



Appendix 3

Update on PSB Live Well, Age Well Objective

Purpose: To update the Scrutiny Programme Committee on progress made within the Live Well, Age Well objective since the submission of the Annual report.

Context:

As noted in the annual report 21/22 the focus has been on recovery from Covid and building back better and stronger together, with an obvious need to review areas of focus within the “Live Well, Age Well Objective” to support further partnership working of revised and remodelled services and initiative that are fit for purpose in what is now seen as a new normal.

In order to inform how we build back better and stronger focus of the work under the Live Well, Age Well objective has been twofold: Firstly a review of mechanisms to listen to the voice of people living in Swansea and ensure that what they have to say informs services. Secondly work has been done to refine partnerships to ensure that what people say is acted upon.

This update includes headlines of what has been done and progress made since the submission of the PSB annual report.

Progress to date 21/22

Embedding “The Right Way” approach:

- A substantial amount of work has been undertaken to explore how in Swansea can embed a continuous approach to rights across the life stages, ensuring that all people have opportunity to access and enjoy their rights from the moment they are born, living well and ageing well throughout their life course, particularly in respect of being listened to and heard in decisions that affect them.
- “The Right Way” approach is a nationally recognised framework which offers a five-principled approach to embedding rights based practise, (Participation, Empowerment, Embedding, Accountability, Non-discrimination). Use of “The Right Way” provides consistency in terms of language and measurement. (using the Children Commissioners for Wales matrix) Alignment to the process means opportunity to provide clear guidance, and tangible benchmarks for council departments to embed a whole council approach and evidence outcomes.

- Work has begun to map the common themes within National strategy relating to children & young people as well as those people 50+ which includes taking priorities from the Older Person's Commissioners "Leave No-one Behind" report, National Strategy for an "Ageing Society" the UNCRC call for evidence, Coronavirus and Me Survey along with feedback from the public to understand what a "City for all" looks like.
- As Swansea looks to become an official Human Rights City, work is ongoing to engage the public in what this might look like, and how the working group might proceed.
 - 1) An invitation was sent via schools and the Children's Rights Network offering an opportunity for children and young people to meet with Cllr. Gibbard and members of the Partnership and Involvement Team to discuss this. 8 sessions are taking place in schools during the first two weeks of December.
 - 2) Cllr Gibbard has also attended the Ageing Well Marina Walk & Cuppa & Chat sessions with people 50+ to gather their views on what a "Human Rights City" would look like and what matters to them.

Swansea's Children's Rights Scheme:

- Swansea's Children's Rights Scheme, adopted in 2014, has been redeveloped and refreshed to complement "The Right Way" framework. The scheme along with a "Plan on a Page" version was co-produced with children, young people and practitioners from April 2021 – September 2021 and unanimously agreed and signed off at full Council in November 2021.
- The Children's Rights Scheme was launched on Universal Children's Day on 19th November 2021. As part of the launch of the refreshed scheme, launch packs were distributed to all schools in Swansea on behalf of Cllr Elliott King along with all partners of the Children's Rights Network and wider partnerships. Children's Rights Scheme Reports are available on-line on the Council's website and in hard copy.

Working in Partnership to make Swansea an Age Friendly City:

- In Nov 2020 the PSB met with the Older People's Commissioner for Wales and agreed to join the World Health Organisation and work towards achieving "Age Friendly City" recognition. Age Friendly Cities & Communities work by Local Authorities is identified by Welsh Government & Older Person's Commissioner For Wales, as the way to continue to deliver against the pledges made in the Dublin Declaration and in addressing the aspirations contained within the (WG) Strategy Age Friendly Wales: Our Strategy For An Ageing Society (Oct 2021)
- In October 2021 Welsh Government (WG) launched Age Friendly Wales: Our Strategy for an Ageing Society which highlights 'The Right Way' principled approach as a framework for embedding rights from strategy development to face to face delivery when working with older people in Wales. (Awaiting guidance from WG for local authorities in relation to development of local "Ageing Society" strategies and implementation plans)

- Swansea’s “Ageing Well Steering Group” was re-established in July 2021 to review mechanisms to hear the voice of older people in Swansea and develop a local “Ageing Society” strategy and implementation plan in line with Welsh Government guidance. The refreshed membership includes community members/groups, 3rd sector organisations, Council departments and public services as well as representation from the Older Person’s Commissioners Office for Wales.
- Work has begun to map the eight domains of an “Age Friendly City” with key themes from the commissioner’s “Leave No-One Behind” report, and Welsh Governments strategy for an “Ageing Society”, against the 5 principles of the “Right Way” approach, so that when reporting our progress on each of the eight domains, we are also recognising how fulfilling each domain maximises opportunities for people 50+ to access and enjoy their rights.

