

Swansea Public Services Board
Assessment of Local Well-being 2017

Consultation Feedback Report



1. Introduction

- 1.1 The Wellbeing Assessment consultation ran from 23 January to 28 February 2017. It was advertised through:
- Swansea Council's website,
 - Swansea Council's intranet
 - Swansea Council's Facebook page.
 - Libraries in Swansea
 - GP practices in Swansea
 - PSB partners
 - Equality groups
 - All statutory consultees
- 1.2 The consultation was split into two parts: either respondents could comment on the document as a whole or they could complete the survey. We received 159 surveys and 10 organisation responses to the document.
- 1.3 In addition an independent assessment into the well-being of people in the City and County of Swansea was carried out. Miller Research was commissioned by Neath Port Talbot County Borough Council, on behalf of Bridgend CBC, Neath Port Talbot CBC, the City & County of Swansea and ABMU Health Board to carry out this work. Data collection was undertaken through a series of workshops / focus groups, one-to-one interviews with stakeholders, and a large-scale survey. 239 surveys were completed by residents of Swansea.
- 1.4 All the responses received for this consultation can be found in the appendices.

Full list of appendices:

- Appendix 1 – Survey Results Report
- Appendix 2 – Welsh Government Response
- Appendix 3 – Future Generations Commissioner's Response
- Appendix 4 – Natural Resources Wales Response
- Appendix 5 – Arts Council of Wales Response
- Appendix 6 – National Probation Service Response
- Appendix 7 – Older Peoples Commissioner's Response
- Appendix 8 – Housing City and County of Swansea Response
- Appendix 9 – Crisis Response
- Appendix 10 – ABMU Health Board Response
- Appendix 11 – Public Services Board Scrutiny Performance Panel Response
- Appendix 12 – Summary of the Miller Research Report
- Appendix 13 – Miller Research Report

2. Table of Recommendations

Swansea Public Services Board is committed to The National Principles for Public Engagement in Wales. This recommends that 'People are told the impact of their contribution'.

The table below, therefore, shows how Swansea Public Services Board has responded to all the proposals received from the consultation on Swansea's Public Services Board's draft Wellbeing Assessment 2017. Each proposal was discussed at two meetings (14-15 March, 2017) attended by individual outcome leads and PSB statutory member representatives. Responses were categorised in four ways:

- **A:** The Assessment has been amended
- **N:** After consideration no change has been made
- **R:** The Research Group will consider this issue as part of the development of the Assessment in 2017/ 2018
- **P:** This is an issue that the Public Services Board will consider at one of its meetings over the next 12 months.

Proposals	Where did it come from?	Response after consideration
1) Babies are born healthy Change score from 5 to 6	Public Consultation	A Agreed that the current score for this driver should be 6.
2) Children are safe from harm Change score from 7 to 6	Public Consultation	N The current score for this driver should be 7.
3) Children, young people and adults attend their schools and training courses Change score from 7 to 6	Public Consultation	N The current score for this driver should be 7.
4) People develop the skills and qualifications	Public Consultation	A

they need and are able to learn throughout life Change score from 7 to 6		Agreed that the current score for this driver should be 6.
5) Barriers to employment and training are removed Change score from 5 to 4	Public Consultation	A Agreed that the current score for this driver should be 4.
6) Good job opportunities are created Change score from 5 to 4	Public Consultation	A Agreed that the current score for this driver should be 4.
7) Children, young people and adults have good mental health and wellbeing Change score from 5 to 4	Public Consultation	A Agreed that the current score for this driver should be 4.
8) Older people age well and are supported to remain independent Change score from 5 to 4	Public Consultation	N The current score for this driver should be 5.
9) People live in resilient and environmentally sustainable communities Change score from 5 to 4	Public Consultation	A Agreed that the current score for this driver should be 4.
10) People participate in cultural and community activities according to their needs Change score from 6 to 5	Public Consultation	N The current score for this driver should be 6.
11) F: People have good places to live, work	Crisis Skylight South Wales	R

<p>and visit</p> <p>There does appear to be a gap in the evidence that relates to the circumstances where homelessness has not been prevented. The furthest end of the spectrum for people in this situation results in rough sleeping, which the most recent evidence will corroborate is on the increase in Swansea, particularly in relation to those people with complex needs.</p>		<p>To be considered as an evidence gap and addressed in the future development of the assessment.</p>
<p>12) F: People have good places to live, work and visit</p> <p>A specific element that appears to have been omitted from the section on Population Outcome F is any reference to the forthcoming changes to Local Housing Allowance for Under 35's and the absolute need for the increase in provision for affordable shared housing options.</p>	<p>Crisis Skylight South Wales</p>	<p>A</p> <p>A bullet point has been added to section F2 ('Future prospects').</p>
<p>13) F2.1 Ensure people have good quality, resource-efficient, flexible and affordable housing What would improvement look like?</p> <ul style="list-style-type: none"> • Sufficient housing to meet demand, including affordable and social housing. <p>It is more than 'sufficient housing to meet demand' it's about the appropriateness of the housing available. This is going to be a significant challenge for the LA and other RSLs in the coming years and it appears that this has</p>	<p>Crisis Skylight South Wales</p>	<p>A</p> <p>A bullet point within section F2 has been amended to reflect this.</p> <p>Also R: this raises wider issues for further consideration by the Research Group.</p>

<p>been omitted from your evidence sources. The wording that you are currently proposing does not fully reflect the severity and imminence of this issue. Not making reference this change is counterproductive to the fact that the narrative around this aspect of the Population Outcome refers to the prevention of homelessness.</p>		
<p>14) A2: Children are safe from harm</p> <p>This needs to be added: Housing contribute to this outcome with our needs based rehousing policy, the role of TSU/FIP etc. along with the estate based DHO's where officers work pro-actively with families e.g. provision of furniture/baby packs</p>	<p>Housing, City and County of Swansea</p>	<p>A</p> <p>A bullet point has been added to section F2 ('Swansea's strengths').</p>
<p>15) E3: Older people age well and are supported to remain independent</p> <p>Should there be reference to good cross section of accommodation for older people, with specific ref to our stock (albeit our stock is only small % of total city and county). It could include also make reference to the fact that there is accommodation available with low level support which helps alleviate some of the pressure on services such those provided by residential and nursing homes, health etc.</p>	<p>Housing, City and County of Swansea</p>	<p>A</p> <p>Reference to these issues has been added within the 'About the evidence' section of driver E3.</p>
<p>16) E4: People are safe and feel safe</p> <p>There needs reference under ASB to the impact of crime associated with substance misuse.</p>	<p>Housing, City and County of Swansea</p>	<p>A</p> <p>A bullet point has been added to section F2 ('Perceptions and perspectives').</p>

<p>Perhaps reference also to our NSU, along with the proactive work we do with partners on our estates e.g. remote concierge in a number of high-rise blocks</p> <p>There is no reference to the elderly feeling safe and secure as this can have a health benefit e.g. sleeping better, becoming more involved within their community thereby reducing</p>		
<p>17) F2: People have a good quality built environment and supportive infrastructure</p> <p>Should change score from 4 to 5</p>	<p>Housing, City and County of Swansea</p>	<p>N</p> <p>Recommendation considered but score not changed at this time (note: draft assessment score matches public survey view)</p>
<p>18) General</p> <p>Many areas seem to be a bit 'housing light' and don't recognise the impact of housing on a person's health and wellbeing. It's not really mentioned until F2 & F3. There could be greater emphasis on the impact on mental health for example created by the home environment.</p>	<p>Housing, City and County of Swansea</p>	<p>R</p> <p>Research Group to consider as part of the further development of the assessment.</p>
<p>19) General</p> <p>Arts are fundamental to all aspects of the wellbeing agenda. We would like to suggest that arts might be underrepresented in the Wellbeing Assessment.</p>	<p>Arts Council of Wales</p>	<p>P</p> <p>To be considered at a meeting of the Public Services Board.</p>
<p>20) General</p> <p>There needs to be a connection between the different drivers, many of these are linked and</p>	<p>Natural Resources Wales</p>	<p>P</p> <p>Recommended that the Public Services Board holds a special workshop to address the issue of</p>

<p>can have positive and negative influences on each other. For example environmental influences can be seen as a linking thread between many of the outcomes. We need to demonstrate the crucial interactions between the environmental, social, cultural and economic drivers.</p>		<p>integration.</p>
<p>21) General</p> <p>There needs to be a clear link between the data, its interpretation and our understanding of wellbeing in our communities – mapping of how drivers are linked to the wellbeing goals.</p>	<p>Natural Resources Wales</p>	<p>P</p> <p>Recommended that the Public Services Board holds a special workshop to address the issue of integration.</p>
<p>22) General</p> <p>The suggested well-being scores are an effective way of communicating the perceived status of the drivers. However these need to be backed with clearly communicated reasons for the figure and drivers may need to be broken down into many figures e.g. Driver F1 (the natural environment is healthy and resilient) condenses down a huge amount of data and information into a single figure and so multiple figures could be included.</p>	<p>Natural Resources Wales</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p>
<p>23) General</p> <p>The inclusion of spatial data is an effective and engaging way of communicating the differences within Swansea and between community areas</p>	<p>Natural Resources Wales</p>	<p>R</p> <p>The Research Group will consider how this aspect of the assessment should be strengthened in the year ahead.</p>

<p>– this may provide us more of a focus on place. Spatial data is also an intuitive method of assessing the status of a driver (e.g. water quality, poverty data) and how this relates to well-being.</p>		
<p>24) General</p> <p>The Climate Change Risk Assessment 2017 provides a summary of cross-cutting inter-linked risks from climate change and should be included to help assess the ‘future prospects’ – it also helps us to address these risks and enable us to think as a globally responsible Wales.</p>	<p>Natural Resources Wales</p>	<p>R</p> <p>This is a new resource which could assist ‘future trends’ aspects of the assessment as it develops.</p>
<p>25) General</p> <p>Further involvement from a wider range of stakeholders is required for moving forward into the wellbeing plan to allow the consideration of all groups.</p>	<p>Natural Resources Wales</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of ‘partnership working and stakeholder engagement’.</p>
<p>26) General</p> <p>Some issues are cross boundary and need to be understood and addressed on this scale. <i>E.g. The river Tawe has its source in Powys, flows through Neath Port Talbot then drains into Swansea and so water quality issues need to be looked at in the round; cycle networks provide active travel routes between unitary authority boundaries and are most effective when planned around populations needs.</i></p>	<p>Natural Resources Wales</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of ‘cross boundary working’.</p>

<p>27) General</p> <p>An effective mapping process between drivers will help us to understand the risks and to draw out priorities to take forward.</p>	<p>Natural Resources Wales</p>	<p>P</p> <p>Recommended that the Public Services Board holds a special workshop to address the issue of integration.</p>
<p>28) General</p> <p>The Health Board is concerned that the Public Service Board has not yet had the opportunity to look at the issues facing the Swansea population in a more innovative and different way based on the Wellbeing of Future Generations Act.</p>	<p>ABMU Health Board</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of 'partnership working and stakeholder engagement'.</p>
<p>29) General</p> <p>Different approaches are required from those taken previously if the PSB is to be successful.</p>	<p>ABMU Health Board</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of 'partnership working and stakeholder engagement'.</p>
<p>30) General</p> <p>The Health Board would also like to work with the Local Authority and the other statutory partners to jointly clarify and agree the process of taking the views expressed as part of the engagement on the Wellbeing Assessment and using this to develop the required Wellbeing Plan.</p>	<p>ABMU Health Board</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of 'partnership working and stakeholder engagement'.</p>
<p>31) General</p> <p>While there are differences between the three Wellbeing Assessments across the ABMU area</p>	<p>ABMU Health Board</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of 'cross boundary</p>

<p>there are also significant commonalities and similar priorities emerging, therefore the Health Board see great advantages in some of these issues being taken forward on a regional rather than local authority footprint basis to ensure maximum effectiveness for our whole population.</p>		<p>working’.</p>
<p>32) General</p> <p>One of the lessons learnt from the preparation of the Wellbeing Assessment is that, in order for it to be most effective, this requires the full involvement of all four statutory partners in all stages of the development of processes and documents to support the Public Service Board’s work, rather than these being developed with minimal involvement of the partners.</p>	<p>ABMU Health Board</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of ‘partnership working and stakeholder engagement’.</p>
<p>33) General</p> <p>We believe that to date this engagement has been limited due to it being based on the previous Local Service Board way of working. We believe this approach needs to be significantly changed if the PSB is going to being maximise its effectiveness.</p>	<p>ABMU Health Board</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of ‘partnership working and stakeholder engagement’.</p>
<p>34) General</p> <p>There is limited analysis of future trends analysis and consideration of future scenarios throughout the Assessment. As such we feel it is overly focused on the current state of well-</p>	<p>Welsh Government</p>	<p>R</p> <p>The future trends aspect of the assessment requires further development, which will be considered by the Research Group in the year ahead.</p>

<p>being in the area and would benefit from considering the implications of the current picture for future generations.(Category B)</p>		
<p>35) General</p> <p>Engagement with the public and stakeholders is an acknowledged gap in the draft Assessment, due to be addressed in the final version. Although the regional engagement work being overseen by Miller Research is mentioned, there are currently no details of the methods involved, the coverage of the engagement and what sort of contribution it will make to the Assessment. It is also unclear what the timescale will be for undertaking the analysis of the evidence sourced through the engagement work. At the very least, the published Assessment should include an overview of the findings of the engagement work.(Category B)</p>	<p>Welsh Government</p>	<p>A</p> <p>The Miller Research report will be referred to in the main assessment document and made available in full as an annex (including via the PSB web pages).</p>
<p>36) General</p> <p>The environmental drivers were slightly weaker in scope than the social and economic ones, and there is relatively less evidence relating to cultural well-being. The analysis of the natural environment in particular could do more to explore the relationship to the well-being of people in the area.(Category B)</p>	<p>Welsh Government</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p>
<p>37) General</p> <p>The Assessment would benefit from further development in respect of the well-being of</p>	<p>Welsh Government</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p>

<p>people in the community. The evidence does not fully reflect the perspectives of the interest groups identified in the statutory guidance and it is possible that some of these perspectives could significantly alter the overall picture of well-being in the area, or suggest a more nuanced approach. We would suggest the Assessment includes more discussion of the possibilities and availability of evidence in this regard.(Category B)</p>		
<p>38) General</p> <p>The Assessment could benefit from further analysis of community areas. Although it includes some analysis of variation within Swansea, much of this analysis is qualitative and would probably be insufficient to give the PSB a detailed understanding of patterns across the county. It is also unclear which community areas are being referred to in certain sections- for example under the “Babies are born healthy” outcome, the summary suggests there are concerns about health inequalities between different areas in Swansea – however the narrative doesn’t discuss which ones.(Category B)</p>	<p>Welsh Government</p>	<p>R</p> <p>Agreed that future iterations of assessment should develop the community area analysis and focus more on place / spatial aspects.</p>
<p>39) General</p> <p>The Assessment could benefit from emerging learning from the population assessment required by the Social Services and Well-being Act which could be more explicitly incorporated</p>	<p>Welsh Government</p>	<p>A</p> <p>Key points from the emerging population assessment have been included within the outcome E chapter in the revised 2017 assessment.</p>

into the Assessment.(Category B)		
40) Outcome E Evidence of the barriers for accessing health services in the area could be strengthened, particularly in more rural communities and deprived areas. (Category B)	Welsh Government	R To be considered by the Research Group as an evidence gap, mainly in respect of outcome E.
41) General The Assessment might evidence direct engagement with children and young people or a survey that was children and young people friendly. (Category B)	Welsh Government	A Key points from Council's Big Conversation / Super Survey have been included within outcome chapters B and E in the 2017 assessment.
42) General Some more evidence of having discussed with partners from Probation, Community Rehabilitation Companies and Youth Offending Teams, who are statutory invited participants, and could provide background on needs of offenders within custody and in the community.(Category B)	Welsh Government	R To be considered by the Research Group as part of the further development of the assessment.
43) General Although there is a short analysis on the Welsh language with the demographic report, the Assessment would benefit from discussing the use of the language in the cultural section of the main document. (Category B)	Welsh Government	A Some analysis of evidence around the Welsh language has now been included within driver F4. Also R : to be further considered by the Research Group as part of the development of the assessment.
44) General	Welsh Government	R

<p>Some perceived gaps with regard to housing; intelligence on the private rented sector, park homes in the area, or adaptations to homes (supporting independent living). (Category B)</p>		<p>Potential evidence gaps, mainly in respect of outcomes E and F, to be considered as part of the development of the assessment.</p>
<p>45) General</p> <p>Overall the Assessment is very reflective and critical in its approach; This is very positive, but the reflective approach could be enhanced by: 1) being clearer on the implications of evidence gaps and limitations, in terms of how they affect the quality of the Assessment overall; and 2) being clearer on what, if anything, will (or could) be done to address these gaps. (Category B)</p>	<p>Welsh Government</p>	<p>R</p> <p>These aspects will be considered by the Research Group in the development of the assessment.</p>
<p>46) General</p> <p>There are some unreferenced statements made in the 'about this outcome' sections, which could benefit from clear referencing. (Category C)</p>	<p>Welsh Government</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made improvements as necessary.</p>
<p>47) General</p> <p>The quality of the analysis in this Assessment is generally good. It successfully blends existing research and data to paint a broad picture of well-being in Swansea. The data is presented in an analytical way, which allows the main areas of concern to be identified. However, this could be strengthened with further analysis of community areas; the use of qualitative evidence sourced through the engagement work; and more diverse data presentation methods.(Category B)</p>	<p>Welsh Government</p>	<p>R</p> <p>These aspects will be developed by the Research Group for future iterations of the assessment.</p>

<p>48) General</p> <p>There is some evidence that Swansea is moving towards an asset-based approach. However we feel there is also scope for improvement in this respect. References to the area's assets are fairly superficial and do not always enter into discussion about the contribution they make to well-being and how this could be built upon in future. Moreover, there is scope to re-frame some of the basic analysis to emphasise strengths (e.g. exploring the opportunities afforded by an ageing population, as well as the challenges), which is likely to be a challenge across many of the Assessments.(Category B)</p>	<p>Welsh Government</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any short-term improvements possible (e.g. to 'Swansea's strengths' sections).</p> <p>Also R: to be considered as part of the longer-term development of the assessment.</p>
<p>49) General</p> <p>The Assessment would benefit from a greater variety of data presentation (such as charts or maps) to enhance the messages contained within the text. In its current form, the Assessment is rather text-heavy.(Category C)</p>	<p>Welsh Government</p>	<p>R</p> <p>Agreed – this will be developed for future iterations of the assessment.</p>
<p>50) General</p> <p>Structuring the Assessment by outcomes limits the ability to make connections between themes, which could be an important consideration for the PSB in formulating its priorities. We would advise including a short overview section which looks at the inter-dependencies across outcomes. (Category C)</p>	<p>Welsh Government</p>	<p>P</p> <p>Recommended that the Public Services Board holds a special workshop to address the issue of integration.</p>

