



Working towards prosperity for all in Swansea

A Tackling Poverty Strategy for Swansea 2018 – 2020

April – June 2018 Quarterly Summary Report



Introduction

Welcome to the first Quarterly Summary Report of the Tackling Poverty Strategy 2018 – 2020. This report seeks to provide a summary of the progress made during Quarter One 2018. A copy of the full Delivery Plan with Quarter One reporting accompanies this report.

The revised Tackling Poverty Strategy for Swansea was agreed by Council during January 2018 following an in depth Scrutiny Inquiry which looked at and made recommendations as to how the original Tackling Poverty Strategy for Swansea could be improved.

Poverty within the Strategy has been defined as:

- Income below the Minimum Income Standard
- Inadequate access to services of good quality
- Inadequate opportunity or resource to join in with social, cultural, leisure and decision making activities

Our Vision is to achieve a Swansea in which:

Income poverty is not a barrier to doing well at school, having a healthy and vibrant life, developing skills and qualifications and having a fulfilling occupation.

Service poverty is tackled through targeting resources where they have the most effect, with decisions about that made in conjunction with service users.

Participation is enjoyed by all our residents, who have the opportunity and resources to join in with social, cultural and leisure activities and decision-making.

Residents **Maximise their income** and get the most out of the money that they have.

Residents avoid paying the '**Poverty Premium**', the extra costs people on low incomes must pay for essentials such as fuel and transport.

Barriers to employment such as transport and childcare are removed.

People from Swansea's most disadvantaged communities are not excluded and **inequalities are reduced** between and within communities.

Work has subsequently been undertaken to further develop and fine tune the objectives, key performance indicators and reporting processes within the Delivery Plan in collaboration with Heads of Service and Service Reporting Leads.

We hope you find this report both interesting and useful.

Quarter One 2018

Swansea Poverty Truth Commission

- Scoping complete
- Support from Poverty Truth Commission UK Development and Leeds Poverty Truth Commission established
- Poverty Reduction Policy Development Committee (PDC) endorsed actions
- Next steps agreed

Tackling Poverty Strategy Delivery Plan

- Key Performance Indicators refined and agreed with Heads of Service and reporting leads

Family Support Continuum

- Recommendations of commissioning review implemented
- Trial person centred pilot established
- Invest to Save funding applied for

Swansea Working

- 389 referrals have been made into Swansea Working between March 1st and June 29th 2018.
- 203 participants have enrolled for employment support through Swansea Working (The programmes currently included in Swansea Working are; Communities for Work, Communities for Work Plus, Workways Plus and Cam Nesa)
- 127 Swansea Working participants moved into employment
- 117 Swansea Working participants gained accredited qualifications

Welfare Benefits

- 174 welfare benefit enquiries have been dealt with by the Welfare Rights Team

Local Area Co-ordination

- Funding has been secured to expand Local Area Coordination with the recruitment of a Coordinator for Blaenymaes.

Beyond Bricks and Mortar

- Beyond Bricks and Mortar requirements have been built into City Deal's Digital District project and the Targeted Regeneration Investment Programme for south west Wales ensuring opportunities for local people.

Quarter One 2018 Highlights

This section presents a selection of achievements and progress towards a number of selected objectives within the Delivery Plan.

Theme 1. Empowering local people through involvement and participation.

Objective: Consider the commissioning of an involvement and participation study for Swansea.

Key Performance Indicator: A study has been commissioned.

This objective is being delivered through the scoping and potential development of a 'Swansea Poverty Truth Commission' in-line with the recommendation made in the Tackling Poverty Scrutiny Inquiry Panel report: Action, partnership, participation: How can the Council's Tackling Poverty Strategy be improved? The profile of this initiative has subsequently been raised in profile through the Poverty Reduction Policy Development Committee (PDC) advocating the development of next steps proposals.

Poverty Truth Commissions bring together key decision makers with those living at the sharp end of poverty, ensuring that those affected by decisions are central to decision making. Commissions believe that poverty will only be truly addressed when those who experience it first-hand are at the heart of the process.

Following further research into existing and developing Poverty Truth Commissions across the UK, and establishing support from Martin Johnstone of Poverty Truth Commission UK Development and Andrew Grinnell from Leeds Poverty Truth Commission, the next steps have been established and work is commencing to put those first steps into place. This establishes the level of interest from three small groups of people; influencers and leaders, organisations that support people with direct lived experience of poverty, and people with direct lived experience of poverty. Following this, a 'Start-Up Group' will be established to take the initiative forward.

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Theme 2. Changing cultures to reflect that tackling poverty is everyone's business.

Objective: Develop or identify and report appropriate Key Performance Indicators with Council departments to ensure delivery.

Key Performance Indicator: KPIs established within Delivery Plan.

Following the approval of the revised Tackling Poverty Strategy for Swansea in January 2018, detailed discussions with Heads of Service and relevant officers took place to ensure the Objectives, Key Performance Indicators and expected reporting timescales and processes were fit for purpose. This process has further raised the profile across various departments of the council commitment and key theme of Tackling Poverty being everyone's business.

Progress towards achieving the objectives of the will be reported on a quarterly basis to Corporate Management Team.

This objective is complete although the Delivery Plan is considered to be a working document and subject to change and further development during the lifespan of the strategy.

For further information contact anthony.richards@swansea.gov.uk

Theme 3. Targeting resources to maximise access to opportunity and prosperity.

Population Outcome A: Children have a good start in life.

