Housing, and Estates. Knotweed usually receives 2 applications a year on both Council land where necessary, and on private land on a commercial basis.</p>
12	<p><b>Cllrs Mike Day, Sue Jones, Mary Jones</b></p> <p>Can the Cabinet Member tell Council how many teaching and non-teaching posts have been lost, and will be lost by 1 September 2018, in all Primary, Secondary and Special schools through</p> <ul style="list-style-type: none"> <li>a) compulsory redundancy</li> <li>b) voluntary and/or early retirement</li> <li>c) non-filling of vacant posts</li> </ul> <p>since the 1 April 2018.</p> <p><b>Response of the Cabinet Member for Education Improvement &amp; Learning</b></p> <p>A verbal update will be provided at the Council meeting.</p>

## Question 2.

**Response of the Cabinet Members for Education Improvement & Learning and Children's Services Young People**

Swansea have a well-established and long running NEET (Not in Education, Employment or Training) Board, currently chaired by the Cabinet Member for Education Improvement and Learning and comprising of strong representation from our key partners. The work of the board ensures that there is significant scrutiny, oversight and robust challenge to the developments and performance of the work with NEET young people in Swansea.

Swansea's ***Keeping in Touch Strategy*** and the implementation of the Welsh Government's ***Engagement and Progression Framework*** have supported the Council and its partner's good progress in reducing the numbers of NEET young people at 16-18 years by focussing on the following factors:

- Identifying young people most at risk of NEET;
- Better brokerage and coordination of support;
- Stronger tracking and measurement of the transitions of young people through the system;
- Ensuring provision meets the needs of young people;
- Strengthening employability skills and opportunities for young people;
- Greater accountability for better outcomes for young people.

This work has supported a downward trend in the proportion of Year 11 school leavers who were NEET across Wales between 2008 and 2015. The NEET rate for Year 11 school leavers has fallen from 5.8% in 2008 to 2.7% in 2015, 2.1% in 2016 and 2.2% in 2017. This is slightly above the current Welsh average of 1.7%.

The analysis of this data by the NEET board suggests that the Swansea figure has not progressed further over the past 2 years due to the complex needs of a core group of NEETs. Further analysis shows that nearly 70% (158 of 225, July 2018) of this group are either 'not available' or 'not ready' to enter employment or training. The board have recognised that this core group of NEETs require specialist support to get them ready to enter employment or training.

In this core group, specific barriers to employment or training identified through the work of the ***Keeping in Touch Strategy*** include:

- Social and health factors (e.g. drugs and alcohol, mental health, behavioural and emotional, lack of parental support, confidence and motivation);
- Skills-related factors (e.g. Additional Learning Needs, employability, work experience, training, qualifications); and
- Wider structural factors (e.g. housing, transport, childcare, money for work related items).

The NEET board recognises that to meet the complex needs of this group requires individualised tailored support to fill gaps progressing into employment or training.

**The following projects and change initiatives categorised as prevention approaches or provision for young people who are already NEET have developed and bolstered existing provision to help towards achieving this:**

### **NEETS Prevention And Early Intervention**

#### **Cynnydd**

A regional project led by Pembrokeshire County Council, in partnership with five other local authorities: Ceredigion, Pembrokeshire, Carmarthenshire, Neath Port Talbot and Swansea. It targets young people (11-24 year olds) identified as being at very greatest risk of becoming NEET and works to reduce this risk. It delivers specific activities and interventions to these identified learners/young people. 780 participants have been allocated across secondary schools and pupil referral units over the project duration. Swansea Council is managing the work in secondary schools. Gower College are managing their separate allocation of 16-24 year olds within the college. Project duration is currently 01.03.2016 to 29.02.2019.

### **EOTAS Strategy and Investment**

Pupils, who leave mainstream schools to be educated in our Pupil Referral Unit (PRU), often have poor outcomes and a significantly higher chance of becoming NEET. Consequently, we have committed to changes and investment including:

- A new senior leadership and support team providing:
  - o Effective leadership of the PRU;
  - o Improved academic and wider outcomes for learners in the PRUs;
  - o Effective partnerships with all stakeholders;
  - o Increase in number of learners being educated in mainstream schools;
  - o A clear definition of SEBD (social, emotional and behavioural difficulties) in Swansea and an effective strategy to support the wellbeing and behaviour of all learners;
  - o Effective prevention and early identification, providing a wrap-around support team for schools and learners to increase the number of learners educated in mainstream schools; and
  - o Support for schools, learners and families ensuring measurable progress.

## **Provision For Young People Who Are NEET**

### **Cam Nesa**

A £5.7 M, EU funded, regional project led by Pembrokeshire County Council, delivered in partnership with five other local authorities: Ceredigion, Carmarthenshire, Neath Port Talbot and Swansea. It aims to provide a range of engagement, learning and training activities for 16-24 year olds to reduce youth unemployment and the number of young people who are already NEET, whilst increasing the attainment levels of 16-24 year olds who are already NEET.

The Swansea allocation of £1,281,120 has supported the expansion of the recently established **Evolve lead work team** within our Young People Services. This team work intensively with young people and their families to develop individual wellbeing and NEET focussed plans, supporting them to overcome complex barriers that can prevent their progress. Using a partnership approach across our schools, PRU and careers, strong data tracking ensures that we offer all NEET young people the opportunity to get support and stop duplication across our various programmes.

The Evolve NEET team are at Info-nation, a co-located hub of services for young people, meeting young people's needs. Services include our Post 16 Bays+ Service, an innovative partnership between Barnardos and our Child and Family Team, supporting our most vulnerable young people, care leavers and looked after children. Our data analysis shows this group to have a disproportionately high percentage of NEETs due to their complex barriers. This service integration is essential to meet the needs of these young people and in our corporate parent duties.

### **Communities for Work**

The European Social Fund (ESF) funded Communities for Work project works in partnership with Communities and Jobcentre Plus. The Welsh Government is the lead body for the project and Swansea Council are the local delivery body. The project focusses on reducing the number of NEETs aged 16-24 whilst increasing the employability of the economically inactive and long term unemployed aged 25 and over with complex barriers to employment. The project is funded to 31 March 2020.

### **Swansea Working**

Swansea working is the overarching employability approach of Swansea Council and our key partners. We aim to simplify access to support for local people of working age who are out of work or 'poor employed', giving them one place to call and support tailored to their individual needs. The approach 'hides the wiring' of multiple funding streams and approaches, including Cam Nesa and Communities for Work above. Swansea Working makes it easy to get in touch and enables employability support for those who need it, when and where they need it in Swansea.

## **The Future**

We hope that over the coming years these projects are able to meet the needs of this core group of NEET's in Swansea and see continued progress with our performance. We recognise that this challenge is not simplistic and has many interdependencies.

We are already in the process of developing our exit strategies given the timescales on such a large number of European projects. We are identifying opportunities through the Welsh Government Working Wales programme, which we hope will further build on our current provision

For information, the latest national NEET statistics are on the Welsh Government Website. Links to the documents are below:

Young people not in education, employment or training (NEET)  
<https://gov.wales/statistics-and-research/young-people-not-education-employment-training/?lang=en>

Participation of young people in education and the labour market  
<https://gov.wales/statistics-and-research/participation-young-people-education-labour-market/?lang=en>