<p>51) General</p> <p>The Assessment would also benefit from some means of summarising the evidence, either at driver or outcome level. The summary table at the beginning of the Assessment goes some way towards this, but does not reflect the breadth of evidence presented in the main sections.</p>	<p>Welsh Government</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p>
<p>52) General</p> <p>Advise particular care in assessing movements up or down the scale, which will not only need to be informed by available evidence, but also by a reasonable understanding of causality.</p>	<p>Welsh Government</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p>
<p>53) General</p> <p>The attempts to address what improvement would look like are a useful addition to the Assessment; in many cases, however, they go beyond what could be reasonably be concluded from the evidence and begin to propose solutions and interventions to address the situation. It would be preferable to focus these sections on what change in outcomes would be expected if improvement were to be made, rather than advocating particular approaches.</p>	<p>Welsh Government</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>
<p>54) General</p> <p>There is a need for a plain English summary to make the Wellbeing Assessment more accessible.</p>	<p>Public Services Board Scrutiny Performance Panel</p>	<p>A</p> <p>An accessible summary will be prepared. A summary document was previously prepared for the consultation.</p>

<p>55) General</p> <p>It appears that the comparative data used to inform the scores for the drivers is based on a comparison only with other Welsh authorities, however the Panel felt that the comparative data should be widened to include best performing authorities from across the UK for a more accurate picture of how well Swansea is performing, given that Wales is not necessarily best performing. Similarly, strategy/objectives should be set against best in class – particularly where we have scored ourselves highly.</p>	<p>Public Services Board Scrutiny Performance Panel</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p>
<p>56) E2: Children, Young People and Adults have Good Mental Health and Wellbeing</p> <p>The score given for E2 was too high, based on the findings from the scrutiny inquiry into CAMHS (Children’s and Adolescents Mental Health Services), which found a concerning lack of service provision for children and young people with mental health issues.</p>	<p>Public Services Board Scrutiny Performance Panel</p>	<p>A</p> <p>Agreed that the current score for this driver should be 4. The public survey also suggested a lower score (from 5 to 4) – see point 7.</p>
<p>57) General</p> <p>Findings from other scrutiny work/inquiries should inform the Wellbeing Assessment.</p>	<p>Public Services Board Scrutiny Performance Panel</p>	<p>A</p> <p>Key points from relevant scrutiny inquiries have been included within outcome chapters B, D, E and F in the final 2017 assessment.</p> <p>Also R: for further, on-going consideration by the Research Group.</p>
<p>58) General</p>	<p>Public Services Board Scrutiny</p>	<p>A</p>

<p>Statements within the Wellbeing Assessment should be clear whether they are based on fact or opinion and if based on data then clearly referenced, for example, outcome D states that the majority of people living in Swansea are not in income poverty.</p>	<p>Performance Panel</p>	<p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>
<p>59) General</p> <p>Some also refer to my Guidance and Ageing Well in Wales (http://www.ageingwellinwales.com/en/home), and I welcome these acknowledgements and the need to work together to help maintain the health, independence and wellbeing of older people, and to establish age-friendly communities that focus on preventative outcomes for older people.</p>	<p>Older People’s Commissioner for Wales</p>	<p>N</p> <p>General comments noted. No immediate action required.</p>
<p>60) General</p> <p>It is important that the needs of the prison and community offender population are understood to enable partners to work together to jointly reduce reoffending and future plan and balance short and long-term service requirements. We hope the attached data is helpful in informing your local well-being assessment.</p>	<p>National Probation Service</p>	<p>R</p> <p>Research Group to consider as part of the continuing development of the assessment. This links to an earlier point (42) made by Welsh Government.</p>
<p>61) General</p> <p><i>Strategic context</i> – a broader description of well-being challenges for Swansea over the short, medium and long term to provide the context for</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p>

the six themes and 19 drivers.		
62) General <i>Area and place</i> – to complement the 19 drivers, a greater reflection of well-being within particular areas of Swansea, to better highlight the key issues for well-being in different localities and the assets and inequalities across the area.	Future Generations Commissioner for Wales	R The spatial dimension (community areas) is a recognised weakness in the current assessment. There is also a need to identify evidence gaps and articulate them to the PSB.
63) General <i>Significance of the data</i> – more explanation on the significance of the data and key challenges to well-being across all 19 drivers.	Future Generations Commissioner for Wales	R For consideration by the Research Group as part of the evaluation of the assessment.
64) General <i>Challenges</i> – provide a clearer analysis of short, medium and long term challenges (and opportunities) to well-being.	Future Generations Commissioner for Wales	R For consideration by the Research Group as part of the evaluation of the assessment.
65) General <i>Regional context</i> – a greater understanding of Swansea’s inter-relationships with neighbouring authorities (and PSBs) and the Swansea Bay City region project.	Future Generations Commissioner for Wales	P For the Public Services Board to discuss at a meeting under the heading of ‘cross boundary working’ Also A : references to the City Region and City Deal project have been added to C2.
66) General <i>Future trends</i> – greater attention given to the potential impact of long term trends on well-being in Swansea as a whole and its	Future Generations Commissioner for Wales	R The future trends aspect of the assessment requires further development, which will be considered by the Research Group in the year

communities.		ahead.
67) General <i>Moving forward</i> – provide a clearer description of how the assessment data is intended to be used, how data gaps are to be managed and how well-being planning will progress.	Future Generations Commissioner for Wales	A The introduction section has been amended to reflect the points made. Also R : this will also be considered by the Research Group via a proposed assessment evaluation report.
68) General You have the opportunity to explore further the integration between the themes, drivers and the seven national well-being goals. For the PSB to understand how it can maximise its contribution, the relationship between strategic objectives under these six themes and the national goals will need to be understood and communicated.	Future Generations Commissioner for Wales	P Recommended that the Public Services Board holds a special workshop to address the issue of integration. Links with the well-being goals to be considered as part of an Integrated Impact Assessment.
69) General To make sure that you continue to provide opportunities for a broad range of stakeholders and citizens to get involved in influencing the development of your objectives, and be able to demonstrate that their input has an effect on what you do.	Future Generations Commissioner for Wales	P For the Public Services Board to discuss at a meeting under the heading of ‘partnership working and stakeholder engagement’.
70) General Give greater attention to the potential impact of long term trends on Swansea under all of your themes and drivers. This should include greater insight into key issues for the long term well-	Future Generations Commissioner for Wales	R Long-term / future trend issues, and their impact, will be considered further by the Research Group.

<p>being of Swansea, in particular through considering what challenges they present, and which specific localities, communities and people are likely to be most affected or are most vulnerable.</p>		
<p>71) General</p> <p>The assessment would benefit from a description of how the preventative agenda is critical to well-being planning and public service delivery. This is an area where I would encourage you to give detailed consideration to what the data and evidence is telling you, in order to make sense of key challenges you have identified.</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p> <p>Also P: potentially to be addressed via Planning Group workshop or IIA.</p>
<p>72) General</p> <p>There is scope to provide more explanation about how the six themes were chosen and how they link with and contribute to the seven national well-being goals.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Amendments have been included in a revised Introduction section.</p>
<p>73) Outcomes and Drivers</p> <p>Why are these six themes and 19 drivers particularly important to Swansea and not other well-being issues?</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>See above (point 72)</p>
<p>74) General</p> <p>For the PSB to understand how it can <i>maximise</i> its contribution, the relationship between strategic objectives under these six themes and the national goals will need to be understood.</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>To be taken forward as part of the development of the well-being plan.</p>

<p>While the seven national goals are referred to in the introduction, there is no reference to them under the six themes or within the evidence or analysis within the 19 well-being drivers. The 'About <i>this outcome</i>' section provides an opportunity for authors to develop this link. This could be done with a simple table explaining the contribution to each of the national well-being goals.</p>		
<p>75) General</p> <p>At present the 'Summaries' and 'About <i>this outcome</i>' sections in the assessment often assume an implicit understanding of how the issue will impact on well-being. This could be made more explicit and the national well-being goals might provide a useful tool to do this, and to identify the potential contribution of the PSB to multiple goals through integrated activity. We would expect to see a stronger explanation of this relationship in future iterations of the assessment and throughout the well-being planning process in Swansea.</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>To be considered as part of assessment evaluation report and in future iterations of the assessment.</p>
<p>76) General</p> <p>In places the data would benefit from more interpretation to understand the <i>significance</i> of the issue for Swansea as a whole.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered feasible in the short-term.</p>
<p>77) General</p> <p>The frame that you have developed to record</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>Analysis of area differences (community areas) to</p>

<p>information under each of the themes and drivers is commendable and provides some basic, but well thought through 'request' of contributors under each sub-heading. This includes a section requiring authors to analyse '<i>Differences within Swansea</i>'. The analysis could be improved by a greater focus on individual communities across the Swansea area. This could include greater understanding of well-being in different areas and places, differences within areas or between areas, inequalities and particularly acute local issues. We believe that a well-being assessment should provide a more localised (and less homogenous) understanding of well-being, and will be seeking evidence of this as well-being planning progresses.</p>		<p>be developed further by the Research Group in the year ahead.</p>
<p>78) Annexes</p> <p>There was an intention to build on this work to include community level data in future across Bay West; Bay East; City; Cwm Tawe; Penderi and Llchwyr. On this basis, Annex 1 and Annex 2 need to be further developed.</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>As point 77 above.</p> <p>Also A: any possible short-term improvements to annexes 1 / 2 will be made alongside publication of the final 2017 assessment.</p>
<p>79) General / outcome F</p> <p>The assessment could also be strengthened by including data on critical energy, water, transport and other critical infrastructure. This type of information is of key relevance to the PSB, service delivery and future community well-being.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>A bullet point within section F2 has been included to reflect this (under 'About the evidence').</p> <p>Also R: to be further developed in future iterations of the assessment.</p>

<p>80) General</p> <p>It is positive to see many of the sections under each of the 19 drivers provide quantitative and qualitative information on public services particularly under the sections '<i>perceptions and perspective</i>', '<i>future prospects</i>' and '<i>changes over time</i>'. This is a useful resource and should be collated and analysed by the PSB – what does this information tell us about whether services are adequate; whether there is a major gap in public services to address the 'driver'; the scale of the public service challenge from the 'driver'; and the potential role of the PSB in developing collective action to address the issue?</p> <p>This could be built on to give more consideration to interpretation of the data to understand what the challenge is for public services. The assessment could be strengthened with an analysis of key messages to the PSB and the public sector more generally about the 'step change' which is likely to be required to address these 19 drivers.</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>This is linked to how the PSB will use the evidence in the assessment going forward.</p>
<p>81) General</p> <p>In general there is good use of quantitative data to describe the current situation. However, in many places the accompanying narrative would benefit from further interpretation to understand the <i>significance</i> of the data (this particularly applies to health and education based drivers).</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>

<p>There is also a great deal of variability in the 'Summary' boxes in defining the implications of the picture for communities. This needs to be strengthened to get a sense of scale, significance and implications for well-being.</p>		
<p>82) General</p> <p>The section '<i>People have a decent standard of living</i>' is notable for its excellent balance of qualitative, quantitative data, interpretation and narrative and should be used a benchmark for other sections.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads considered and reviewed chapters in light of this.</p>
<p>How effectively the 'templates' that have been developed communicate and assess well-being:</p> <p>83) <i>Swansea's strengths</i> – this provides a comprehensive list of existing assets and services and public sector interventions. It would be helpful to have a better understanding of the relative impact of these activities to address the 'driver'. What do we need to do more of?</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>
<p>How effectively the 'templates' that have been developed communicate and assess well-being:</p> <p>84) <i>Changes over time</i> – these sections are variable at getting the message across of how the 'issue' is impacting on well-being - what is the impact of the change or trend and what are its implications for public services?</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>

<p>How effectively the ‘templates’ that have been developed communicate and assess well-being:</p> <p><i>85) Comparisons</i> – the assessment could be clearer about what the comparison tells us in many of the drivers.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>
<p>How effectively the ‘templates’ that have been developed communicate and assess well-being:</p> <p><i>86) Differences within Swansea</i> – this has the potential to develop along with Annex 1 and 2 to build up an excellent resource (see comments above in point 3) but there is wide variability in how this is filled out. Can qualitative data be used more to describe differences within Swansea if quantitative data is unavailable?</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>Analysis of area differences (community areas) to be developed further by the Research Group in the year ahead.</p>
<p>How effectively the ‘templates’ that have been developed communicate and assess well-being:</p> <p><i>87) Perceptions and Perspectives</i> – it is unclear in many cases, whose perspectives and perceptions these are, so it would be helpful if this could be made clearer. This provides a good basis to include information from consultation activity.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>
<p>How effectively the ‘templates’ that have been developed communicate and assess well-being:</p> <p><i>88) Future prospects</i> - The PSB should utilise</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>The future trends aspect of the assessment requires further development, which will be</p>

<p>this information and summarise it to inform the shift that is required to address the 'driver' as well as the role of the PSB. Few focus on long term 10+years – this should be encouraged to begin to understand long term trends and their potential impacts.</p>		<p>considered by the Research Group in the year ahead.</p> <p>Also P: this analysis should also feed through to the PSB later.</p>
<p>How effectively the 'templates' that have been developed communicate and assess well-being:</p> <p><i>89) What would improvement look like? Two questions which could focus the use of this material are how the 'improvement' could be achieved, and 'what is the role of the PSB in this?'</i></p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>To be considered as part of the development of the well-being plan (and the response analysis).</p>
<p>How effectively the 'templates' that have been developed communicate and assess well-being:</p> <p><i>90) About the evidence – these sections are also variable, but provide another good resource for the PSB to understand data gaps and potential to address them.</i></p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p> <p>Also R: evidence/data gaps in the final assessment will be collated as a separate annex/report.</p>
<p>91) A: Children have a Good Start in Life</p> <p>Much of this information is generic and impacts and the significance across Swansea could be more clearly articulated. Some of the language reflects 'performance management' and needs to be clearer about the significance of impacts e.g. "further improvement is needed", " there</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Relevant parts of the outcome A chapter have been reviewed and updated.</p>

<p>are concerns” - what are nature of concerns and the scale of improvements needed?</p>		
<p>92) B: People Learn Successfully</p> <p>There seems to be a narrow focus on this section with limited mention of the Universities or Colleges in Swansea and no mention of continuing education. What is the rationale behind these drivers being chosen to measure this outcome?</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>PSB representatives of the local universities / college have provided content which has expanded the scope of the outcome B chapter.</p> <p>Also R: to be further considered as part of the development of the assessment in the longer-term.</p>
<p>93) C: Young People and Adults have Good Jobs</p> <p>Could provide a greater insight into significance of different aspects of Swansea's economy – what is the role of the public sector? What is the role of the City region deal? There is limited understanding of the distribution of jobs across Swansea and particular role of retail in specific communities or Swansea’s role as sub regional hub.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Relevant parts of the outcome C chapter have been reviewed and updated.</p>
<p>94) F: People have Good Places to Live, Work and Visit</p> <p>The cultural section on this is strong and well written. Other sections need more development beyond a list of bullet points e.g. what is about having two Universities which provides strength? What is the situation on housing affordability? What biodiversity is in decline and under threat?</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Relevant parts of the outcome F chapter have been reviewed and updated with additional text and bullet points added across the drivers.</p>

<p>95) General</p> <p>A clearer understanding of which communities and people have resilience or are vulnerable to current and future trends is needed. This will help the PSB to understand what preventative approaches can be developed and should be a focus of future work on the assessment.</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>For consideration by the Research Group as part of the evaluation of the assessment.</p> <p>Also P: to be considered by PSB or Planning Group (via workshop or IIA).</p>
<p>96) General</p> <p>The challenges could be more clearly defined in the 'summary' on each driver. The <i>future forecast</i> section also provides a great opportunity to communicate challenges over the medium and long term. Authors and contributors should be encouraged to develop this approach.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Outcome leads reviewed their chapters and made any changes considered necessary.</p>
<p>97) General</p> <p>There is very rich data in the document that represents insightful analysis and this should feature more strongly in a broad summary within the main document. There are clearly some core issues which are described <i>within</i> the narrative that should provide a stronger backdrop to all of the drivers: children living in poverty; limited resources for social care; under-provision of housing; welfare reform; climate impacts; austerity; natural resource depletion. This is an area where existing data and information might help to provide a broad strategic context for the 19 drivers.</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>To be considered as part of the development of the well-being plan by the PSB / Planning Group.</p>
<p>98) General</p>	<p>Future Generations</p>	<p>P</p>

<p>The WFG Act clearly indicates that collaboration and involvement are two of the five ways of working which PSBs need to consistently apply to their work.</p>	<p>Commissioner for Wales</p>	<p>For the Public Services Board to discuss at a meeting under the heading of 'partnership working and stakeholder engagement'.</p>
<p>99) General</p> <p>There is only a partial picture of the engagement and consultation activity which has been used to inform the assessment.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Amendments have been included in an updated Introduction section.</p>
<p>100) General</p> <p>The final assessment should explain the benefits of this collaboration, the nature of their contribution, and where joint work could be improved. This collaboration is positive and should be built on as you move forward into well-being planning.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>More detail has been added to the Introduction.</p> <p>Also P: For the Public Services Board to discuss at a meeting under the heading of 'partnership working and stakeholder engagement'.</p>
<p>101) General</p> <p>There is scope for greater consideration of data from each section (and within each section) alongside that of the others, and consideration of the inter-relationships between data. This is an area for you to give further consideration as you finalise your assessment for publication, and as you move toward well-being planning. This should include greater integration and more exploration of the relationship of policy/challenges between of the 19 drivers.</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>This will be considered as part of the development of the well-being plan.</p> <p>Also R: For consideration by Research Group as part of the evaluation of the assessment</p>
<p>102) General</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p>

<p>We understand that work is already underway and planned to further investigate the findings of the assessment with partners. These inter-relationships should form a part of this activity. Integration across well-being themes should be an important issue for the PSB to consider as it moves towards well-being planning.</p>		<p>Recommended that the Public Services Board holds a special workshop to address the issue of integration.</p>
<p>103) General</p> <p>It is understood that there is an opportunity to include more analysis of the potential impact of future trends on well-being and develop horizon scanning. We would encourage you to pursue this within the PSB as you work on developing the assessment and well-being planning. A simple approach could be adopted to address this issue. Summarising the short, medium and long term challenges for each section, identifying where there are potential significant implications for the area, and gaps in your understanding of long term trends might help the PSB to prioritise critical challenges where collective action is needed.</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>Long-term / future trends issues will be considered further by the Research Group as part of the development of the assessment.</p>
<p>104) General</p> <p>The Welsh Government will be producing their Future Trends Report in May 2017. As it develops your assessment will need to take account of data included in this, but should aim to provide a clearer emphasis on long term challenges to well-being in the initial assessment published in the coming months.</p>	<p>Future Generations Commissioner for Wales</p>	<p>R</p> <p>As above (point 103).</p>

<p>105) General</p> <p>A more detailed understanding and analysis of key regional and cross border issues which affect Swansea would be beneficial, to inform the well-being plan process. There is only limited reference to the region across the 19 drivers and where it is mentioned, there is little interpretation.</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of 'cross boundary working'.</p>
<p>106) General</p> <p>The assessment would benefit from some further interpretation of how the Swansea Bay City Region Project might impact on all aspects of community well-being across Swansea. The project's potential influence should be included for all sections of the assessment, beyond the 'Economic drivers, as it is likely to have multiple impacts across different parts of Swansea. Greater insight could also be provided on the significance of commuting patterns to well-being in Swansea, critical issues for transport infrastructure and the nature of inter-relationships with neighbouring authorities and other regional partners. It will also be important for PSBs to consider the conclusions of neighbouring local assessments of well-being as plan production develops.</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>For the Public Services Board to consider at a meeting under the heading 'Social, Environmental and Economic Impacts of the City Deal'.</p> <p>Also A: an additional bullet point was included within the outcome C chapter (see point 65).</p>
<p>107) General</p> <p>A regional focus is something we would expect to feature in future iterations of the assessment</p>	<p>Future Generations Commissioner for Wales</p>	<p>P</p> <p>For the Public Services Board to discuss at a meeting under the heading of 'cross boundary</p>