Objective: Remodel support for families with children (including those with disabilities).

Key Performance Indicator: Implementation of the Family Support Continuum Review recommendations supported by performance framework with KPIs.

The recommendations of the review have now been implemented and all future commissioning will be managed as business as usual via the People Commissioning Group's Commissioning Plan. This group supports joined up commissioning across agencies (including the third sector) based on need.

Through the Family Support Commissioning Steering Group, all family support across the continuum of need has been considered and the Integrated Advice and Assistance hub has been enhanced to become more person centred, understanding what is important to people and families and ensuring that they only have to tell their story once. This has streamlined the service and quickly directs people and families to the right support. Invest to Save funding has been applied for from Welsh Government to support this way of working, the outcome of the application is expected in October. In the meantime, services have been realigned to trial the pilot way of working for one year.

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Theme 3. Targeting resources to maximise access to opportunity and prosperity.

Population Outcome B: People learn successfully.

Objective: Target resources on need and personal circumstances, rather than on participants' age and previous qualifications level.

Key Performance Indicator: Number of people given employability support (Swansea Working).



Swansea Working is developing a partnership approach to the provision of employability support in Swansea. Swansea Council and employability partners are working together on a dedicated and coordinated approach to employability support.

Between March 1st and June 29th 2018, 389 referrals have been made into Swansea Working.

During Quarter One, 203 participants have enrolled into the internal Swansea Working employability programmes. This includes; Communities for Work, Communities for Work Plus, Workways Plus and Cam Nesa. Remaining referrals have been made from Swansea Working to other appropriate employability support.

For further information contact tim.moss@swansea.gov.uk

Theme 3. Targeting resources to maximise access to opportunity and prosperity.

Population Outcome C: Young people and adults have good jobs.

Objective: Deliver employability programmes and work based learning help for local people to develop skills and access job opportunities / better paid roles / increased hours.

Key Performance Indicator: Programme delivered to plan – Number of job outcomes (Swansea Working).



Swansea Working provides a single entry point for employment support. Support workers internally and externally can refer people in, or people can self-refer via a single email address or telephone number. A triage process ensures that the individual receives the most appropriate support to meet their needs from the most appropriate source.

During Quarter One;

- A Swansea Working Coordinator has been appointed
- A Swansea Working Charter has been drafted
- Swansea Working branding and marketing plan have been established
- Internal discussions around processes have started with Housing, Adult Social Services and Revenues and Benefits
- 127 participants have moved into employment
- 117 participants have gained accredited qualifications

Seven members of Swansea Working staff are working with employers on a daily basis sourcing job vacancies, work placements and volunteering opportunities. Swansea

Working supports meeting the needs of local employers and Swansea's apprenticeship programmes.

The processes of implementing sector specific training that will support people to secure employment in growth sectors such as care, hospitality, construction, retail and customer care have begun and further updates will follow.

For further information contact tim.moss@swansea.gov.uk

Theme 3. Targeting resources to maximise access to opportunity and prosperity.

Population Outcome D: People have a decent standard of living.

Objective: To continue to provide 2nd tier welfare benefits advice to statutory, voluntary and third sector support workers.

Key Performance Indicator: Number of welfare benefits enquiries supported.

During Quarter One, the Welfare Rights Team have supported 174 welfare benefits enquiries from front line staff across Swansea. Due to the training programme for front line staff that the Welfare Rights Team have delivered, many front line staff across a range of organisations in Swansea are now able to support their clients with straight forward benefits advice and queries. This has resulted in the enquiries that are coming through to the Team becoming more complex and time consuming to deal with. Notably, there has been an increase in the numbers of 'right to reside' and 'Universal Credit error' enquiries requiring specialist support. Each enquiry will in most cases include multiple benefit issues compounding the complexity of support required.

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Theme 3. Targeting resources to maximise access to opportunity and prosperity.

Population Outcome E: People are healthy, safe and independent.

Objective: Extend Local Area Coordination approaches to strengthen community relationships and address barriers such as loneliness, isolation and stigma.

Key Performance Indicator: Monitor progress towards full coverage.



There are currently ten Local Area Coordinators working in communities across Swansea. The target is to have twenty-two Coordinators in place to support all communities in Swansea. Funding has recently been secured to recruit an eleventh coordinator who will be based in Blaenymaes.

The Local Area Coordination Leadership Group is currently developing a Marketing Strategy to be able to access Corporate Social Responsibility funding and this is being supported by the Housing Associations in Swansea. Partnership working is developing well, relations with Public Health are supporting work against Adverse Childhood Experiences and South Wales Police have recently joined the Local Area Coordination Leadership Team.

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Theme 3. Targeting resources to maximise access to opportunity and prosperity.

Population Outcome F: People have good places to live and work.

Objective: Ensure our investment provides a strong legacy of employment and opportunity for future generations in Swansea.

Key Performance Indicator: These will be monitored through the performance monitoring frameworks for each individual programme, for example City Deal.

Beyond Bricks and Mortar requirements have been built into the Digital District City Deal Project and the new Welsh Government funded Targeted Regeneration Investment Programme for south west Wales.

Every time a Targeted Regeneration Investment grant is awarded, community benefit clauses are built in. For the City Deal – Digital District; community benefit clauses have been built into the contracts, these clauses include targeted training weeks, graduate placements, school engagements, work experience opportunities etc. All placements are then filled through Swansea Working. This will be monitored and reported by the Beyond Bricks and Mortar Team.

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