Listening to the voice of people living in Swansea:

- As part of plans to support recovery out of COVID, attention turned to co-producing fit for purpose, inclusive mechanisms to engage people of all ages to ensure those who would traditionally be marginalised from civic participation, e.g. those who possess protected characteristics and/or have additional needs, lack confidence, or do not wish to commit to a formal elected positions but equally have a right to have their voice heard in decisions, service changes and city plans etc.
- Recruitment of dedicated “Partnership & Involvement Officers” took place in June 2021 with one officer having remit for Children, Young People & Families and the other officer focussing on partnership and involvement work with people 50+ in Swansea.
- The Pandemic meant that greater thought had to be given to how and where we engage the public in this new and unprecedented time of working. Engagement with children, young people, families, people 50+ and practitioners was undertaken between April-September 2021 to understand what good Involvement may now look like and the emerging priorities to be addressed.
- Two separate formal consultations took place from July to September 2021, one for “Listening to Children & Young People” and the other in relation to “Listening to People 50+” in Swansea, in order to identify barriers to engagement, preferred mechanisms to enable **all** to have a voice on issues that impact on their lives and identified priorities to make Swansea the best place to live and age well. Both surveys identified the need for informal and varied mechanisms to ensure an inclusive approach that meets the needs of participating individuals.

Listening to the voice of Children & Young People:

- Feedback from the children and young people identified that the key issues they wish to work on to make Swansea a better place to live are:

1. Protecting the Environment and Green Spaces

2. Quiet voices – developing systems for listening to children and young people who do not wish to ‘speak up’ but do want to have their say, e.g. digital platforms and virtual suggestions boxes

3. Supporting disabled children – working on making change so that disabled children feel integrated and able to have their voices heard as any other child would.

4. Equality for LGBTQ+ children and young people – developing resources that address discrimination and promote diversity and equality for children and young people who identify as LGBTQ+

5. Politics – developing resources for children and young people to understand what politics is, who local politicians are and how to organise change

6. Listening to Learners – strengthening collective pupil voice across the County, building on good practice currently taking place in individual schools.

Work has started to ensure we identify relevant Council staff stakeholders to be involved within each theme, to ensure listening to children and young people is a whole council approach. These leads will form a steering group to oversee reporting and monitoring impact of the Forum mechanisms.

- Safeguarding/Equality in LGBTQ+: Children and young people in Swansea have developed a LGBTQ+ resource pack for schools. ‘Equali-tea’ is a pack raising awareness of LGBTQ+ issues faced by young people locally, based on the issues raised by young people themselves. Work continues to disseminate this pack and support staff to facilitate conversations with young people based on it.
- Votes at 16/Political Literacy/Democracy: Preliminary work has begun to map and understand current work in this field. A working group is to be developed upon the recruitment of a Newly Qualified Voter Engagement Officer (who has responsibility for engaging young people to register to vote). This group will include this officer, members of the Partnership and Involvement Team (with remit for engagement of children and young people) and education officers (with remit for supporting democracy in Schools). This group will be tasked with the recruitment of young people to develop a project that:
 - Promotes democracy, providing information about what Councillors do and the voting process;
 - Encourages young people to register to vote ahead of the May elections.
- Protecting the Environment - Climate Change: Preliminary work has begun to map and understand current work in this field. Work is ongoing to understand the current work and priorities of the Council and Public Service Board in this area. This includes linking with the Head Teachers Climate Change Forum and lead council officers in this field, to make links and develop joint working. Once this is established, if appropriate, a forum event opportunity will be offered to children and young people to further develop co-produced work in the area.