<p>to inform well-being planning in Swansea, perhaps forming part of the broader context for the drivers as suggested.</p>		<p>working'</p>
<p>108) General</p> <p>It is really positive to see the '<i>About the evidence</i>' sections under each of 19 drivers, where some authors have readily identified data gaps, and others should be encouraged to do so. This is a really useful resource and could be collated and summarised to provide a synthesis of data gaps from different aspects of the work to understand what might be needed in the short term, medium and long term – i.e. what is missing that matters now to inform Plan development, what would be good to build over the medium term and what longer term data issues are.</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>Identified data gaps to be collated as a separate annex/report (see point 90).</p> <p>Also R: Research Group will begin to address data gaps as part of its work plan.</p>
<p>109) General</p> <p>It is really good to see the approach adopted in the introduction, where there has been clear consideration of how to apply the sustainable development principle and five ways of working to the assessment itself. This could be further developed in the final assessment to communicate how this has changed this approach from previous 'traditional' methods of developing evidence and consulting on well-being. What has been the added value of utilising the five ways of working? This would help the PSB organisations to begin to</p>	<p>Future Generations Commissioner for Wales</p>	<p>A</p> <p>More detail has been added to the Introduction.</p> <p>It is also recognised that we are still in the early stages of a very different approach.</p>

understand the value of its use as the <i>modus operandi</i> of the partnership.		
110) General While <i>Prevention</i> is mentioned in the context of early year's intervention and environment, the Assessment would benefit from a description of how the preventative agenda is critical to well-being planning and public service delivery.	Future Generations Commissioner for Wales	P To be addressed via PSB – e.g. via Planning Group, workshop.
111) General A critical issue for our review of this assessment was whether the documentation was clear about how the work would be carried forward to develop local objectives and plan production. This is an area where the assessment could be strengthened. While there is an indication from the Chair's introduction about what the assessment is for, the documents need to be more explicit about: the next steps; how individuals and organisations can remain involved; the timetable for engagement and input; and what the Plan is intending to do.	Future Generations Commissioner for Wales	A More detail has been added to the Introduction to clarify this.
112) General If objectives are to be limited, the rationale for this approach should be communicated by the PSB. Importantly, this explanation needs to communicate more effectively how the material collected in the assessment is going to be used to formulate objectives for the PSB.	Future Generations Commissioner for Wales	A As above (point 111).
113) General	Poverty & Prevention, City and	R

<p>The assessment should include further consideration of community cohesion issues – linked to the Community Cohesion National Delivery Plan for 2017-18 and the national ‘cohesive communities’ goal.</p>	<p>County of Swansea</p>	<p>The Research Group will initially consider this further as part of the development of the assessment.</p>
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PSB Wellbeing Assessment Consultation

Public Survey Findings

1. Introduction

1.1 The consultation survey ran from 23 January to 28 February 2017. It was advertised through:

- Swansea Council's website,
- Swansea Council's intranet
- Swansea Council's Facebook page.
- Libraries in Swansea
- GP practices in Swansea
- PSB partners
- Equality groups
- All statutory consultees

1.2 We received a total of 159 surveys.

2. Conclusions

2.1 Of the 19 drivers, on average, the public agreed with the scores given to 9 of the drivers and felt that 10 should change.

2.2 Of the scores that they felt needed to change, only one (babies are born healthy) they felt need to go up by one rating. All the others they felt that the score needed to go down, by one rating in all cases.

2.3 The outcome 'people have a decent standard of living' was the only outcome where on average respondents felt that the scores for all the drivers should stay the same as the draft score given.

2.4 When analysing the open text from the survey there was a number of recurring themes including:

- City Centre
- Cleanliness of the city
- Job opportunities
- Help, support, guidance and training
- Social problems within Swansea

3. Results

3.1 The public scores are an average of all the scores we received for each driver. For each driver the public were asked to give a reason for their score as well as to suggest improvements. All these comments were analysed and the common themes that emerged are recorded for each driver. A full list of the comments received can be found in appendix A. The results were as follows:

3.2 How would you rate living in Swansea?

The average score given by the public was 6. The main reasons given were:

- Poor public transport
- Poor roads and traffic management
- Run down city centre
- Unclean areas
- Beautiful Gower and the coastal areas
- Social problems in Swansea
- Friendly people and communities

3.3 Children have a good start in life

Driver	Suggestions
Babies are born healthy	<ul style="list-style-type: none">• This has been given a 5 in the draft Wellbeing Assessment.• The average score given by the public is 6• Comments given for this driver were centred around more help/support and guidance from midwives and health visitors <i>'There needs to be more back to basics guidance'</i>
Children are safe from harm	<ul style="list-style-type: none">• This has been given a 7 in the draft Wellbeing Assessment.• The average score given by the public is 6• Comments given for this driver included a desire for expanded opportunities to prevent harm to children and to raise public awareness of the support available.

Preschool children are healthy	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 5 • Comments for this driver mainly centred around the importance of initiatives to promote pre-school health. Although these need to be available in more areas in Swansea. <i>‘the more these initiatives are embedded the better the outcomes should be over time’</i>
Children are ready for school	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 5 • Comments for this driver included more readiness for school activities in all areas, many children are entering school unprepared and class sizes in schools are getting too big. <i>‘In some areas of deprivation children are entering school unprepared’</i>
Overall, Children have a good start in life	<ul style="list-style-type: none"> • The average score given by the public is 5 • The main issues cited within this outcome included more information/support/guidance for parenting, there is great diversity between areas in Swansea with regards to children’s early years and the importance of early years intervention and initiatives.

3.4 People learn successfully

Driver	Suggestions
Children, young people and adults attend their schools and training courses	<ul style="list-style-type: none"> • This has been given a 7 in the draft Wellbeing Assessment. • The average score given by the public is 6 Two main concerns were related to the range of provision available and the extent to which it is meeting people’s needs and also

	<p>the desire to raise the ambitions of young people, and therefore encourage them to attend school more regularly.</p> <p><i>'Attendance is key to attainment'</i></p>
<p>People develop the skills and qualifications they need and are able to learn throughout life</p>	<ul style="list-style-type: none"> • This has been given a 7 in the draft Wellbeing Assessment. • The average score given by the public is 6 • The main issues cited within this driver included the educational system not preparing students for work, more vocational courses are needed and students should be offered a wider variety of subjects.
<p>Overall, people learn successfully</p>	<ul style="list-style-type: none"> • The average score given by the public is 6 • The main issue cited within this outcome was education in Wales is poor in comparison with other countries.

3.5 Young People and Adults have good jobs

Driver	Suggestions
<p>Barriers to employment and training are removed</p>	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 4 • Comments made within this driver included more referrals to initiatives to get people back in work, tackle the benefits culture in Swansea and more help with issues which are stopping people working such as transport, childcare and poor wages
<p>Good job opportunities are created</p>	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 4 • The main issue cited within this driver was the lack of job opportunities in Swansea
<p>Overall, young people and adults have good jobs</p>	<ul style="list-style-type: none"> • The average score given by the public is 4 • The main issue cited within this

	<p>outcome was the lack of variety of industries within Swansea. Swansea needs to be attracting proper businesses and industries not just call centres. <i>'Swansea is the call centre capital of Wales'</i></p>
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3.6 People have a decent standard of living

Driver	Suggestions
People meet the minimum income standard (the cost of a basic, acceptable standard of living)	<ul style="list-style-type: none"> • This has been given a 4 in the draft Wellbeing Assessment. • The average score given by the public is 4 • The main issue cited within this driver was that there are too many poor job prospects and too many poorly paid jobs in Swansea
People avoid the Poverty Premium (the extra costs people on low incomes must pay for essentials)	<ul style="list-style-type: none"> • This has been given a 3 in the draft Wellbeing Assessment. • The average score given by the public is 3 • The main issue cited within this driver centred around people on low incomes paying higher rates for certain goods and services.
People get the most for their money	<ul style="list-style-type: none"> • This has been given a 3 in the draft Wellbeing Assessment. • The average score given by the public is 3 • The main issue cited within this driver was that information, training and advice is essential to enable people to make the most of their money <i>'More information for people in a format they can understand'</i>
Overall, people have a decent standard of living	<ul style="list-style-type: none"> • The average score given by the public is 4 • The main issue cited for this outcome was that there is great diversity within the city with people having a decent standard of living.

3.7 People are healthy, safe and independent

Driver	Suggestions
People are physically healthy and equipped for a healthy, long life	<ul style="list-style-type: none"> • This has been given a 4 in the draft Wellbeing Assessment. • The average score given by the public is 4 • Comments made for this driver included better signposting to free activities, more support, information and advice particularly for parents and drug abuse is a big problem within Swansea <i>‘ We have more gyms, spas and leisure centres than ever before, but these can be expensive’</i>
Children, young people and adults have good mental health and wellbeing	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 4 • The main issue cited for this driver was that there is not enough support for people with mental health problems.
Older people age well and are supported to remain independent	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 4 • The main issues cited within this driver included there needs to be better care within the community and there needs to be better joined up working between health and social services
People are safe and feel safe	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 5 • Comments for this driver centred around better lighting in areas, drug and alcohol problems within Swansea make people feel unsafe and addressing bullying in schools and online so children feel safe
Overall, people are healthy, safe and independent	<ul style="list-style-type: none"> • The average score given by the public is 5

3.8 People have good places to live and work and visit

Driver	Suggestions
The natural environment is healthy and resilient	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 5 • The main issue cited within this driver was the protection of green spaces and natural assets.
People have a good quality built environment	<ul style="list-style-type: none"> • This has been given a 4 in the draft Wellbeing Assessment. • The average score given by the public is 4 • The main issues cited within this driver included the impact that new housing has on roads, traffic and schools needs to be looked at, more affordable housing is needed and more innovative developments
People live in resilient and environmentally sustainable communities	<ul style="list-style-type: none"> • This has been given a 5 in the draft Wellbeing Assessment. • The average score given by the public is 4 • The main issues cited within this driver included that more needs to be done to protect green space in Swansea, more incentives for living sustainable lifestyles and changes to waste and recycling in Swansea in Swansea
People participate in cultural and community activities according to their needs	<ul style="list-style-type: none"> • This has been given a 6 in the draft Wellbeing Assessment. • The average score given by the public is 5 • The main issues cited within this driver included more community activities and involvement is needed and more advertising of free activities. <i>'Support for community and cultural activities is ever more limited'</i>
Overall, people have good places to live and work and visit	<ul style="list-style-type: none"> • The average score given by the public is 5

4. Conclusions

- 4.1 Of the 19 drivers, on average, the public agreed with the scores given to 9 of the drivers and felt that 10 should change.
- 4.2 Of the scores that they felt needed to change, only one (babies are born healthy) they felt need to go up by one rating. All the others they felt that the score needed to go down, by one rating in all cases.
- 4.3 The outcome 'people have a decent standard of living' was the only outcome where on average respondents felt that the scores for all the drivers should stay the same as the draft score given.
- 4.4 When analysing the open text from the survey there are a number of recurring themes including:
 - City Centre
 - Cleanliness of the city
 - Job opportunities
 - Help, support and guidance for parents
 - Social problems within Swansea

Q2. How would you rate living in Swansea?

- I love Swansea because of its location and history. It has loads to offer and I think Clyne Gardens and Penllergaer Valley Woods are some real hidden gems. I love the Gower but find the camp sites to be a bit of a cartel, it's very expensive to camp. However, the city centre is in desperate need of redevelopment. The decision to allow both the Morfa AND Fforestfach retail parks has ripped the heart out of Swansea and it will be a hard task to bring people back into the city centre. The city centre would benefit from a thorough deep clean and more free car parking. I'd also like to see Swansea's arts & cultural offerings marketed better. Sadly, the city does seem to have an issue with homelessness and drugs especially in the High St. area. I can't imagine this looks appealing to people arriving from outside of the city. Of course, Swansea's two fatal flaws, and I'm not sure if this could ever be rectified, are the loss of the Mumbles railway, and the fact that the bus station and train station are so far apart. Could there be a shuttle service between the two?
- Swansea could be wonderful, the coastline and natural beauty however the City Centre needs significant regeneration, there are air quality issues and traffic concerns.
- City Centre is frequently dirty with chewing gum. rubbish. litter. More frequent begging Parking in city centre expensive Surrounding areas stunning
- It's mostly nice, most people nice, feels safe most of the time. Goodish transport , lovely scenery, good facilities and no the bad services.
- Not many opportunities for the elderly and disabled to get out and about safely, also there is a very bad traffic layout in Swansea, which makes it a bit unsafe. There is very little for families to do together in the evenings, especially in the winter. There is a lot of litter on the roads, not as much as before, but still quite a lot. There is little lighting in the parks, to make it safe in the evenings, public toilets are very badly situated, there are very few that have changing places in, for people who are incontinent. Public transport system is very bad to workout, where are the bus stops, no timetables at the bus stops. There are very few litter bins around Swansea. In other cities they have maps that are easily accessible, so you can see where you are and how to get to the place of your destination. There are very few organisations for the disabled to get together and meet, especially in the centre of Swansea. If you're in a mobility scooter, it's a nightmare in the centre of Swansea. This city once wanted to be the Capital of Wales, well I'm glad we were not granted that status, otherwise Swansea would have been a joke.
- The traffic getting to and around the city centre is appalling. So much so, I now shop in Llanelli. The city centre is run down with no independent shops, unless you go to the market which tends to sell tat. People in the area look tired and scruffy. The whole area is run down with too many houses with multiple occupation. The Swansea Valley is lovely.
- It's certainly not the worst place to live but with poor town centre and local facilities/attractions it isn't the best either.
- Lifestyle is good, however the economy is on its backside, city centre is dying and a lack of good quality employment.

- A great area to live, however, I do feel that the city is run down and that the regeneration is a bit of a white elephant.
- Access to beaches, parks and countryside is excellent. City centre is a mess but this can be avoided by using the out of town retail parks.
- Geographically it's great, it has a good football club and overall leisure options are good. As a city it is quite friendly (granted, it does have its rough spots) and the regeneration being talked of is promising. In terms of lifestyle options, it is good. Why not a higher score? Shops and lack of options within the City Centre.
- Amazing access to beaches, footpaths and beautiful Gower. Poor traffic congestion. Poor city centre and general shopping experience. lack of investment in West Swansea as it isn't a labour stronghold.
- Access to the Gower is great. Public transport is very poor as is shopping facilities in the City Centre. The shopping centre is dying and while Cardiff is the capital and major city it's attracted big names that Swansea is simply not competing with. Parc Trostre in Llanelli is a success story and Swansea doesn't have a decent out of town shopping area. Fforestfach is limited and traffic often gridlocked.
- Good transport links from where I live in Gowerton. City centre could do with more shops and more street style cafes and not bars/nightclubs, less traffic in city centre and more pavement seating areas.
- Love the costal access and the general friendly shopping centres. I like the local feel. I cannot score higher than this due to the lack of a cohesive city centre.
- The town centre has been ruined by the lack of investment and anyone travelling into Swansea from away would be met with appalling views. Why did we bulldoze everything that made this city great when others saw the potential and kept it all in their cities?
- We have wonderful beaches and countryside but our city centre is left behind in its attraction. Wind Street is a blight on our city. While we have excellent sporting tradition in football and rugby other sports are left behind. There are no major sporting arenas other than the liberty. There are no large indoor arenas to attract regular world leading music or entertainment. Traffic management in tourist areas such as the mumbles is appalling.
- Excellent place to live in terms of proximity to the Gower and its beaches. Swansea town centre does not have the draw of other cities, for example Cardiff or even Carmarthen.
- Great beaches, walks, views. The majority of areas and people are downtrodden, and poor. Not great weather
- Too much rubbish especially on beaches and around student and multiple occupancy properties.. Constant road changes. Vacant scruffy building in town centre. Expensive and lack of car parking. Lack of decent shops. Disgraceful behaviour in wind street preventing other users going there .Too many student /multiple occupancy house in previous residential areas. Huge drug problems .
- The weather and small town mentality. Lack of a vibrant culture.
- Only thing lacking for myself are men's clothing shops.
- It's just shabby
- Other areas are moving forward I feel Swansea is standing still.
- Neglect of the councillors over the years in supporting the wrong things, started in the 70s and planning officers have no fore sight

- Beautiful coastlines, but the city centre is run down and in need of renovation.
- Prefer to shop in Cardiff however love the Gower which is so special. The Town Centre is a shambles in Swansea it is not attractive and is missing some major retailers. Parking is an issue as well.
- Shopping and restaurants are fairly average, traffic is pretty awful, shame there is a dog ban on the very underutilised beaches in the summer (particularly Swansea). Swansea Valley (Clydach) is the forgotten land (all hail the magnificent Mumbles). I don't even get Swansea Leader. On a positive note people are friendly, there is a vision (although not sure how realistic it is).
- Swansea is a great place to live. It's full of culture, community and great people and there's always plenty to do. I could have marked it higher although sometimes I feel as though Swansea could be better, cleaner, easier to navigate and where large companies like Apple and John Lewis can be. Many of the buildings in Swansea also lack character.
- Road conditions and anti-social behaviour are the main reasons my mark is lowered.
- The city centre is in dire need of regeneration and many of the units are vacant and dilapidated - I am concerned that the long delays we have already experienced with these projects will continue to run on until the city centre is completely run down. The council's budget is declining and this limits the investment and upkeep of public facilities, e.g. play areas with old equipment and limited grass cutting which affects the space for children to play. Many schools also would benefit from investment to bring them up to date and fit for purpose for the modern world - this is happening, but slowly and not universally across schools which need it. On the positive side, we are blessed with the natural environment and opportunities to enjoy it (when the weather permits!). We also benefit from a range of amenities (both private and publicly owned) which have improved over recent years and hopefully will continue to improve as regeneration projects progress. Schools benefit from high standards of teaching and a range of opportunities beyond pure academia.
- Proximity to Gower, Brecon Beacons, sea side. Friendly people, good services
- Appalling road and traffic system with an obsession with traffic lights, constant gridlock because of this, poor condition of roads, lack of quality job opportunities
- I feel pretty safe living in Swansea and I feel the county does try to make Swansea living more pleasant and innovative. However the council tax is very high for the access to services we are getting and it is only becoming more limited.
- Plenty to do near to everything lovely scenery.
- Ugly and run down. No comparison to a cosmopolitan city such as Cardiff
- A beautiful location & a generally pleasant & relaxed atmosphere; however the road infrastructure needs improving/ re-designing to acknowledge that motor cars are a fact of life & that the presumption that people will cycle or take the bus is incorrect. A properly designed road network & the provision of ample cheap or free [at least initially] parking will allow the city centre to succeed; but without this any money spent will largely be wasted as the customers with sufficient disposable income to allow a retail core to succeed will travel elsewhere to shop at locations where they can drive to & park outside of their chosen destination at a reasonable cost or for free.
- We have an amazing outdoor parks, coastline and countryside to enjoy, people are friendly and helpful and facilities are generally good.

