

Appendix C - Integrated Impact Assessment (IIA) Report

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

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

Which service area and directorate are you from?

Service Area: Commissioning and Resources

Directorate: Social Services

Q1(a) What are you assessing?

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

(b) Please name and fully describe initiative here:

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

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

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

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

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

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

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

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

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

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

Lead Officer

Name: Jo Doek

Job title: Communication Planning & Digital Production T/L

Date: 4th March 2025

Approved by Head of Service

Name: Jane Whitmore

Job title: Interim Chief Officer Commissioning & Resources

Date: 12th March 2025

Section 1 – Aims

What are the aims of the initiative?

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

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

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

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

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

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

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

Who has responsibility?

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

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

Adult Services vision

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

Who are the other stakeholders?

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

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

Within Swansea Council:

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

Other stakeholder groups who may need future consideration:

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

Section 2 - Information about Service Users (See guidance)

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

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

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

a) General Population

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

b) Demographic changes

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

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

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

c) Race

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

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

d) Informal Care

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

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

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

e) Poverty

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

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

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

The Swansea Economic Profile, updated in January 2025 contains some data relevant for discussing poverty see <https://www.swansea.gov.uk/economicprofile>

The 2021 Census published to date also contains some valuable information about household composition and economic activity. There was a small fall in number of disabled people in Swansea between 2011 and 2021 Census, but 3,000 (10%) increase in disability benefit claimants (2012 to 2022).

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

f) Demand for social Care

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

The main reasons for the increasing or changing demand include:

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

g) Charging for social services

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

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

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

Of this number, there were:

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

h) Charges for non-residential adult social care

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

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

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

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

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

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

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

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

Main References.

ONS (2022) How life has changed in Swansea (Jan 2023): <https://www.ons.gov.uk/visualisations/censusareachanges/W06000011/>
ONS Provision of unpaid care (Jan. 2023): <https://www.ons.gov.uk/datasets/TS039/editions/2021/versions/2>
Annual Population Survey (APS) estimates 2023, ONS. Further information included in the *Swansea Economic Profile* available at www.swansea.gov.uk/economicprofile
Mid-year population estimates 2023, ONS. Further statistics, including population by age, are available at www.swansea.gov.uk/population.
Mid-year population estimates 2013-23, ONS. Further information at www.swansea.gov.uk/population
Welsh Index of Multiple Deprivation (WIMD) analysis of 2017-2019 deprivation: <https://www.gov.wales/analysis-protected-characteristics-area-deprivation-2017-2019>
WIMD – Swansea: <https://www.swansea.gov.uk/wimd2019>
Swansea Public Services Board (May 2022) Assessment of Local Wellbeing 2022: <https://www.swansea.gov.uk/psbassessment2022>
Swansea Council [Key facts - Swansea](#)
Swansea Council Tackling Poverty Strategy: <https://www.swansea.gov.uk/article/9610/Tackling-Poverty-Strategy>
Swansea Council Prevention Strategy: <https://staffnet.swansea.gov.uk/tacklingpovertystrategy>

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

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

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

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

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

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

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

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

Section 3 – Assessing the Impact (See guidance)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Section 4 - Involvement

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

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

The response sought was regarding the proposal ...

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

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

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

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

It is proposed that:

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

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

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

Email: CAP@Swansea.gov.uk

Tel: 01792 636519

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Theme	Count	Considerations
It will impact me.	11 (2)	May concern but it is currently unclear how financing care through Direct Payments will be affected.
It may impact me in future.	11 (2)	A comment on getting extra help and care in future and struggling to find care staff.

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

Have you read the draft Social Care Charging Policy?

Yes (18) 86%

No (3) 14%

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

The policy is easy to read:

Strongly Agree (1) 6%

Tend to Agree (8) 44%

Neither Agree nor Disagree (7) 39%

Tend to Disagree (1) 6%

Strongly Disagree (1) 6%

The policy is easy to understand:

Strongly Agree (-)

Tend to Agree (5) 28%

Neither Agree nor Disagree (8) 44%

Tend to Disagree (4) 22%

Strongly Disagree (1) 6%

The policy is well laid out:

Strongly Agree (1) 6%

Tend to Agree (7) 39%

Neither Agree nor Disagree (5) 28%

Tend to Disagree (5) 28%

Strongly Disagree (-)

The policy is an appropriate length:

Strongly Agree (-)

Tend to Agree (7) 39%

Neither Agree nor Disagree (6) 33%

Tend to Disagree (4) 22%

Strongly Disagree (1) 6%

The policy is informative:

Strongly Agree (2) 11%

Tend to Agree (5) 28%

Neither Agree nor Disagree (7) 39%

Tend to Disagree (3) 17%

Strongly Agree (2) 11%

Strongly Disagree (1) 6%

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

Strongly Agree (2) 11%

Tend to Agree (3) 17%

Neither Agree nor Disagree (5) 28%

Tend to Disagree (6) 33%

Strongly Disagree (2) 11%

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

Strongly Agree (1) 6%

Tend to Agree (3) 17%

Neither Agree nor Disagree (7) 39%

Tend to Disagree (6) 33%

Strongly Disagree (1) 6%

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

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

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

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

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

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

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

Strongly Agree (5) 24%

Tend to Agree (4) 19%

Neither Agree nor Disagree (6) 29%

Tend to Disagree (4) 19%

Strongly Disagree (2) 10%

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

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

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

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

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

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

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

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

Please see the comments in my previous answer.

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

Strongly Agree (6) 29%

Tend to Agree (2) 10%

Neither Agree nor Disagree (6) 29%

Tend to Disagree (3) 14%

Strongly Disagree (4) 19%

Comments:

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

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

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

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

Strongly Agree (8) 38%

Tend to Agree (3) 14%

Neither Agree nor Disagree (2) 10%

Tend to Disagree (3) 14%

Strongly Disagree (5) 24%

Comments:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Strongly Agree (5) 24%

Tend to Agree (5) 24%

Neither Agree nor Disagree (2) 10%

Tend to Disagree (3) 14%

Strongly Disagree (6) 29%

Comments:

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

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

Legal fees et al. are expensive.

As long as they are reasonable.

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

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

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

How have you changed your initiative as a result?

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

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

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

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

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

Section 5 – Duties (please see guidance)

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

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

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

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

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

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

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

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

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

Please explain how you meet this requirement:

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

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

Section 6 - Sustainable Development

The Well-being of Future Generations Act (Wales) 2015 places a well-being duty on Swansea Council to carry out sustainable development. This is in line with the Council's Sustainable Development Policy and our Corporate Plan's Well-being Objectives. We must work in a way that improves the economic, social, environmental and cultural well-being of Wales, by taking action, in accordance with the sustainable development principle, aimed at achieving the well-being goals.

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

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

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

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

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

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

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

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

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

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

Section 7 - Cumulative Impact/Mitigation

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

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

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

Any mitigation needed:

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

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

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

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

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

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

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

Monitoring arrangements:

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

Actions (add to action plan):

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

Section 9 – Outcomes:

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

Outcome 1: Continue the initiative – no concern

Outcome 2: Adjust the initiative – low level of concern

Outcome 3: Justify the initiative – moderate level of concern

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

Section 10 - Publication arrangements:

On completion, please follow this 3-step procedure:

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

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

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

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