- **Women and Young Women's Safety in Public Spaces:** In the aftermath of Sarah Everard and Sabina Nessa, safety of young women in public spaces has become an emergent issue for young people in Swansea. As such, a partnership approach to supporting this issue is developing. Young people have been taking part in local conversations facilitated by Swansea Council, South Wales Police and the Police and Crime Commissioner to explore how young people feel about the safety of young women locally. These conversations have included understanding the issues from a young women's perspective, but sessions have also been held specifically for young men as part of White Ribbon Day and the 'All Men Can' campaign. Feedback has been presented to a regional forum, where young people were able to discuss their issues with officials such as the Police and Crime Commissioner and Children's Commissioner with a view to agree actions and bring about change.

Listening to the Voice of People 50+:

- A review of mechanisms to "Listening to People Aged 50+" in Swansea was undertaken via a formal consultation which ran through August & September 2021 with 236 completed on-line surveys and a series of community events which took place over the summer, collecting face to face feedback, as part of our review of mechanisms to influence decision making processes and overall service delivery and priority setting for people 50+
- Feedback from the people aged 50+ identified that the key issues they wish to work on to make Swansea a better place to live are:
 1. Transport
 2. Social Isolation
 3. Active Ageing
 4. Services & Support
 5. Digital Equality
 6. Information & Communication
 7. Improving Swansea
- As a result of public feedback regular face to face engagement activities now take place on a weekly basis, to build relationships, reduce social isolation, share information and communicate opportunities to have a voice on issues that impact on the lives of people 50+ in Swansea.
 - 1) Weekly Marina Walking Group (Every Thursday) – Regularly attended by 30+ participants aged 50+
 - 2) Weekly "Cuppa & Chat" sessions (Every Friday) – Regularly attended by 30 – 40 people aged 50+
- Based on community feedback in relation to social isolation, organised events and activities in partnership with "Action For Elders", Re-engage, Freedom Leisure, Swansea Waterfront Museum, Tawe Butterflies, Swansea Community Boat Trust and many more have been co-ordinated such as:

- 1) Monthly River Boat Trips in partnership with Swansea Community Boat Trust (40 participants per boat trip)
 - 2) Transgender Day of Remembrance at the Waterfront Museum on 16th November 21 (45 participants in attendance)
 - 3) Swansea's Festive Dinner at the Brangwyn Hall in partnership with Action For Elders (250 people 50+ attended on 24th Nov 21)
 - 4) Panto scheduled at the Grand Theatre on 23rd Dec 21 (40 people 50+ booked to attend)
- The Ageing Well Steering Group has expanded its membership to take forward the feedback from the recent consultation and to work in partnership to improve services, increase social participation and positively impact on social isolation, improve communication and information and co-ordinate multiple mechanisms to hear the voice of people 50+ in Swansea. Current task groups include:
 - 1) Data sharing across services and partnerships to inform strategy development
 - 2) Improving Information & Communication to people 50+ & to respond to the Older Person's Commissioner For Wales who exercised her legal powers (18.11.21) to issue formal guidance to local authorities and health boards in Wales, setting out the action they should be taking so that older people can access information and services in an increasingly digital world

Measuring Performance and Outcomes:

The impact of Covid has meant that our normal metrics and measures of performance has not been developed in the way we would have planned post pandemic. We have been driven to work differently and take stock of how we measure performance and capture outcomes for individuals and we recognise this is an area for development in the coming year.

Over the last 12 months, emphasis have been placed on working in partnership to enable a wider reach for all of this work. We are already working with both the Children's Commissioners Office and the Older Person's Commissioners Office to pilot the "Right Way" matrix as a tool to measure impact and distance travelled. This also feeds into our planned Human Rights Approach for Swansea.

We are also exploring the use of IT systems such as Power BI as part of the Microsoft Suite to enable us to create reports and dashboards to analyse data faster and more effectively, giving us the ability to create interactive, visual data insights that can be used to drive success.

We recognise that there is an important balance to be struck when developing performance and outcome measures that captures both quantitative and qualitative metrics. Case studies are an important part of enabling this, so we capture the impact on people's lives and the difference it is making to their wellbeing.