- I love Swansea, it is my home town. However the city centre is an absolute disgrace, the Kingsway a nightmare and public transport ridiculously too expensive.
- Too much traffic and bad traffic management on the roads. Seem to have a policy of if in doubt, put in traffic lights. Some areas are quite scruffy and dirty looking. Think there could be more pride in the area. Also people of Swansea do like a good moan.
- Swansea has some great features but its potential has not yet been maximised, the City Centre is not attractive, parking is too expensive everywhere in the City. Tenby is much more of an attraction and in the city centre you park for up to 3 hours for 50p - this attracts more tourists!
- The Gower, Swansea Bay, friendly
- It's alright not too big not too small. But not enough graduate jobs really to take the city to the next level
- Friendly Gower beaches Negatives city centre planning infrastructure not co-ordinated
- Approach in to Swansea via Rail needs cleaning up
- Beautiful coastline and countryside and reasonably good facilities.
- Quality of life is good but I think that Swansea is lacking in things like culture and there are areas that are run down.
- Beaches , Parks, Friendly people but poor city centre
- The outdoors is spectacular but unless you are mobile, it's not accessible. There's also a lack of quality cultural and artistic activity, plenty for classical musical or under-fives, but otherwise not enough or not consistently enough to attend something on a regular basis. For example, a lack of quality cinema, lack of professional theatre, music, dance and art.
- Job opportunities are limited and the City centre has no focus or real vision for being a city of destination
- City centre is looking old and tired. It's not until you go to another city that you see how bad Swansea really is. Hopefully after the city is re-developed things will improve. You need to include the wonderful bay/beach area within this development- many parts of the UK would give anything to have this on their doorstep. How about introducing more restaurants and cafes on the front - the one opposite St Helens seems to be doing well. You can't get in Verdi's or the new Croeso lounge in Mumbles- so the demand is there, give people a reason to visit the front and open some more public conveniences - not close them down - the elderly NEED them and get some new "trendy" lighting in the area
- Poor City Centre Offering, which is declining, 2. Few well paid jobs, 3. Poor and expensive public transport, 4. Relatively low household earnings relative to the Wales average and the rest of the UK, 5. Poor strategic co-ordination and promotion of our natural assets,
- Poor city centre , and I think some areas of Swansea are often neglected because of the effort and money poured into Swansea East etc.
- Road system in city centre is chaos to many lights and roadwork's. City centre looks like a third world country very depressing and dilapidated. Very poor range of shops not enough individual owned shops, mostly chains. Very difficult to park in the city centre its very confusing: signs and system and assorted times for parking ever changing puts you off going there at all. Not enough green areas in the city centre Castle Square looking like concrete jungle not inviting. Interesting old buildings with historical and cultural significance left to go to rack and ruin. Too many speed humps everywhere do they really need to so big and ugly

for traffic calming. Sea front not great compared to Aberavan which has something for people of all ages and is clean with quality street furniture easy parking toilets etc. The quality of the buildings in SA1 is terrible very low standards for building: poor quality fronts that wear very quickly not solidly built. Compare these to Cardiff Bay which obviously has much higher building standards; solid well-built attractive concrete flats. Can't imagine what it is going to look like in a few years.

- not awful but can't compete with neighbouring counties such as Bridgend/Ogwr
- Can't beat living on Gower with 17 beaches and coves and plenty of wooded areas. Blocked hospital beds leaving others to die and not get the treatment they need in a timely manner is the only thing that is letting Swansea down but the state of the NHS appears to be a UK wide problem
- Lovely views, cost of living relatively low, good schools, beautiful parks. Traffic systems are however poor, city centre is drab, not a lot to do with children when it rains...
- I loved Swansea when I was growing up. Our coastline and especially the beaches are beautiful. However, as I get older and travel further - I realise that as a city we are falling behind in almost everything. So we don't have glorious Mediterranean weather, but we do have a fabulous coastline, minus THE BASIC FACILITIES to make it more tourist friendly. I don't feel that we ever came out of the recession... Why, because most of our shops remain closed. What happened to them all and why is Cardiff able to invest in so much. Is it because they have the Welsh Assembly and first minister, or because they do not care what happens to the rest of Wales. Perhaps these important people should travel to the smaller towns and realise why we actually voted Brexit. Take a look at Morriston, it's full of takeaways, barbers and hairdressers. How are older people and disabled managing to shop? OK, they have bus passes, but they still need to carry shopping. Many cannot afford cars and are not able to drive, plus they don't have the internet or are unable to use a computer. Our services are stretched to the limits. Social Services and the NHS is splitting at the seams. Our education and housing department are in a similar condition. If you can drive you can't park, for instance look at Morriston Hospital. How old is it? And yet it's having millions of pounds spent on modernisation. It's dirty and like a lot of areas in Morriston has a sewer system from the Ark. Florence Nightingale would turn in her grave. But they keep building and have added limited parking, which is not enough for the staff alone.
- Friendly people. Some lovely areas -- from the beach & the Gower, to the river walk along the river near the stadium. Small and "manageable", yet with enough variety to be interesting. Indoor market.
- Swansea has great outdoor spaces and some areas have a good sense of community. The public transport is good. But some aspects are not so good eg the recycling and rubbish management is stressful and difficult to manage for many people, and little is done about crime.
- It's a great place to raise children, so close to the sea and lots of parks, museums, pools, lovely prom for cycling, free Lido etc. Enough shops to cover the basics, easy to get anywhere by car. Good schools, overall a very nice place to live. Only problem is the deprived areas and some people who can really spoil it for everyone else.
- You can find everything that is needed to live reasonably
- Great natural environment; poor mix of city centre retailers.

- The city has a good blend of both rural and urban. However the city centre needs to be updated and provide additional facilities and activities for families.
- There are lots of social problems in Swansea, inequality and drugs. I love Swansea as a whole but not the city centre and avoid it as a result.
- (Living in Rhossili) Clean air, CCS is responsive to Footpath maintenance (but not for Highways), refuse collection good clean and tidy, schools could do with more teaching staff per pupil particularly as the local primary/junior school has failed further on this last inspection, GP surgery appointment availability is quick and efficient, NHS surgery and procedures is efficient and good but internal communication is very poor, ambulance service is bordering on dire for response times but is not surprising given the finance problems and facility availability, policing is visible given that there is no permanent presence in Gower, not experienced fire service, HM Coastguard is exemplary with its cover and service it offers to the community and its visitors.
- Poor public transport infrastructure and road system Our city centre is abysmal and dying a death There is a lack of good jobs and salaries in Swansea Our only saving grace is the fact we have the Gower and fabulous countryside on our doorstep
- I and my husband moved here two years ago, and are essentially very happy here. It is however not possible to overlook the reasons for not awarding the full score: 1) Rubbish everywhere. I realise that the Council is doing its bit (well most of the time), although imposing more severe limitations on the number of bags etc. is unlikely to reduce the amount of rubbish that is simply thrown into the nearest shrub. But the citizens certainly need to be educated more rigorously, and that does not seem to be happening, or to have any effect; 2) The number of homeless people; 3) The huge drug problem; 4) Stray animals endangering both themselves and others. The council should e.g. enforce a ban on tethering horses on public land, and make it illegal to own any animal without the knowledge and means to provide for it.
- Positive - is the environment and landscape, friendly community and the fact that it's my home. Negative - is the dominance of cars in the city centre and lack of sustainable transport alternatives and the diminishing green space
- Poor city centre and roads let the score down
- Great open spaces, access to beaches, Gower, Clyne Valley, Singleton Park, good cycling provision are big positives. Issues with litter and traffic, tired looking city centre and not making the most of its natural resources (Tawe, Kilvey Hill, Crymlyn Bog, linking city to beach) stop it scoring higher
- The countryside, open spaces, beaches and access to all of these places is important to me. I think that this scores a 10 for me but I find the neglect of some areas of Swansea depressing and the city centre has declined so much since I moved here 30 years ago that it has little to offer now. It is so dominated by roads and cars that it is unpleasant to walk around. Trying to cross the road on the boulevard makes my blood boil. It's not very vibrant for such a big city in such an amazing setting and people who are trying hard to make it more funky aren't very well supported. There are areas in the city that could be improved by turning them into green spaces and I have noticed that where the street trees are looked after I feel uplifted. These only seem to be in the more expensive areas of Swansea though. Hence the score of 7.

- I enjoy living in Swansea it is lovely to have the beach and parks at your doorstep and people are generally friendly and accommodating things that's need improving are the homelessness crisis, the state of the city centre and more culture performance and art to make it a modern cosmopolitan city.
- The beauty of area and friendliness of most, is blighted by chronic litter problem and the amount of boarded up shops drug abusers on streets within City centre
- There are a lot of free and low cost activities available in Swansea. Before Swansea I lived in Milton Keynes. Milton Keynes has a shopping and coffee shop culture. There is little else to do and it is expensive and lonely. Swansea has loads to do I will elaborate in brackets:
Outdoor space (Parks like Cwmdonkwin, Singleton Woods like Kilvey and Penllergaer not to mention the beaches which I can access on the bus!), History (The castles, The Dylan Thomas Walk, even a plaque remembering the Rebecca Riots in Pontlliw)and activities (the libraries have so much on, the play bus, the waterfront museum) Last May I went to a family day at Coedan Fach (again on the bus) and for a donation we took part in pond dipping, storytelling , treasure hunt, toasting marshmallows and making bird houses, Last year I went to the Chinese new year celebrations at the waterfront museum and the amount of things I can access at the libraries (especially central library is incredible I go there almost every week and after I go for a walk on the beach and take my children to a café if we have money). My eldest has taken part in mad science for free in Gorseinon library and this half term we are doing a free creative writing workshop at Dylan Thomas. I have lived here almost 9 years and it is magical, inclusive and beautiful.
- Wonderful beaches, parks, green spaces and leisure and cultural facilities.
- Nice being near the sea. Not nice - lots of rain. It's going to be the same as living somewhere else if you work full time.
- The sea, the bay the Gower peninsula, the people who care.
- Swansea is a good mix of everything good such as the environment, the majority of people. It's an ideal place to live and work.
- The sea, the hills, and lots of trees and green spaces. Great access to Gower and wonderful countryside - although only if you have a car.
- Friendly people and a beautiful part of the world with the coast & sea. Too much poverty though a big east-west divide. The City Centre has never recovered from the effects of the blitz. Poor and expensive public transport.
- Love the beaches but the city centre planning the transport system could do with improvement.
- Swansea council have no understanding of the commercial needs of the businesses in Swansea
- Feels like a safe place to live. More projects needed to regenerate town centre and improve infrastructure. More money should be given agencies such as Citizens Advice to give support to the community.
- Great environment, very cohesive city, good community engagement, but poor/ shabby city centre/ poor road layout/ not very good/ very expensive public transport.
- Positives - natural resources, some Welsh culture, good mix of people. Challenges - many areas have poverty with associated problems such as ill health. Many areas also include a lack of confidence amongst much of the local population which has perhaps lower

attainment and lower job prospects. Many of the jobs seem uninteresting and the increasing dwindling of public and voluntary resources suggest to me that this situation is likely to continue.

- Living in Mount Pleasant which is overrun now with HMO's and unkempt housing land in the area (which has grown wild and blocked once beautiful views at the back of Hewson Street) I'm ashamed to call the area home. The druggies scattering the streets especially High Street where I work as a professional is also very disappointing.
- Inefficient rail connections; high council tax
- Swansea jobs are few and far between. Many of our shops have closed and not reopened. Our city is a mess. The Council is struggling, as is our education department, Social Services, NHS etc. When they talk about the problems in England, why do they never mention Wales? Brexit is a necessity. We have to control the number of individuals entering our city and country.
- The potential is huge - the location is fabulous but Swansea is already being left behind compared to other cities. It needs to be more forward thinking. GP services are not great - the availability of appointments is bad. My local GP surgery has lost more than half its partners. They're doing their best, but the fact this can't draw good GPs and even surgeons/consultants is a real worry. My dear is Swansea will go backward and backward.
- Good beaches and parks, town centre is being regenerated which it needs. Swansea needs better job opportunities and to get more people into work and off of benefits. Lots of poor areas
- Useless council bad town planning. Swansea has the best bay and countryside but has been ruined by the council. High council tax
- Everything is on our doorstep: beach, countryside, shopping area
- I've lived in other cities over the last 30 years and find that there is nothing much to occupy your time in the evenings. I'm not saying there's nothing! For working people who work 9-5 though, it seems limited to me. No wonder people end up resorting to the pubs and clubs and clubs for entertainment. If this is all there is to do, I'm only giving a 4/10
- Public Transport could be a lot better.
- Swansea has some good opportunities, it's beautiful and people are pleasant. However services are not always accessible.
- We are fortunate in being surrounded by beautiful countryside, and personally I live in a pleasant area with generally good services and a sense of community. However, there could be improvements e.g. better bus services, easier access to see a GP at the health centre.
- On the positives- Swansea is an artistic vibrant city filled with visual and sonic arts and fantastic community organisations. It has beautiful countryside/ beach side and has great parks. On the downside the city centre is horrible with poor selection of shops and lots of empty buildings. The traffic system is ridiculous to negotiate as a pedestrian or driver. There are large social inequalities and lots of stigma faced by poorer communities.
- Good Beaches, near the Gower reasonable shopping. Negatives amount of rain!
- I was born in the city and have many friends and family that live in the area, and am always supported by them.
- Was born here

- There are certain areas of Swansea's town centre that need working on. We have some fantastic beaches in the area but could do with investment for attractions that would bring more people in. After all we are a premier league city that looks rather shitty to other city's
- Swansea's overall appearance is bleak. Streets are dirty and buildings shabby. Everyone seems depressed all the time.
- Lack of significant business, poor road design that is actually causing deaths, high council tax, old shopping centre, cars treated as unwanted - park and ride so stupid, bendy buses idiotic.
- It's a beautiful and vibrant place. In general services are good although there are some problems and areas where crime and poverty/social issues cause problems
- So much potential - but the City Centre lets it down badly. Plenty of plans...but then there always has been. Need more top name shops - for men as well as women.
- Although many people, including myself, will be quite happy, there are a large number of people living in deprived areas, and through funding issues the support services, such as Family Centres, run by Faith in Families, are in danger of having to stop.
- Location of Swansea is excellent with beautiful beaches and parks, and my own local area is outstanding (Brynmill/Uplands). However, the city centre is of poor quality and the level of alcohol and drug abuse is out of hand and puts me off living in the city and going into the city centre.
- Its fantastic location
- Close to the country and sea.
- We have excellent parks, woods and beaches
- Most things are ok but lots could also be improved
- There are less shops lots of closed down businesses
- There are many good things about living in Swansea: it's safe, not too big, lots of pretty places to visit and enjoy, interesting people and friendly people. But things could be better such as more investment in to some areas to improve them, more restaurants and cafes locally, better transport and less congestion. More spaces for young people and accessible places for people with disabilities. Swansea needs to make the most of the sea front location like other similar places with a main road along the sea front (Brighton, western supermare) however the prison & b&bs do make the main road uninviting. I like living in Swansea as there is always something to do or somewhere to go, Swansea is getting better at encouraging creativity, small business and getting people to express themselves.
- There is so much to see and do in and around Swansea for people of all abilities, likes, and hobbies. The only thing that made it lose a point is the litter in some areas is awful, especially on rubbish collection days. This could be improved with wheelie bins!
- Too many boarded up shops, inadequate street cleansing, expensive car parks, inadequate public transport, awful road layout in the city centre, frequent, aggressive begging in the city centre which is intimidating, poor shopping centre with too much emphasis on out of town shopping parks.
- The beaches and countryside and easy access make Swansea a great place to live, my local area, (Cwmdu/Gendros) is far from beautiful or lovely.
- Gower & surrounding area is fantastic, beaches are wonderful, mumbles is developing (more outdoor cafe culture and less traffic should be encouraged) Poor transport links to airport,

train station etc Very poor retail in city centre More could be done on beach front (Brighton is a fantastic model we could use for ideas)

- The town centre of Swansea is dead, full of charity shops, betting shops and cheap shops. The Market however is a bonus, friendly people and a 'Welsh' feel Encourage people to come to centre by special parking rates?? Bring back the tram! What a tourist attraction that would be and well as being practicable.
- Swansea has many great things but some things let it down. The high number of HMOs in our area, the weather, and the distance to key places such as Heathrow or the Millennium Centre
- The City is out of date and run down, but the scenery is amazing
- Best city in the world, I would not be interested in living anywhere else. We have everything you could wish for in a home city, city, country and coastal. The future of Swansea is really bright a lot of major developments on the horizon
- Great location, friendly people
- TOO MANY TRAFFIC LIGHTS/RESTRICTIONS/ROAD WORKS/LACK OF PARKING
- Depends by where you mean Swansea, if you mean the City Centre and some surrounding suburbs then no as the City Centre has become very run down in recent years with many shops along the Kingsway being boarded up! If you go back 15 - 20 years that part of town was more bustling and great shops!
- In comparative terms our streets are relatively rubbish free (at least we have people employed to address this). We have regular bin collections (all be it not always great if you can't put all of your bags out and upon taking to the tip some things get banned so you are stuck trying to work out where to dispose of them) We have a variety of nice shops in the centre but there is definite room for improvement (local sole traders could be used on a rota scheme to fill empty units and still get a small amount of money back in rather than no money at all). We have adequate bus services, park and ride is a God send and saves on the crazy parking rates in the town centre. City's dog warden scenario leaves a lot to be desired and it's not actually working as it said it would on the website.
- City Centre is a mess, there is litter everywhere in the City, the roads and pavements in the city are in a horrible state of repair
- Feeling safe is the main reason for liking living in Swansea. However, the city centre has not improved since I moved to the area 25 years ago. The city centre is rundown and Cardiff has progressed in leaps and bounds while Swansea has logged behind. Major regeneration is required. There aren't many sustainable businesses and lots of businesses have ceased trading, just look at the restaurants. Not much choice compared to Cardiff.
- I love Swansea because of its beautiful Gower coast with fantastic views and plenty of places to walk. The people are very friendly and I like the area I live in where there is a close community
- Waste of valuable funding to build a new civic centre when all they need to do is to keep the old one?
- It has a wonderful seafront and exceptionally beautiful countryside within easy reach. * It has a forward looking, progressive Council and political leadership. Despite ferocious cuts handed down from the Westminster government the leading political group has put people first and protected public services on which people depend. * It has a reasonable offer of

shopping outlets and cultural attractions. * Swansea people are friendly. * It has two excellent universities.

- Very high council tax, inflation is increasing and the value of the pound has fallen compared to last year. Street lights have been turned off at night in select locations. Police services blocking off Morriston Cross for hours if meant cars had to turn around. This costs thousands of hard working motorists extra because they has to use additional petrol. Not to mention the extra stress on their brakes as I saw them having to turn around. They would probably had to go around causing a significant increase in Carbon Dioxide. For me it was a significant inconvenience as I had to cycle around the blockage, it put more wear and tear on my tyres. It would have also put slightly additionally greater wear on motorist's tyres as well. The hidden costs were for the motorists and tax payers. Furthermore it costed queues as many people us the area especially on Friday at 18:00. I personally saw officers diverting traffic yet the traffic lights were working. I cannot understand why they were causing such delays. Another problem is smokers leaving their cigarettes on the street after smoking them.
- Close to the sea, good education, reasonable health care, and a Premiership Football Team!
- People are friendly and familiar, environment is beautiful, its full of communities and character, it's a city but not big, its lots of villages and you are never more than 2 handshakes away from a fellow resident.
- Lovely people

Q.8 Children have a good start in life

- The questions are silly - how should I know?
- The nursery we have for our children is fantastic and the 3 hour free childcare initiative is fantastic. It would nice to see this extended as I feel it's quite short. My biggest concern is class sizes. I went to Penllergaer Primary school myself (late 80's to early 90's) and now my daughter goes to the school, which appears to have doubled in size! It is very concerning to think that even more houses are planned for Parc Mawr. Whereas I am not against further development in my village - the more the merrier! - It would be nice to see proper infrastructure plans put in place first. I have the feeling Swansea Planning are always trying to put the cart before the horse. Our school will explode if they have any more children! However, I do have to say, the school and teachers are absolutely fantastic.
- Yes more help and education for parents on health, better interventions and more community projects tackling poverty.
- Personal experience of being failed by children's social services which they admitted to in their own records never received any explanation or apology for this short coming
- Better parenting !
- When I was a child growing up in Swansea, I even though had asthma, was still able to go out all day and play with my friends in the local park, without my parents, just my friends. You cannot do that these days, I know it's not a Swansea problem, but it's now unsafe to leave children on their own, but if you had a area in Singleton Park or any other park that was sealed off, but had one or two wardens, male AND female keeping an eye on them, then the parents could pay the wardens a certain fee, and the go off for a chat on their own, then come back for the kids, with cctv ,should be safe.

- There is a huge divide between the affluent West side of the city and the deprived central, east and northern fringes. There are massive issues with parenting and social care for young children.
- Even with the explanations these questions are too vague. My experience would suggest higher scores but I cannot relate a score to 'other areas' (although I fully understand the generalisation of less well-off social groups). If you are looking to tackle the less well-off social groups then Education and Employment opportunities have to replace the 'benefits culture' that undoubtedly exists.
- Encourage people not to smoke whilst pregnant, or when they have children.
- I really don't understand what you are asking me to score. While I read your links and you think something is a 5 how am I to judge. The statistics overall make quite poor reading. Intervention over the last 30 years doesn't seem to have changed the message that having a baby gets you social housing because Costal seem to have taken over Swansea with social housing. Parenting skills often seem poor when you see how many children behave in public. Not the child's fault, clearly the parent is to blame. With wide access to the Internet there is no reason for people to not research how to improve their parenting technique but instead it's created a generation of keyboard warriors who are more interested in what they are "entitled" to.
- As stated there are a lot of initiatives including flying start, the more these initiatives are embedded, the better the outcomes should be over time
- Too many social care children known. Poor parenting and benefit fraud. Budgeting on non-essentials rather than good food.
- Better readiness for school activities for children in all areas not just those in target areas. More resources for non-educational services - Language and Play, libraries, Mobile Toy Library, Play etc.
- On experience, there is wide spread drug abuse in Swansea. This affects children who do not attend etc. this is a beautiful place to live, but aspirations for the average council estate is low due to low paid jobs.
- We need to learn from our European countries that the term times are too long and that we need to put less pressure on our children.
- The divide between the wards traditionally perceived as being 'poorer' there is a clear and marked divide.
- It is good to see interventions such as Flying Start in Swansea which are really making a difference, but more support for smaller voluntary groups like food cooperatives etc. is needed to tackle poverty early on. I also think that community education needs to be improved e.g. cooking classes in community centres, job application assistance and open days. This will be even more important as the services offered by Communities First leave us in June.
- Programmes like Flying Start or only available in certain areas. I believe Social Services do not act accordingly (through personal experience) If they intervene when things initially arise or get reported then it could save a lot of their time and help protect the child/children in question. Things need to be reported multiple times before action is taken!
- The flying start initiatives have really helped parents in lower income areas, and this should continue to be supported in order to enable new and expectant parents to access resources

and support as well as parents with older children accessing the childcare offering. Community midwives and health visitors are pivotal to supporting maternity and child health and wellbeing - I have found this support to be variable having lived in two different parts of Swansea whilst having my two children. I think it is also worth noting (my subjective anecdotal experience) that there is a gap for parents who don't really fit into well off/economically deprived. I found I couldn't access any free support, so to engage with mother and baby/toddler groups/classes etc my only affordable option was through my local church which made me very uncomfortable - I just did not have the disposable income to access many opportunities. I relied on my local library and central library for social/learning opportunities for nothing/affordable costs.

- My children are older, but when they were little, the other children in school and play groups in our area were healthy and developing at a normal rate.
- I do not have children so do not have the experience to answer these questions accurately.
- The assumed scores are confusing social engineering with the city as a location. The disinterest of some parents over how they raise their children should not score adversely for the city as a location to live because parents with this lack of concern or any parental responsibility will behave similarly wherever they are located, therefore this is not a geographical factor & should not be included in the assessment.
- Having been brought up in England I still can't get used to children starting school at 3. Too young.
- Not enough midwives - women being forced by doctors to go naturally despite clear issues and then having to resort to last minute C-sections with mums needs transfusions as they lost too much blood and the whole experience was more traumatic than joyful. Of the 9 women I've known that have given birth in Swansea in last 6 years only 2 had straightforward births, all others ended in emergency C-sections, all ended up with long term problems with scar tissue adhering internal organs to each other, 2 had to have blood transfusions and almost died because they were left too long, my sister almost had a dry birth and baby had to be yanked out covered in raspberry marks ruining all her first baby pics. Midwives opinions are ignored, mother's opinions ignored as docs say they know best but they don't always it seems. Flying start in Swansea is excellent but should be available to all areas. Parents don't always seem to prepare children for school -expect schools to potty train, teach them to tie shoelaces, complete homework with them. Parenting classes should be included in antenatal care more and Swansea should offer mandatory post-natal classes to new parents to guide them in taking active participation in the young children's lives from 0-4 before they start school
- I think Swansea - as an area - provides a good place to live. Low pollution, relatively low crime, but... parents have to take responsibility for their children and the government has to work much harder to bring new jobs to the area.
- I think you on the right track. More funding always will help, but the main difference will be empowering people to do the best job.
- Difficult to score as some children have the benefits of a stable home, good accommodation and supportive family/network whilst others live a very precarious existence.
- Take better advantage of natural and cultural environment and community resource
- Better cookery classes in school, a stronger message about healthy pregnancies is required.

- No joined approach between Education, social care and families who are not on the spectrum for being in need of assistance. Families from all communities especially those of working parents need assistance perhaps more so than those who already receive a great deal of financial help no matter what scheme it is being enveloped in. Data used to inform the successes of these initiatives are small samples.
- I work in a primary school and over the past 20 years there has been a drop in children coming to school who can go to the toilet, put their coats on unaided and their speech is poor.
- More early learning provision and parental support for under 5s.
- Experience of fostering leads me to believe there is still along way to go with child protection. School meals are not a great example of healthy eating. Bring back kitchens and let kids prepare and handle the real food they will be eating
- Children's experience varies according to location; in more affluent areas there are more pre-school groups etc. Perhaps more needs to be focussed on getting parents ready for parenthood and supporting them through the difficult early years - and maybe social services is not the agency to do it - should be a more community focussed activity
- Not all children have the same start in life. Many are lucky and have parents that will help and support them during their early school years. However, some have more issues than others and find it harder. This makes them frustrated and can cause behavioural problems. Because our services are in such a mess, a lot of abuse is missed by Social Services and the education department.
- There is a great diversity across the city with regard to children's early years opportunities
- I think preschool children are NOT healthy because parents are uneducated about nutrition and cannot afford excellent food, and basically in a world of sugar, fat, sweet treats and incredible pressure from advertising it is impossible to keep children healthy and still have them part of mainstream society. Everywhere you take kids to eat there is rubbish and mostly sugar, fat and carbs to eat. School meals are not good either, heavy on the carbohydrates. There are nice parks but not enough free activities for kids to do that don't involve having to drive somewhere and park. And parking is difficult, expensive and challenging. Schools are like mini-prisons, and parents are under more and more pressure to force kids into classrooms and before and after school clubs. I think that is bad for children's wellbeing.
- Children are definitely born in a place where they have a chance of a good start in life. Lots of outdoor recreational areas, good schools and lots of support available.
- I believe many of our children could be given a better start through a combination of improved parenting and family stability.
- Teachers often end up being social workers, they need much more support to allow them to do their jobs as teachers.
- Varied social integration for pre-3 year olds is important. My three grandchildren have all had a good start by having both varied adult family integration and pre school activities with other younger children. As a consequence the two school age children are both at the top of their respective classes.
- Based on reports from a friend who is a youth coordinator and on personal observation, Swansea may be facing similar issues as the rest of Wales, but that doesn't mean that the

situation is good, or that it cannot be improved upon. What I observe is A) Far too many teenage pregnancies; B) Very small unsupervised children playing alone near or on the road (!); C) The same children showing language 'skills' that indicate a very worrying domestic environment; D) A seemingly quite common inability to actually speak and write English correctly, also in adults (in English first language speakers).

- Well my children did but I am aware that not all children have the same experience. Children need access to a good quality environment from an early age. We need to make sure this is possible.
- To be honest I have not got a lot of experience in this area apart from my own children as I have no family here and only a few friends. I would however agree that there seems to be big differences between the more and less well off areas of Swansea.
- I think there is a lot of work that goes into children having a good start in life. Flying start is great but I think it should have a needs based assessment rather than postcode. So statistically if a child is born to a young mother, or in foster care, or on a child protection register they should have access to flying start. But rather than 'flying start' being a nursery - it is a place / entitlement to a free nursery place in the area close to where the child lives. I have also noticed design to smile no longer work in the community but rather in schools and I think it should start with educating parents. Also to have the best start we know a baby should be breastfed there needs to be more breastfeeding support paid workers or volunteers.
- More information from health visitors in an easy to read format on good practice related to parenting, e.g. good foods to eat and those to avoid, the importance of reading to your child, the importance of a routine, etc. etc.
- Pure guess. Not as bad as some other places but perhaps better than others.
- Globally Swansea is doing well but cutbacks to services and in particular the lack of support to non statutory services that have more freedom to initiate new ideas swiftly, to try out innovative ideas is short sighted in the extreme.
- Early intervention and more sure start schemes are needed.
- There is little preventative support available when a child needs do not meet the social services criteria.
- Lack of flying starts and social services leave a lot to be desired
- The gap between better off and less well off children and families is the most concerning thing.]
- Maintain or support initiatives and services in local communities wherever possible. Some services for children and families may be under threat (e.g. if communities first folds). Find ways to seek necessary funding as well as suitable premises to support children - pre school, school age (after school clubs, holiday clubs etc).
- Because our services are in such a state, many children who are mentally, or physically abused are missed. Health visitors, doctors, nurses, social workers and teachers are struggling to cope. Children that need support or a safe home are being missed. Classes are too large. Children with behavioural problems are being neglected, because professionals can't or won't spend time looking deeper into their problems.
- These questions are difficult to answer - it's not clear what the question actually is!

- I agree too much poverty in Swansea where parents are not caring properly for their children, there should be more intervention especially when the parents are addicts
- This should have nothingness. Nothing to do with the council
- Flying start and the family centres (faith in families) are trying to address this, but with the exiting of Communities First this will have an impact on children in poor areas.
- Child protection - be cautious not to be over zealous with issuing cautions to parents
- Stillbirth levels are high in comparison to other areas of the UK.
- I don't have personal expertise or knowledge in this area but was concerned that the issue of safety was largely about domestic abuse while I believe there are other threats as well and it wasn't clear to me that the full breadth of safety issues were being considered. Having said that I recognise that a good secure home is important in building a child's confidence and understanding of risk, and that this is important in relation to grooming, bullying, online chatrooms etc.
- I am not too informed about child welfare in family life. However, I am concerned at physical punishment used in public spaces, poor teeth, delayed communication abilities and limited aspirations. many physical environments are not conducive to safe outdoor play and there is much discrimination given to children and young people from adults. The city centre is also uninspiring for children and young people. This is based upon my experiences living in townhill.
- Most of these questions the answer would depend on individual families circumstances
- Services are available throughout the city but if they are not taken up whose fault is it.
- The work our family centre does in class is amazing but they need more funding to keep doing the good work they are doing as without their help and the things they do for me bring up my son would have been a lot harder and the groups they do help me out.
- Stop taking away valuable resources from deprived areas of Swansea
- There are massive differences in the health and well being of children in the county. There are many areas where deprivation is a massive problem. there are some schemes currently running that are making a real difference, such as flying start, but there are areas within Swansea that need more help than these schemes can provide.
- In some areas of deprivation children are entering school unprepared - serious speech and language problems, often not toilet trained. Financial support is required for those organisations that provide help and support to this group of people.
- The level of poverty, substance misuse, domestic abuse and parental education has a huge impact on the lives of children. Whereas I believe the council is doing great work around this, there needs to be more accountability on parents as well as support.
- More pre-school initiatives and care for children would be an improvement. Massive differences in affluent to poorer areas and not many schools offer wrap around care for those that have to work.
- Widen the provision of Flying Start. Encourage more home births
- There needs to be more back to basics and help from midwives/health visitors/council/government to help new parents with the everyday needs e.g. Hygiene, healthy eating, basic skills for their children to achieve and live a normal life
- More safe playing areas, bring back park keepers, cwmbwla park play area is bad for any child aged one and over especially the toddlers area, it is very very dangerous, slippery,

tarmac area with mud and moss and the only bit with safe chipping is around the play apparatus, between these little ones fall and hurt themselves, this is not right especially when I see the other playgrounds around Swansea and also they cannot cross St. John's road safely if they have a pram and a dog, and say another child to go to Manselton park, there is no crossing to the park and it is a very busy road, and bring back our parks like they used to be around here we need a crossing, they say there is not enough people that cross the road, that is not true, they can't cross safely that's why they don't cross to go to the park sometimes we have to wait 7 to 10 minutes even with the traffic calming bumps, and they have just provided us with a small green area at the park but it's too dangerous to cross, and bring back a part time warden to control the park, the owners of dogs, who some come from Penlan and are dangerously let loose on the bank behind and can get in on the sides of the park. We could do so much more. Also there are magazines that help learn about parenting, called the Green Parent, and there could be more done with the local community centres and local churches to teach about good parenting I remember looking for help with my teenagers, it was hard sometimes, and is very hard for those who are lone parents, more can be done. Young mum's feel cut off when they are little there should be a help line with the N.H.S.ABOUT how to cope with a crying child and lack of sleep, like a sort of Macmillan counsellors for young parents, to ring for advice. We have it for cancer why not part of the n.h.s direct. Health visitors should also call in with young mums for up to 1 year and then give advice on how to cope with terrible two year olds. Children need more safe outdoor places to play every 2 or 3 streets should have somewhere they can go that is near parents to play.

- I think a lot depends on socio-economic factors. I think more affluent areas of Swansea are perceived to have more investment. More investment in the more deprived areas of Swansea with good facilities and community is vital.
- I cannot answer these, it is very dependent on who, where and how the child is brought into the world.
- Educate parents. More affordable childcare is needed.
- There is Flying Start which I've heard such positive feedback. But I did think that areas around maternity are not effective.
- Lots of poverty in Swansea having an impact on child health and education
- I think in some ways yes with technology if they have access to it, but what about the home environment, some families expect schools to do everything which should not be the case!
- I used to work for social services so I think I have seen many issues on file that I would have been protected from previously.
- Don't know much about this
- More could be done to narrow the gap between those who are well off and not so well off in terms of making sure that the children are ready for school. Educate the parents so that they are supportive of their children and caring for them is a priority in giving them the best opportunities in life.
- Parents need more support when having a child
- Swansea's Children and Families Services are setting an example on many fronts.

- I have seen teenagers in groups walking down the street in dark clothing. They were smoking cigarettes and I believe they were under age. Sometimes they are very aggressive threatening which is surprising.
- We do not spend any time on the first years of a child's life, we ensure they are born as healthy as possible and then leave them to parents until they get to school. We are full of hope for them at birth, but do nothing for their potential, just roll a dice that their parents and their environment are OK. No wonder there is such a gradient across Swansea.

Q12. People learn successfully

- PISA scores low - so not so good in Wales - don't know about Swansea - think it is probably OK
- I think the Welsh school system should align more closely to that in England. I'm a proud Welshman but I would prefer my child to learn English, Maths and Science ahead of Welsh. I am concerned about the amount of time my child spends learning Welsh and possibly missing out on other more valuable subjects. I would like to support the Welsh language but not at the expense of core subjects. Generally, I think the schools, colleges and university campuses in Swansea are great. However, I think the actual syllabus & exam boards are weaker than that in England. I'd be the first person to set fire to the Welsh Baccaalaureate.
- There needs to be more lifelong learning opportunities for those potentially left behind. Welsh results are lower than England, this must be improved. Also the gap between high and low achievers is getting greater.
- Personal experience of very poor support from school & LEA when unable to attend school
- Barriers to childcare for preschoolers. Most of the rest of England and Wales have free hours of childcare to encourage parents to go back to work. Providing morning/ afternoon places in schools for under 4's does not help working parents, as you cannot finish work at 11am for example to collect children. This if anything, discourages going back to work
- Not sure our educational system is preparing students for work. Many parents have to pay private tutors to supplement the teaching students receive in school in order to pass GCSE/A Levels. This shouldn't be necessary and schools shouldn't take credit for passes if a pupil has received private tuition. Also adults cannot access part time courses for A levels. i.e. my daughter wants to do A level Spanish via evening classes but it's not offered.
- Many School properties need investment to bring them up to modern standards. Bishopston Comprehensive is a prime example of a school that in size is overcrowded, old and in need of investment.
- Colleges do not keep an eye on students attendance.
- People need the arts and sport to help them learn and enable them to be a more rounded person. Children should be taught to think and not just to pass exams - if more resources were put into music, art, sport, graphics and other creative arts this would have an impact on GCSEs and A levels.
- Not enough done to force absent parents to send children to school and there seem to be punitive punishments. However for well-adjusted families I believe the system is great.

- Given that half the letters and web pages we produce have spelling and grammar mistakes, I would let the university take over education
- It is good to see exam results rising. There is clearly good work going on in some areas. Some of the innovation being shown in schools such as Cefn Hengoed could be duplicated elsewhere. Just yesterday I was listening to a programme about a primary school where they had a no shoe policy for children and the classroom environment is much less formal. I never have had or will have children but to me it made perfect sense and the children interviewed clearly favoured this approach. I also think there are issues with 6th Forms, Olchfa for example depends heavily on parents subsidising their children's education with private tutoring, it is great that they can afford this but is it right. Is this fair on those parents who can't afford it and does it mean that 6th form teaching in particular is not up to scratch, these are after all young adults.
- Children and young people in Swansea are at a disadvantage nowadays because important youth services, community play and education centres are at risk. Many communities would benefit from more youth work and schools could be offering a greater deal to their pupils' during the evenings.
- Providing the people are willing to learn. I believe children learn from the parents, if there isn't 'any go' in the parents then the children think it's normal.
- Again, I do not have children nor have I been educated by Swansea Council, so cannot answer accurately.
- Far too much funding is being devoted to Education, at the cost to other services
- Target the parents of children not attending school by fines or with holding benefit payments, make parents take responsibility & assume an active role where they are capable of doing so; obviously those suffering from serious disabilities would be allowed both leeway & given assistance, but where capable the parents should have to ensure their children's' attendance & suitable behaviour during school.
- Does depend on the schools the children attend. Many Schools in Swansea need a massive amount of work done to them. I feel that they are well below standard. I also think the pressures on particularly primary school teachers is immense, just by looking at sickness absence would suggest high levels of stress in these areas
- It's all very well comparing education standards with Wales, but comparing them with England and they are poor. This would make the jobs market tougher for Welsh taught pupils.
- All very well learning skills etc but more jobs needed for people to use these skills
- I do not think the transition from school to work is best managed - too many competing institutions offer poor courses that generate funding from the Government (e.g. NVQ's in hairdressing). Education must focus on adding value linked to future employment (and obviously people who grow-up in Swansea need to be prepared for jobs outside of Swansea where many opportunities are). Also, financial education is poor.
- Create a robust future proof system to be able to compete with the likes of Singapore and China.
- Decreasing number of adult programmes available will have a social/health impact on adults. Schools provide a wide curriculum but choices are severely hampered by the number of compulsory subjects pupils in Wales must take at GCSE level. This also impacts upon

young people's enjoyment of learning. Some schools provide poor quality vocational programmes and have little understanding of the progression to post 16 vocational opportunities and therefore deliver inappropriate levels of learning.

- Educational standards are poor, there is too much emphasis on process. It's appalling that children are not encouraged to learn foreign languages and schools seem to be discouraging them because they'd rather concentrate on attaining high results in a limited range of subjects as opposed to offering a broad selection of subjects, eg, French to A level. French is perceived as being a difficult subject and isn't offered at A level standard in enough secondary's.
- There is still evidence being peddled that attendance is key to attainment. Surely having professional standards of teaching for all pupils is the key. Differing teaching standards are to the detriment of children in those schools affected and leads to a league table situation and over subscription of schools and travelling distance from home to school.
- Too much focus given to the Welsh Language, which detracts from focusing on core subjects as demonstrated by the PISA results. Welsh language should be optional from 14 yrs like other subjects giving young people the right to choose the subjects they want to study to GCSE level. A new subject could be considered e.g Welsh culture/history/identity which gives young people the opportunity to study these aspects, but through the medium of English or Welsh
- More attention should be paid to the families who are poor attenders.
- There are those at the bottom of the rung that need basic skills ESOL. When Communities First and their buildings go will this be more difficult to provide in the areas that need them most.
- This is not an issue specific to Swansea, but an education system that asks teachers to be more focussed on getting results rather than the quality and nature of delivering education means that more children become disenfranchised...
- I believe that more money should be spent on basic subjects e.g. English and maths. I also feel that if secondary pupils struggle with the basics, they should receive extra support during their later school years, giving them a better opportunity to an apprenticeship or further training.
- There are fewer and fewer opportunities for adults to access lifelong learning courses.
- You can't change the national curriculum, which is a joke, but the council could set its own standards for schools. You learn stuff in school but very little of it is useful for real life. School should be based on real skills, including growing, picking, processing and cooking your own fruit and vegetables, visits to farms (and slaughterhouses), forest skills, construction skills, applied mathematics and science, and on being active. Schools should also teach people to think, but they don't. Children and young adults are 'taught to the test.' This means, by the time they get to university, which is where I work, they can't think or carry out independent research, and they think there is only one answer to each question. They arrive, almost universally, thinking that they just have to do the minimum needed in order to pass. There is no longer a love of learning, of finding out, instilled in people. They are not taught to question the status quo or to be creative. Creativity, independence and critical thinking were actively discouraged when my son was doing GCSEs and A levels, and he dropped out of A levels because he was not stimulated by the learning process. School

should, from day one, value individuality and individual ability. He was the brightest in his class in most subjects and was expected to work at the pace of the slowest child in the class. I have many conversations with other parents, and with school teachers, and they all feel the same. Children are taught to pass exams, but nowhere near enough information and skills for life in the real world.

- I think there's a break-off point at 16-18 for those choosing not to attend university. Yes, there are learning opportunities available but I think they're badly promoted and suffer from low visibility.
- The cuts to adult learning is very short sighted as it inspires the next generation to train, learn and improve themselves.
- Attendance is a problem. Discretionary absence allowance for a child who doesn't skip school with a good attendance is acceptable. Long absent periods during school time is a problem at all levels and unless there is a robust catch-up program for the student in addition to every day education this should be discouraged. However, the tourist industry would welcome an opportunity to have the ability to fill accommodation throughout all months thus preventing pressure on visitor occupancy and ensuring a probable increase in annual tourist numbers.
- Far too much emphasis goes on those who excel and those who need the extra attention due to learning difficulties or emotional issues. The mid range of children are forgotten and do not receive the boost they need to succeed. There is still a push in schools for ALL to stay on for A-levels and go to University. This is not the best way for all children to succeed. There is a distinct lack of quality work based learning e.g. apprenticeships in Wales and the WG continues to cut this funding.
- Recently three Welsh students (I believe they were from schools in or near Swansea) were sent to South Korea for three days. There was a TV documentary about their experience. They were actually surprised at not being allowed to use their mobile phones during class!
- My children have done well. But we live in west Swansea.
- I am shocked at how little my children have learnt through formal education about the world and place they live in. Most of what they have learnt on global and local issues that encourage them to be inclusive, participatory and responsible people has come from me, their Dad or close friends and family. I think what children are taught at school and the way they are taught has to change. One of my children got 100% in her Physics GCSE but she can't explain anything about Physics now - that was just 3-4 years ago. Something not right there.
- GCSE may be among the best in Wales but Wales is behind. Please stop taking money from our education budget. I wish you would spend less on redeveloping the city centre and more on education. Education and training is the way out of poverty we know this.
- Properly fund music education. Music provides children and young people with a leisure and a cultural interest and a vocational skill for life.
- Primary education is in a much healthier state than secondary in terms of the approval rating for the participants and the squeeze in resources and the extraordinary dependence on testing makes education a less flexible and more target driven process rather than a joy in learning. The squeeze on lifelong learning particularly in removal of non-vocational courses has potentially limited the depth of experience that our culture can nurture

- There is not enough support for those who drop out of education at an early age.
- No understanding of the skills need by employers
- Again, this is great for some people in the better off parts of Swansea, but there are huge gaps
- Recognise that learning can happen outside formalised education - e.g. in dance, drama, music groups. Recognise that some children and young people have their confidence zapped by struggling with paper based qualifications and try and find other ways to mark their different styles of learning to reward achievement and boost confidence.
- No funding available since the removal of communities first. Postcode restricted funding is pointless as there are poor people in all areas. Communities first should be audited for links with training providers eating all the funds because their wife has links with certain trainers at Aartic Training
- Children in the UK are falling behind in basic subjects such as English and Maths. Other EU countries have much better results. Training can also be expensive.
- Swansea needs to strive for the best! In all areas of Swansea!
- How do we measure against England?? We need to look at smaller class sizes and splitting up classes by ability not just small groups so the brighter ones can excel.
- Leave teaching to the teachers. The council hold not interfere
- There are a lot of people near 50 who do not have the skills needed for gainful employment, nor some young people under 24.
- We might have the fastest improvement scores, but if there is no encouragement at home to achieve then this will have an impact
- These results seem to be measured on attendance and grades achieved- what about enjoyment, having children who are thriving and eager to learn?
- I have no reason to challenge your assessments here and my knowledge of local schools would support a reasonably good score. However, I remain concerned that overall the standard of education in Wales seems to be low compared with other nations. Comparison with the rest of Wales could make us complacent.
- Having Swansea College spread around the suburbs and the expensive public transport we have does nothing to encourage FE. meaningful adult learning is hard to come by.
- Pupils should learn Welsh at a basic level but have the option on whether to take this at GCSE level. As forcing this issue can put increased pressure on children who are just not that good at languages.
- Again many people do not take part in education provision.
- Yes GCSE results are improving as we have one comprehensive school in the socially deprived area of Swansea that is flying high giving children the best start in life. This is through dedication & hard work by the staff who get no thanks for it.
- Many schools in Swansea are a joke. There are many teachers that work hard, are committed and genuinely care. However there are many that are weighed down by the system, and have had any and all enthusiasm bled out of them. The LEA is mismanaged from the top, and it is the staff and students on the grounds that are suffering. The school system is designed to maximize throughput while genuinely valuable educational attainment is sacrificed in place of flimsy gimmicks such as the "Welsh Baccalaureate" which isn't worth the paper it is written on. No respectable further or higher educational institution will even

acknowledge it when considering an applicant. Children in Swansea leave school with an arm full of certificates, none of which will do them any good. All so that some politician sitting behind a desk somewhere can pat themselves on the back, and proclaim that Swansea has had another successful year. How many hairdressers does Swansea need? whoever got into oxford with a BTEC in sport science, a Welsh Baccalaureate and three GCSEs in maths(one at grade E, one at grade D, and one at Grade C) Where are the courses for adults? Swansea is awash with unskilled, uneducated & under developed people that have previously been failed by the education system. Where are the training schemes for these people? Where is the funding for adult further education? Where is the help for the many desperate single parents that feel trapped by their circumstances, knowing that education could be the leg-up in life that they desperately need and want for themselves and their children? There are many, many brilliant, hardworking, talented and underappreciated people in Swansea, why is the council so useless at tapping this huge resource?

- Some schools take measures over and above the norm to ensure pupils attend school. This includes support that some schools give to families.
- Low educational achievement is a complicated issue but children and young people need to be inspired to enable them to understand the value of education. The culture of Swansea does not foster this inspiration currently. I sit on many shortlisting and interviewing panels and the level of basic skills is shocking.
- We should try to retain Welsh students in Wales and give them more support for places at Welsh Institutions.
- Bring back apprentices for those who are not academic early in their lives, and need more time before they are ready to study later in life, give more credits and respect for jobs in the service industry i.e. waiters waitresses, like they do in France, Belgium, Germany, Holland, Switzerland. they learn on the job, and are proud to pass little tests, I must say the Prince of Wales Princes trust is very very good for the ones who take longer to build up their esteem and come from difficult family, the model they use is brilliant, at team working and building and should be run by the local council there should be more of this, The little certificates they obtain, boost their self-image and provide the start of a good c.v. and a better future. People, who are learning need a lot of praise, teach the teachers to give out praise and encouragement, to keep going when it gets tough. It's a must as a teacher to leave a student with praise as a last point of contact whatever they have done and be flexible to guide them to something else if they are not happy.
- More emphasis on the creative learning aspect is needed, schools are very driven by results and there needs to be greater focus on the learning journey rather than the end result as children are feeling this pressure to succeed too early in my opinion. This is applying needless pressure to young children to early on in their lives.
- Improved attendance has probably only come about due to penalty fines - this does not necessarily mean the child wants to be in school and therefore not learning, and disrupting the children who do want to learn. I have seen first-hand how coursework for GCSE has been completed by the teacher/tutor so this not necessarily a true reflection on how the pupil has performed.
- If you are motivated to learn there are some great opportunities for all ages. But there seems to be a lot of work to engage with some parts of society that go through education without being motivated and achieving a good outcome

- I have had first-hand experience, when I worked at a local Training Centre, and many young people coming through had issues with literacy and numeracy and not being able to think for themselves needing me as their tutor to continually prompt them and not being able to start or complete projects without a lot of support! I remember being in school in the 1980's and having to be able to design and produce projects from scratch without too much tutor support. Basic life skills are also lacking too and need to be taught better - even how our institutions and run.
- Not sure about this so have stayed neutral
- Out of school and extracurricular activities should be offered to pupils in music and sport and ensure diversity in these fields, not just the violin for music. On sports, not just football and rugby. Team and individual sports like volleyball, athletics.
- More grants for training would be very helpful. As learn direct did at one time did offer a £200 grant.
- I think kids learn ok at school, but are they taught ok, do we focus on the skills they need in a modern economy, STEM subjects, practical skill, not really.

Q16. Young People and Adults have good jobs

- From what I know the situation is not good - but I cannot score as I do not have the info
- There are very few good working opportunities in Swansea. This makes me sad as I'm almost certain that at some point in the future either my family and I, or my children when they are older, will have to leave Swansea to explore opportunities elsewhere. To me, the absolute priority for Swansea is attracting new business and not just call centres - proper businesses and industries.
- There must be more focus on manufacturing and supporting skilled and professional jobs, not call centres and service jobs.
- Personal experience of not receiving adequate support for work and training
- People need to make more efforts to work. We could help with cheap or free transport to work for low paid.
- Bi industry has had its day, Car manufacturing, Steel, Coal and other heavy industries are no longer here, they have gone to China and other countries, so youngsters cannot get apprenticeships or work training.
- There are limited professional level jobs available for young people. Swansea is awash with call centres which give limited opportunity for career progression. There should be a strategic plan to attract employers to the city who can provide career opportunities. young people are leaving university with good degrees but there are limited quality jobs.
- There are plenty of job opportunities in Swansea but not necessarily the right jobs. Low salary opportunities appear plentiful, higher professional opportunities less so.
- Employment opportunities in Swansea are few and far between. Employers want experience but if you can't get a job you can't get experience.
- Beyond Bricks and Mortar is a good initiative which is helping bridge the gap, but lack of Careers Wales investment hinders bridging the gap
- Too many zero hour contracts and minimum wage jobs.

- Investment in the city and surrounding area would make a big difference to providing more jobs for young adults. Make Swansea a centre of excellence for smaller industries that tie in with the area - environmental, oceanic and natural industries. Let us take advantage of what we have on our doorstep rather than try to be like other places.
- Too much emphasis on job creation in Cardiff, the rest of Wales is lagging behind badly.
- Given that we have to pay Tax Credits to make people's up indicates that jobs are poorly paid
- There are no good job opportunities in Swansea. You would have to move out of the area to find a good job and opportunities.
- There is an element of worklessness in Swansea, I see this in my job. There are clearly people who cannot work but also many who don't want to or see why they should. I am not a supporter of the Government's Welfare Reform programme as a whole but there is a small element of where you can see the point, how to force people onto work who can work. Personally I don't think Universal Credit and the more punitive reforms are right but surely some of this preparation has to begin at school.
- Pay and terms and conditions in many of Swansea's private employers are not good. More needs to be done to ensure people can get a good job with good pay and good job security. Attracting large companies to Swansea is vital, however can't be done until the scruffy buildings are replaced and until there is a transport system that works.
- It costs so much to live, wages do not reflect this in the Swansea area.
- There is an over-reliance on public sector employment in Swansea, and the austerity measures have limited new job opportunities in this sector. Support should be given to the new industries in development (e.g. tidal lagoon, city deal) in order to maximise opportunities here for new roles to be created, as well as apprenticeships and traineeships with eligibility of any age group. People with disabilities still need active support to overcome barriers to employment in Swansea - this is mostly grant funded and likely to be affected by Brexit and changes in funding priorities.
- Both my children have just entered the working world and they have had difficulty securing work, wages are low for my daughter and she gets only one shift per week. My son is finding it difficult to find work which is permanent rather than seasonal and he'll finish college this year and needs to get a decent job. Seems to be "who you know".
- As the council is cutting staff quite drastically, attracting more businesses and encouraging growth on existing businesses is important.
- Too many minimum wage/zero hours contract jobs for the young
- The level of wages in the city is poor, particularly for the professionally qualified where there is a considerable gap between wages in Swansea & in Cardiff. Even the Council's professional staff are paid less than equivalent posts in some other authorities; this makes retention of the more experienced staff difficult & will lead to a skills fade over time which will in turn impact upon the Council's ability to deliver ambitious regeneration programs.
- People are stuck in a job if they are lucky enough to have one. No room for career development and a lack of jobs for young people is very disappointing
- There isn't much diversity of employment in Swansea: with the Council, DVLA and call centres taking up much of the employment there isn't much else.

- University is ok if it can be afforded but for most in Wales/Swansea it can't. Should be more affordable options and these should be better advertised so all 16+ know their options. Still a lot of 'It's who you know rather than what you know' goes on - jobs advertised but already pigeon holed for someone, especially in big institutions such as Swansea University. All council jobs should be advertised to ALL staff, not just those on redeployment so that better suited/qualified/able people fill posts rather than trying to fit square pegs into round holes and make it work.
- Create sustainable jobs in IT, tech and other new developing industries/sectors. Also build on what they City already does well like tourism.
- Pay is lower in Swansea than other parts of the country - make younger generation move away
- Insufficient help to those who do not live in "deprived" areas. Insufficient interest in Swansea by major businesses.
- Not enough cultural jobs. Who would want to move here?
- Disagree. Investment in jobs in Swansea and the surrounding communities is low. We can't attract enough high end jobs due to lack of clarity of vision and having no money to invest.
- This is one of the most significant challenges for Swansea. GVA in Swansea is currently around 75% of the average for the UK and is also lower than the Welsh average. GVA in Swansea was around 90% of the average for the UK around 15 years ago. The gap is widening. Although the City Deal and the Tidal Lagoon does offer some hope on the horizon, it is not a done deal and the funding is yet to be secured from the UK government. If the Deal is secured then careful planning is needed to be given to ensure that local people can benefit from training to secure well paid jobs. Although our local universities are expanding, Brexit presents a significant risk to their long term sustainability, particularly in relation to research owing to the loss of European grants
- There are no industries anymore in our area or opportunities for non-professionals to earn more than the national minimum wage.
- Need improved child care for working families and free child care for women in training
- Employment opportunities are scarce = brain drain from Swansea. Should be more access to apprenticeships etc.
- Not sure where all these job opportunities are? Most people struggle to find a job at all. Zero hour contracts are a waste of space. People are being pushed into jobs that they don't want. Where are these good opportunities? The departments where these opportunities used to exist are shredding jobs faster than paper. Swansea is struggling and in desperate need of investments in the right areas.
- I think again that because of the way the country is run, there are no jobs for young people that aren't in service industries, and whereas once upon a time a Degree would mean a higher salary, nowadays huge amounts of young adults with degrees end up working in fast food chains and supermarkets, and living under a huge debt that they didn't need. Vocational courses are good but all that happens is that people come to university to a) have fun b) do a vocational course or c) to learn because they want to = but most don't come for reason c) any more. It's seen as a rite of passage, not a learning and development period. There are not enough GOOD jobs, jobs that are meaningful, which pay a living wage.

- I think a lot of people do not want to work and are too happy to claim benefits instead. If they really wanted to work, there's plenty out there.
- Lots of shop jobs about on part time contracts. not very secure or good for building a future on
- I struggle to think of any significant initiatives which have brought large numbers of quality jobs to the area. Other than our (reducing) public sector workforces there's little to keep ambitious young professionals here - certainly not those with private sector ambition.
- More skilled jobs both white and blue collar are required. Swansea cannot rely on predominantly low paid tourism and call-centre jobs...affluence will never improve unless the city attracts better high demand quality businesses. increase creativity, pharmaceuticals, IT, and R&D will also attract new inward investment and a higher paid work force.
- I see people older than myself (62) working at the till in supermarkets, and I doubt they do it for the excitement. The funding at Swansea University for Welsh for Adults was cut last year from I believe 2.1 million to 800,000. Several teachers had to leave, and the programme, which previously awarded university credits, was downgraded.
- Very poor job opportunities
- I am not expecting my children to get good jobs in Swansea. I think it must be very difficult to get a good job in Swansea as a young person.
- There is a large benefits culture in Swansea. Young people need to have opportunities and be shown the value of work if you are to break the cycle there are few well paid jobs in Swansea and is a brain drain as young educated people move to cities that provide better pay and chance for progression.
- Very few well paid jobs. Most jobs are low paid low skilled in Swansea
- The council need to have more training opportunities. Businesses exploit and promise young people certificates and training and really exploit them. The council and the 3rd sector should be allocated the money to have apprenticeships and training opportunities.
- Provide some adult training that covers leisure and cultural interests but also vocational training, particularly as it relates to future key sectors, so that adults can change careers e.g. computer programming, foreign languages, etc.
- New jobs tend to be not as secure, less well paid and on insecure numbers of hours. Some people have to work more than one job to make ends meet. Young adults will find it difficult to get on the property ladder and become independent.
- There is a lack of broad opportunity for people in Swansea and people will consider moving away to get a good, or well paid, job.
- Job opportunities in Swansea aren't very good - too many low waged temporary employment
- A very difficult issue in a post-industrial City like Swansea but some assets are in place to address this such as the University etc. but how relevant is that to the deprived area? Need to build resilience in our poorer areas.
- Most of the jobs for unskilled workers are fir minimum wage jobs with poor prospects and working conditions eg amazon.
- DVLA, council, health service & education represent over 40% of employment with few prospects of attracting new business into Wales

- Low wage jobs are a real problem consigning people to long-term in work poverty. Swansea should become a 'Living Wage' city, blazing a trail in this area.
- Jobs wise - recognise that new sectors should be encouraged. For example Swansea is well placed in many ways for development of 'green' environmentally friendly initiatives and I hope that the Tidal Lagoon for example happens soon. Somehow also Swansea should be seen as a Welsh centre - many national organisations such as charities will have their Wales head office in Cardiff which probably costs more buildings wise than would an equivalent space in Swansea.
- Call centres and retail isn't for everyone. More jobs in ecommerce need to be created. Why have more shops when everyone shops online. CSCS Cards should be provided for free in Swansea for example. If regeneration ever starts building as promised. How can people earning 120 a fortnight on benefits that genuinely want to work pay for these cards. and this is just 1 job sector
- No, not good jobs compared to Cardiff
- Not sure where these good opportunities are? The Council offices are in a mess and there have been thousands of cuts.
- It's very difficult to get a good job with real prospects for progression within Swansea. It's very difficult to get a full time permanent teaching job too. And some professions we can't even attract people to take the jobs we are desperate to fill. E.g. Medical professionals
- There are not enough opportunities for keep good people working in Swansea. Even the council are so worried about trying to keep existing staff, cramming them into unsuitable jobs, this may lessen redundancy but it does not ensure the council is fit for the future, getting the best people available
- This has nothing better to do with the council
- People need to be referred more to Workways, Communities First, Communities for Work, LIFT and DWP
- Swansea is or was the call centre capital of Wales - is this all we're good for. Hardly a good job really. Swansea is a high benefit claimant area so there is nothing to brag about really.
- I'm a bit more sceptical about the opportunities for employment and have questions about the nature and security of jobs available - for all ages. Also there has for years been an issue of those with higher education having to go elsewhere for jobs or having to accept jobs which are not using their knowledge and skills if they want to remain in Wales.
- Employment in the city is poor- low wage, bullying employers (like Amazon) zero contract hours and few opportunities. There is a vibrant social enterprise sector that could be used to address some of this; but is currently side lined for more corporate employers who do not look after their workforce. I would like to see better support for self-employment and micro businesses.
- A lot depends on how orientated individuals are
- We await high paid work in this area.
- People who are on benefits should be made to do voluntary work that way the younger generation have an influence from adults that working is good, too many people rely on hand out what example is that to our children.
- Some young adults post-school age just drop out of the system. There seems no way of keeping in touch with them, and very little help to make them employable. I refer to those

that don't accept basic training and often have learning difficulties and have had poor childhood backgrounds.

- As stated in my previous answers, Swansea has a high level of substance misuse, educational achievement isn't great and lack of inspiration in people. I have recently been involved in recruitment of good high level positions but have received very few applications, and those applications were not of a good quality. Something needs to be done to increase educational achievement otherwise businesses with good jobs will not come to the city.
- There simply isn't enough employment opportunity in good jobs for young people in Wales in
- 2 of my sons received very poor support when looking for employment
- More promotion and development needs to be given to our city. Look at other big cities to see what works to allow the people of Swansea the opportunities of others
- Most employment for young people in Swansea is call centres and hospitality both low pay or zero hour difficult to progress. Need more opportunities and to make university accessible for all people
- There are very little opportunities in Swansea for good career enhancing jobs with prospects. Call centre and service industry jobs have a very high turnover and burnout rate. Young people have fierce competition to even get a Saturday job these days.
- There are no decent jobs in the Swansea area. Of course there are jobs available, low paid and demoralising. Swansea is serviced by Public sector jobs in the main, and they are subject to budget cuts. However does Swansea really want to be known as the "Student City" of Wales? Swansea has never sold itself it could do so much more to attract tourists, after all there are some beautiful places to see.
- There are job opportunities in companies such as Amazon and Admiral which regularly has vacancies. However if you have barriers to work opportunities are scare. Also for people who are more suited to manual work opportunities seem limited.
- Economy over reliant on government agencies and service providers. More manufacturing needed
- Universities should be encouraged to commit to a corporate social responsibility programme
- Again I think with what is going on with Brexit and our economy, it hasn't been great not for the last 10 years with the economic downturn and also the future doesn't bode well, but we will see! People are finding it harder in society and there are more JAM'S (Just About Managing) now and food banks - we are going backwards not forwards in this respect.
- Due to the substantial budget cuts facing most businesses and organisations I feel it's fair to say that the tension is starting to show in the working population.
- Wages are low Local Authority staff are some of the lowest paid in the country and conditions in some places like Amazon are terrible
- Not many good jobs around. Most young people have to leave the county to get good jobs. Develop a niche market. Research various industries to establish a niche market.
- Unfortunately, good opportunities and good jobs are too much a matter of where people live. There is too much long term deprivation in Swansea due to Government policies.
- Training is very expensive and quite a few qualifications need renewing. Employers rarely pay for the new or renewal of training. I have found while they want new certificates they do not want to pay. I think there should be more grants available for studying. Also there

should be more incentives such as discounts on council tax for part time courses rather than just full time. Also quite a few newly created jobs are on target earnings, which means you could make money or you could work a week and earn nothing. There seems to be fewer hourly rate jobs available. The ones that are available are much harder to get as one has the complete lengthy application forms. This is time consuming.

- I think we have such potential, training and qualifications need improving, but so does ambition.
- There are very few good jobs in Swansea for the average person ok if you get a job with council, government or university but the private sector is very low paid work and the city deal will not change that

Q.21 People have a decent standard of living

- Huge inequality in the city - you only have to walk the streets - or drive around to see this - questions don't allow for this
- There just aren't many decent job opportunities in Swansea. Those opportunities that are out there are low paid. Swansea needs to attract big companies and industry. If we can attract big business the standard of living will improve.
- Again more community outreach, attract or assist services to lower income areas and better public transport to ensure people aren't trapped in low income areas, they can get to the services they require cheaply and efficiently via public transport/active travel.
- Frequently living on a lower income means there is very little opportunity for anything above the essentials, this is not living this is existing
- Money goes to money so low paid people miss out on deals such as higher interest on large bank balances with some banks. Some people do not seem aware of money savings deals or how to claim additional benefits etc.
- Poverty is a massive problem in Swansea and is visible and tangible, as is drug and alcohol abuse. The city centre is awash with people in poverty and I do not see any improvement in this.
- Swansea is a low income area below the national average
- Again the gap between those who are living comfortably and those families who struggle is huge.
- I think Swansea does offer acceptable standards of living but I don't think the 'low income' categorisation should pull the scores down as drastically.
- People appear to worry about what they haven't got in a materialistic sense as opposed to what they have, (local environment, family, children etc)
- There is plenty of social housing. Swansea Council didn't help its staff when it introduced Job Evaluation and cut employees pay.
- Too many poor job prospects and too many poorly paid jobs.
- Better jobs and wages - relevant training (the universities are trying to address this). More information for people presented in a format that they can understand.
- Strange, poverty and low wellbeing. But walking on the beach could need not cost anything. Plenty of natural activities. It's getting people to do it.

- Many people in Swansea have a really good standard of living but the divide is massive. There is real poverty in some areas particularly with those in work on low income or zero hours contracts, these are the real people suffering. To be quite honest a person claiming benefit and getting 20k a year should be able to manage to feed, clothe and house themselves and their children.
- There is a divide in Swansea between the East and West. It's tragic that many of the areas in Swansea with a reputation are really in need of help. Poverty is a vicious cycle and until the cycle is broken, Swansea is broken.
- Again from experience and as mentioned before, wages in Swansea do not reflect the cost of living; I enjoy working but would have more money if I didn't. People on benefits have more of a disposable income than people working and this is what makes people upset and decide not to work. I don't think any of the initiatives in Swansea are promoted to encourage people to work, i.e, Free child care, working tax credits etc.
- Many people fall into the 'Just about managing' group and live in working poverty due to increases in living costs - this is only going to get worse. Many people are employed in minimum wage jobs which also have low contracted hours. We are a long way away from being a living wage city, and the introduction of universal credit is likely to have a significant detrimental effect on people already struggling despite its stated aim of people being better off working.
- I work full time, but still qualify for some tax credits. I have to manage my money very carefully to make ends meet.
- As most successful businesses will be started & run by the well qualified it is important that they are retained in the city after graduation/ qualification. The current low level of professional wages in Swansea in both the private & public sectors is driving them out of the city to progress their careers so when they then start & grow their' businesses it is elsewhere and the employment generation benefits other regions & not Swansea.
- The cost of living in Swansea is very low. Which means people can't afford to leave the area if better employment is found somewhere else. The cost of housing elsewhere in the UK is so much higher that people would get in serious debt trying to re-locate. The cost of housing here is still high in comparison to the wages people earn in the area.
- Everything is too expensive - interest rates rise, prices and taxes rise but salaries drop or stay same. People can't save anymore and live in overdrafts and off credit cards just to get by. Visiting the city centre for half a day shopping and some lunch with friends sets you back at least £5 for bus fare or parking costs. Bus fares are exorbitant and should be slashed to encourage more people to use public transport. In Ireland you can get from Belfast to Dublin for less than £5 on the bus. In Swansea, going 1 stop costs over £1 - this is crazy. All jobs should be at least living wage now not minimum wage.
- People must be responsible for their own futures; government cannot do it all - to do so is simply a waste of taxpayer money
- There are too many deprived areas in Swansea. Give people the opportunity to better themselves by giving them the right tools to compete. Make a conscious effort to really break down barriers to discrimination.
- Isolated individuals with reduced access to affordable travel suffer high prices when buying food and household goods etc.

- Wages are too low for people to experience a good and happy lifestyle.
- Too much emphasis is given to unemployed people and not enough given to people who go out to work daily, but whose bosses only pay the national minimum wage. These people often work with poor terms and conditions.
- Someone needs to look at the rent charged by housing associations and the council. HA rents increase every year more than inflation and wages. The rents charged are now more than some private rentals. How do people afford eg £120 rent a week while on minimum wage. The Welsh Assembly need to look at these increases. More low cost homes need to be built. Also more adapted properties need to be built as there is going to be a huge increase in demand with the ageing population explosion.
- Too many people living in poverty and increasing homelessness. Issues such as the bedroom tax, tightening benefit entitlements etc are all impacting - and this of course affects the prospects for children living in such conditions
- This does not take into account pensioners and disabled. Many people are pushed into low paid jobs, which they detest.
- Again, there is a great diversity across the city on these factors
- People on low income suffer yes, but don't forget people on so called higher incomes are also struggling. I have never been able to claim supplementary benefits for being a working parent, because when they were introduced my salary was just above the threshold. I have a good job but my quality of life is negatively affected by the cost of living, and I should not be struggling to make ends meet, yet somehow I am. Keeping myself and my son fed, clothed and with a roof over our heads leaves little money for leisure even when I am on an excellent salary. Huge amounts of money go in tax and NI and yet I have been waiting six months now for surgery that I need.
- People on low income get so much for free / subsidised rates. Free milk, free school meals, free trips, free houses, free transport, help with bills, reduced rates for leisure centres, theatre shows, etc. They definitely have lots of opportunities to have a decent standard of living but some make the wrong choices when it comes to managing their money.
- Low wages & less opportunities
- There seem to be a lot of homeless people around the city.
- You should maybe have included a possibility to indicate that one doesn't know, as was the case here for me. Except for the pricing (i.e. getting the most for money), which indeed seems quite low when compared to the rest of the UK.
- Big question. My score of 5 for question 20 is based on the fact that, on a global scale I cannot come to terms with the use of the word poverty but, as someone who has previously lived for a number of years in what is called poverty, I have an understanding of how difficult it is to be 'poor' in our society. Empowerment helps, empowering people to improve the things around them that are important to them whether that be planting trees and making nice places to hang out in or setting community groups and activities. It's just wrong to penalise people for being poor by charging more for things but I don't know how to improve this.
- Housing stock in Swansea is poor, old damp cold housing with landlords that live out of area and don't care for the state of the community or housing is causing massive problems to this city. Wages in Swansea are low there are very few highly paid jobs the majority are

minimum wage call centre or retail or warehouse positions with no scope for progression, and the better paid posts such as NHS jobs are not keeping pay in line with inflation resulting in those who were seen as well paid a few years ago, now in similar difficulties as lower income families.

- The poorest families are on electric meters; canvassers come to their house and sell expensive energy deals on their doorstep. This should not be allowed. While I am supportive and proud that Swansea recycle and are reducing waste houses like townhill have their gardens full of overflowing black bags, old furniture, the streets full of dog muck. Put some money in. Publicise a black bag amnesty for those in areas that are low income and have a problem with waste. Then come take it all away and all the furniture etc. A few weeks before you do this get people to come to community centres etc for a waste education day, show them how to recycle give them 3-4 black outdoor bins (not wheelie) so they can store their waste. Maybe give out some disposable nappies garden waste bags a green bins. Give out dog bags to dog owners. Make it fun but educational - workshops rather than stalls.
- The real solution is for people to be able to access education, employment and training. Everything else, while beneficial for people, is just a sticking plaster. Skills training and education for adults and children for current and future key sectors is vital - we need to ensure schools, colleges and universities do this. We also need to ensure that our facilities and infrastructure, physical and virtual, is enough to be able to create and attract high skilled and well-paid jobs. We need to ensure that cultural and leisure facilities, parks and green spaces remain free, well-maintained and are affordable for people on low incomes and also to attract investment into Swansea. Public bodies and the private sector need to work better with universities to encourage research, investment and spin-off into real jobs.
- There are going to be extremes. There are going to be people working in the public sector who are not happy about changes to their terms and conditions but they will always be a lot better off than people who work in other sectors.
- Sanctions on supermarkets that exploit people caught in outlying estates. Reduction for energy tariffs for those who pay through meter type schemes (so there is a parity or less disparity)
- More decent jobs in the area. Welsh government investing in industry not giving time limited grants for initiatives where there are no jobs at the end of it.
- I came to Swansea as a homeless disabled person and no help was available
- It varies hugely. As mentioned previously, Swansea should become a 'Living Wage' city. There should also be subsidised public transport for low wage and young people.
- This low scoring is not unique to Swansea but is common in places which have a fairly high proportion of deprivation. That is not to say that people in more affluent locations are automatically well off financially however. There is a lot of pressure put on people to spend - sometimes this comes from within the statutory sector for example contributions to school trips, expensive school uniform. This pressure has widely caused people to take out loans without realising the true costs of paying back the loans. Sometimes the lack of realisation is due to lack of mathematical and financial understanding. In Swansea there is a considerable amount of relatively low paid work meaning the costs of work have a significant impact on budgets - e.g. car use, child care. Encouraging employers to reduce demands on employees to use cars could help and perhaps the council itself can take a lead on this. Personal finance for many depends on having sufficient understanding and access to free advice. There is

excellent work being carried out by voluntary organisations such as the Citizens Advice and the Council's Welfare Benefits Team but there are insufficient resources to meet need with people having to wait for appointments etc. The CAB service has reduced its hours. There are also insufficient computer resources for those who would try and obtain better deals (mostly online) or online information. Not everyone has access to a home computer. In some parts of Swansea people would have to travel e.g. to use a library where the times on the computer are limited at times.

- Compare Swansea roads in areas of mount pleasant to splott in Cardiff. the place is run down and has been since WW2
- Larger business, including the council could operate a back to work scheme which lets people volunteer to gain experience, for a set amount of time, which would mean they would become more employable and employers get some free labour
- This has got nothing to do with the council
- ICT classes need to be advertised more and rolled out to more areas.
- Welsh people in general are not good at bartering for a deal, so end up going along with things. It works both ways though, deals not offered so let's see what we can get away with by not offering a deal
- There is such an unacceptable divide in Swansea between those with and those without.
- It's difficult to give an 'overall' level of decent standard of living because of huge variations across the city. I know that for those who are struggling the services given by e.g. Communities First have been very valuable and I'm concerned as to what will follow that scheme, if anything. The question may be not 'how might it be improved?' but how can we continue to offer help that has been available.
- Rented housing is poor quality (private and social sectors). There are large inequalities and little understanding in affluent communities of life in poor communities. See comments re jobs. There is not general disposable income within the city to support a thriving city centre, Fforestfach, Morfa and the Enterprise park. some realistic thought to this would be refreshing and supporting and building on Swansea's strengths- the beach and parts of the environment, a unique history, a strong arts base (more than Cardiff in terms of music and visual arts, A strong 3rd sector and many micro businesses including social enterprises. more than anything sort out our expensive inefficient public transport system.
- Low incomes do not allow for investing in solar energy to reduce their costs etc. Low incomes are the norm in Swansea.
- With house prices in good areas circa 600K, few job paying over £25K and excessive rent prices, it's one hideous recipe. With the city growing in numbers and lots of unwanted immigration, at a time when the infrastructure can hardly cope.
- There are organisations, like the Family Centres run by Faith in Families, who provide Child Care (to make employment possible for parents), courses on parenting skills and courses for skills to help adults get back into employment. With Communities First Funding being replaced it is imperative that these Family Centres have the funding to continue.
- There appears to be a Catch 22 situation where good jobs are not coming to the city so poverty is still persisting. Good businesses will not come when the high level of substance misuse and unemployed who hang around the city centre and other localities are for all to see.

- Many of my friends and colleagues are professionals and even a lot of those are struggling to make ends meet with young families
- Insufficient information provided to enable people to make the most of their money. If you've a decent income you are bombarded with people trying to help you save/spend your money. It's the people with little money who need the advice
- Because there are not many job opportunities, people have low self-esteem and little money to live on. It's just a vicious circle that needs to be broken by developing the city for the people who live here
- Many need to learn how to cook and housekeeping, and cleaning and gardening, and self-care, and how to avoid alcohol and drugs, but experience happiness in other ways, there is help out there it is getting this to the right areas that is need
- Think we need to bring better jobs seem to be call centres we have excellent colleges but no jobs to keep students here, if we want to be 2nd city in Wales must provide better employment
- There is a wide gap between people like most cities but Swansea appears to have a lot of homeless people and drug users although a lot is in place to support these people to gain a decent standard of living it's still difficult.
- There is a HUGE divide in Swansea between affluent areas and poorer areas. There is no incentive to pay people a living wage so we all have to depend on tax credits and child benefit. DVLA is one of the main employers in Swansea and has systematically frozen pay since 2008 whilst employing in higher paid consultancy staff.
- Let Swansea be known as the 'Caring City', the homeless situation is a disgrace. Education needed for the less well off. They need a one stop shop for advice - staffed with knowledgeable people, people like Martin Lewis Money Saving Expert.
- Swansea cannot be held responsible for individuals choices so if they take high interest loans for a new television for instance they will struggle to maintain an adequate standard of living
- The standard of living I think across Swansea is mixed due to different areas of affluence. However I would say generally that it not great and that again there are many people who are JAM's and the incomes of many jobs are stagnating and employers wanting employees to do more in job roles to cut the costs of hiring more people. Also technology will be a major factor in the changing job market place in the future - as technology takes over from human i.e. automation of checkouts at supermarkets, I can see a point when there will be no human on the checkouts in fact there will be no checkouts as Amazon are designing a shop that as you add items to your baskets it automatically prices them and when you leave it takes the charges from your bank account as well!
- Although conditions are good for some a lot of people are living in dire straits. There is a beggar on every street corner in the city centre. You even see beggars in community hubs now like the shopping areas in the estates.
- Most people still do not earn the national average income of £26,500.00 per annum. Housing could be improved, especially the empty houses.
- The decent standard of living is also a matter of where people live. Too many people do not have the Minimum Income Standard to feed their children and themselves on healthy food. It has become a matter of culture as well but if people cannot afford the cost of cooking then they go for cheap, ready-made food or chips.

- Again discounts on council tax especially those on Band A for taking education courses that are self-funded.
- There is a need for higher skills better paid jobs in the area.
- Standard of living is more than just income, this is a great place, but opportunities to be gained from working hard do not seem evident
- Keep council low not like it is now

Q.27 People are healthy, safe and independent

- I have gone along with your scores
- Generally I think issues such as obesity and binge drinking are issues for people in Swansea. However, I think this is tied into poor education (from a long time ago) and low incomes not providing people with the opportunity to join gyms etc. Swansea does have an incredible amount of gyms and sport clubs. There is a lot to do, maybe people don't realise how much. Also, Kilvey Hill should be turned into a mountain bike park :-) I think Swansea could make more use of it's location. How about the council organises a world record attempt for the longest colour run on Swansea Bay, or they try to attract a kite festival for Swansea Bay - it's windy enough! Can I ride my mountain bike down Kilvey Hill? Seems like a good spot and probably less damaging than setting fire to cars.
- Better signposting to sports and fitness clubs within the county is needed. More funding to attract groups to low income areas that are affordable. Safety is a huge issue in Swansea and more should be done in terms of lighting spaces especially on active travel routes and near public transport stops and pedestrian desire lines to those stops.
- More reduced entry admission prices during the day to swimming pools and fitness classes to all ages who are on work and sickness benefits
- Again, many people do not take advantage of things such as free swimming for older people etc.
- The roads are dangerous, youngsters have little respect, there`s a lot of overweight people, you don`t see many people walking, perhaps because they do not feel safe on the streets on their own. Why don`t you organise `local` walking clubs, or local sports days in the local park between schools.
- What an earth is the point in encouraging people to live longer when you don't have the facilities to help them in old age!
- Elderly people have no support after hospital stays. Knowing someone on a waiting list for a procedure, and being told by the doctor that that cannot perform any operations, spending day in day out not being able to do their job as the after-care beds are being held up by people unable to leave hospital because of lack of support. Some neighbourhoods in Swansea are shockingly poor, unkempt and crime is a big problem.
- Work around the wellbeing of older people is restricted by the combination of social services budgetary restraints and the living wage. This is not a service that can be funded on the cheap.

- You only have to look at a crowded supermarket to see what a problem we have with obesity. this stems from poor parenting and the lack of fitness and healthy eating culture amongst the poorer families.
- Access to Mental Health support for young people is lengthy if it really exists at all. Psychiatrists offer pills and a long waiting list for therapy. I don't feel safe. There was a serious assault in staff car park
- A lot depends on where you live in Swansea.
- Too many obese children and adults. Healthy eating is a thing of the past. Not safe after dark in Swansea. Lack of police too many PCSO who walk around aimlessly carrying hats! Too many fast food outlets. Too much rubbish.
- Plenty of opportunities for younger children to stay fit and healthy that is free of charge or low cost. Not much available for teenagers - this would help to improve mental health and well-being. More community projects to help people take ownership of their communities.
- Drug dependency must surely have an effect on youngsters long term health.it seems to be normal these days to take drugs as it appears cool. The long term effects with drug induced paranoid schizophrenia seem to be widespread. Even with a large percentage of the area attending gyms, steroids seem widespread. I believe the area is really safe compared to most other places .
- Better street lighting to improve safe feeling at night as an oap I am scared to leave my home now after the new horrible lights
- I feel safe in Swansea, I know there are areas of concern but compared with 15 years the levels of street ASB is reduced (thanks largely I would imagine to PS 1,2 ,3 & 4 and PC's). There are pockets of areas where drugs are a real issue and this perception creates fear but this issue will probably and sadly always be with us. In terms of elderly care, \I would question are children doing their bit and how do you tap into that maybe our parents will need more help and the state can't do it all.
- Swansea has a great sense of community and I certainly feel safe in living here. Swansea could be improved through greater community partnerships and through people being reassured that they are safe, their care will be taken care of and that they can live freely.
- Again, I think tackling poverty relies on the adults teaching their children, junk food is cheaper to buy and more convenient for busy people.
- The work to enable to older people to remain independent at home is important and should continue - it does need to continue to improve across the council, health board etc as a more seamless approach can only benefit residents. Explore shared budgets like English model? Re mental health - there still continues to be a paternalistic approach to people who have diagnosed mental health issues who are 'looked after' rather than supported to re-able themselves. Conversely, there are many people living in the city who suffer with mental health issues which are undiagnosed and unsupported - more information and resources to signpost people towards support would be useful, as well as a concerted effort locally to break down the stigma around mental health.
- Working in Lifelong Learning, we can see the benefits of the social aspects of our classes. Often, people come to us because they need to be around people rather than learning, and I think it's of vital importance to older people especially. Increase funding for Lifelong Learning!

- I am very interesting in health and wellbeing, so I notice that there is still a great majority of people who do not truly understand what nutrition and exercise means. Many think that eating a calorie laden salad is healthy and that exercise is something you only do in a gym.
- Many of the problems, including mental health issues among the young are functions of drug abuse; rather than tolerate these, which plainly is not working, we should look at alternative approaches where those offending are taken out of the environment which is damaging to them & sent to a drug free environment for training in skills + physical fitness so they are capable of work afterwards. This should be mandatory for offenders & those who respond well should be given additional assistance to become useful members of society; those who refuse or persistently re-offend are probably beyond the ability of a Local Authority to improve & so the available funds should be targeted where they can achieve the best results. People have to want to change for it to work, if they don't or won't then we should cease wasting resources on them as this reduces our ability to help others who can be helped.
- There is a very strong alcohol culture in Swansea. Many people drink every night. As children grow they see this behaviour and I'm not sure that it reflects well on their own life choices.
- Too many fast food places and cafes selling stodge -not enough healthy eating options in Swansea. I know many people who would love to join a gym close to them but can't afford the membership. My husband and I would need to shell out close to £50 a month to join gym but that £50 is needed to pay essential bills. Could Active Swansea encourage couples to join together on a 'couples gym membership' deal that was £30 for the couple (£25 if 1 of them works for the council)? More cycle routes that are traffic safe from the outer areas of Swansea such as Morriston/Birchgrove etc.
- Let the NHS sort this out, working with local doctors
- Drugs = Crime Alcoholism = Crime
- Poor access to well-priced basic food types means many families fail to eat nutritious meals and suffer ill health and obesity.
- Invest in communities and people
- I think there is a sufficient focus on the Early Years and it has been a partnership priority for a number of years. I think there needs to more focus and resources for mental health to improve well being
- I don't think enough is done to support people with mental health problems. We should also include the families of people who have mental health problems. Believe me it is not easy living and supporting someone who has mental health problems. Older peoples services is vastly improving - I also have first-hand knowledge of the good work going on.
- I feel safe in Swansea.
- Things are improving in certain areas with a new emphasis on preventative services but there is still an increase in poor mental health in young people and inadequate services to address this. All services should be more linked up as it seems there are pockets of really good practice but no means to make these more cohesive
- We do have more gyms, spas and Leisure centres than ever before, but these can be expensive. We also have more young people than ever before with Mental Health issues. I would be lost without my internet and mobile phone, but modern technology has caused masses of problems which results in bullying. I have so much respect for young people that

overcome these problems, but feel for those that find it much more than they can take. With regards to older people - I don't feel there's enough support for the older generation. A lot of people become isolated. If they are taken into hospital, they do not have enough support to return home. They can remain in hospitals for months before care orders are in place allowing them to return home. This can also result in them needing to go into residential homes. Many residential homes are not up to standard and some should even be closed down. Not all residential areas are safe and whether the Government agrees or not, we do have NO GO AREAS.

- If you use obesity as a measure of health then you are making a huge mistake. Obesity is used as a catch-all term as if anyone who is overweight or obese is unhealthy. Which is rubbish. Huge amounts of non-obese people are unfit and unhealthy, and some people classed as 'obese' are in fact very very healthy with healthier diets and lifestyles than their supposed non-obese peers. BMI is a very flawed measure of health, and research has shown it to be, yet councils and healthcare providers insist on using it as a measure of health. You can have someone vegan, exercises an hour a day, eats around 10 to 12 portions of fruit and veg a day, meditates every day to reduce stress, does yoga, hikes on weekends - but oh she has a BMI of 35 so she is instantly unhealthy. Totally blinkered view.
- People have all the information on how to stay healthy and age well. There's so much help out there to stop smoking, get fit, stay safe, mobility scooters, benefits, support groups, etc. They need to realise how lucky they are!
- Mental health services are poor & so is support for people caring for them
- Encouraging the residents of Swansea to enjoy beaches and parks would help with health and mental health. Many people don't know how to even get to Clyne gardens. The very high parking charges in council car parks goes against the whole drive to get people outside enjoying the beaches and open space that Swansea offers. Many people state that parking costs are a factor in whether they go out or not. It is for me.
- Improve Social Service facilities to help people remain informed, healthy and independent to give them a sense of better wellbeing.
- We need more active travel options to keep people fit and healthy as well as independent. Access to green space needs to be encouraged too as outdoor exercise and enjoyment is important.
- Maybe if Swansea was a nicer place to walk people would walk about a bit more. For example, St Thomas isn't that far from the beach but the thought of having to cross over all of those roads with the awful pedestrian crossings must put you off.
- Swansea has plenty of outdoors space for exercise and leisure, and there are numerous council gyms private gyms and health food shops. Mental Health services do need improvement and Cefn Coed needs to close as the building is not fit for purpose. Occupational therapy funding is key to keeping elderly people in their own homes for longer and this profession is benign massively underused with the issue of frailty in older adults and maintaining independence. Massive funding needs to go into social services to avoid crisis in this area. I personally feel generally safe in my community. The police services in Swansea where excellent when I experienced a break in and there is a definite presence throughout the town from the police.

- Swansea is safe in my eyes compared to other places in the UK I have lived. Though there is a higher use of alcohol and drug use I am impressed with places like the drugs project. It is accessible and tackles issues head on. I am also impressed that the 1 stop shop for domestic abuse is right in town and women's aid a bawso are close by to. Mental Health in children and young people aren't a priority anywhere and I think in general not enough is being done.
- We really need to tackle bullying in school, the playground and via social media as a priority. We need to make sure that children and young people feel good about themselves and their abilities and potential. We need to encourage children and young people to build on their strengths and have the courage and support to improve on their weaknesses. We need to be able to support children and parents of children with special educational needs and disabilities.
- There are good leisure facilities in the area. There are opportunities to eat healthily with the range of shops, farms and markets locally. There are places to walk that are safe. Badly lit places need looking at to improve perceptions of safety e.g. where the street lamps have been lopped off!
- The fear generated by the media exaggerations of danger results in people being more isolated than they need to be. The support of a balanced understanding of risk and the consistent clarifying and rebuttal of media fear and moral panic campaigns could be supported as a way of decreasing the apparent dis-ease.
- A lot more could be done to stop the spread of racist, xenophobic ideals being created in some parts of Swansea and that it is even considered acceptable by people in positions of power.
- Have to have more funding for Health & Social Services and join services up.
- Older people who do not meet the increasingly high social services threshold have little access to support services. Mental health support for children and adults is appalling in my experience.
- I had over £5,000 worth of damage done to vehicles over 3 years. Nothing done about it. Medical services are extremely poor
- Swimming facilities and other leisure and sports facilities need to be made cheaper for low wage families. More use should be made of volunteers to befriend and visit the elderly in their own homes. Children need lessons on healthy relationships at a younger age, addressing gender, race, disability, etc, in order to reduce various forms of hate crime including violence against women and girls.
- Slightly negative as I live in an area where there seems to be a disproportionate amount of ill health. AS regards safety - generally yes but at night the streets are not well lit and I think many people do not then want to go out. In our area there are not many activities for adults or even teenagers. This is especially true of free or very cheap activities. For both mental health and old age there need to be facilities and activities where people can get together and combat isolation and encourage general fitness / well being. Much of this is best done at local levels as many would not be able to afford travel costs if activities were elsewhere.
- High drug use in the area. Gofal, cyfle cymru and hafal (hafal the better of the three) pay staff that sit on their arses all day and don't see clients. another audit of these wasted funded schemes is needed

- Mental health issues are on the increase. Our hospitals cannot cope, our doctor surgeries cannot cope. A and E is a last resort for most people, because who wants to queue for 6 hours waiting to see a doctor. But media coverage seems to think that many people are time wasters. What has happened to the UK?
- More assisted housing is needed for people who cannot managed tenancies on their own. Stricter rules for tenants are needed to be able to evict them for asb etc. Rehousing policy should change to not rehouse problem tenants
- This is nothing to do with the council
- Older people mainly rely on relatives not social services
- The mental health and wellbeing of people who are not working, with few incentives to do something healthy is probably underestimated. Depends where you live in Swansea too. I think that overall though, Swansea is a safe place to live
- My personal experience with an elderly relative is that she has been well supported through 10 years of declining health, but I am concerned about the ongoing availability of social care, the rapid turnover of staff in the care sector (social care at home and care homes), and unsuitability or poor training of some carers. All of these need input of cash for wages, with better employment terms, and training in basic respect and humanity.
- Notice that there are lot more larger people around these days. The education message about healthy food, exercise etc is not effective enough. Unhealthy food are too attractive and too cheap.
- Wind street makes Swansea feel very unsafe and encourages violence against women. it is an area made to encourage excessive drinking. Poor young people have very little opportunities and poverty is not well understood in schools outside of certain communities (particularly at secondary level). street based bullying between young people is high and adults don't recognise/ care about it.
- 23 - Better cyber security should be taught to comprehensive aged pupils
- More help with dementia for carers is needed to help people to stay in their own homes. More help with domestic chores for the elderly. A greater emphasis on dealing with loneliness and isolation for all e.g. community spirit to be encouraged.
- They could be move done to help the elderly get out and communicate.
- More local pcso's should be around during the evenings.
- Social care in Swansea is a joke! In fact it's so broken that i don't think it can be fixed. At least this appears to be the view that the council has taken, as they certainly don't seem to be trying.
- Recognising and treating young people with mental health problems is an issue. It is very difficult to get support for young people, after school age, when they seem to drop out of the system.
- I don't agree with the fact that frontline staff take mental health seriously. There are no questions asked, and no understanding of the links between violence against women, domestic abuse and sexual violence and women's mental health for example.
- Health care is really struggling. Genuine people who need the help are not getting it anywhere near quick enough. Care services really struggle to cope with the number of people requiring it (that is eventually and if they are lucky enough to get it).

- Insufficient provision of care within the community to allow timely discharge from Hospital or to assist individuals to remain at home
- More funding needs to be given to social care and education not taken away. The elderly and young are suffering because of this. If there was an 'excellent' social care team then it would help clear beds in the hospitals and everyone would benefit from this
- Independent, until they have a physical disability, but I must admit, Swansea is good. 1. Make it easier for us to access green safe places, 2. have more community spirit encouraged with small groups, ie. litter pickers, village fetes, community development helpers to help volunteers develop their ideas. emergency numbers freely posted i.e. n.h.s direct with more help for youngsters and young parents for psychological support. We need to involve our youngsters in more community work like they do in the Princes Trust and as I know they do well in primary school, secondary pupils should be taught how to grow, look after animals, cherish each other, experimentation is all part of growing up , we need to ask our elders to come in schools and talk to the young ones about the life and the experiences, I mean the 10 to 16 year olds, and to ask youngsters to support elderly in their own families and look after youngsters to protect them from sex abuse, alcohol, and have more cooking classes and music and art, and sport, and theatre and growing, make them be responsible for taking care of something and praise them. The P.c.s.o.s are good but they need to come inside houses like they used to bridge the gap that there is between police and the family. In the past they knew the youngsters by name and would learn a lot by just making friends with the parents asking them how they are, and having a cuppa with people especially the elderly, it would make the elderly feel safer to know they can call on them by name if they are worried and the pcso's can also check on them to see they are safe and coping or refer them to another helpful agency.
- I don't feel as safe as previously there seems to be an increase in vehicle theft & youngsters hanging about. not sure if all elderly people have provision to be independent
- People I know and myself are healthy safe and independent however when considering the wider population many people such as older people do not have the opportunities to be health safe and independent
- Leisure centres are so important and the local community for encouraging health and wellbeing and I think they are grossly underfunded. They could be used for so much more community events too. Antisocial behaviour is a huge issue at the moment, there is the prevailing attitude that it's always happened and that children will be children. Meanwhile there is egging of houses, old people frightened in their houses, stones being thrown at cars, intimidation of residents, fighting on the street. People are frightened to speak out. I fail to see how we should accept this as the norm but have no idea how on earth it will be fixed unless attitudes change. Meanwhile the area continues to decline, local parks littered, vandalism.
- Early years education and constant reinforcement from early age re healthy living. Make it 'cool' to exercise, and keep healthy. Council fitness exercise page on Facebook to be promoted in schools.
- Swansea can't be blamed for individual choices. Swansea has amazing parks, prom and beaches so staying active is easy. Again Swansea offers stop smoking campaigns but the individual has to want to stop and can't reflect on the city.

- The Local area coordination model should be rolled out across Swansea. There needs to be a change to the social contract, giving local people more trust and say in what is important and encouraging them to participate in local community in ways that make sense to them, not the political councillors with their own agendas.
- I think some of our society are, but many have unhealthy lifestyles with many now including myself getting attached to technology and also have sedentary jobs meaning we do not have too much activity throughout the day. Older generation seems to be more active and healthier, but younger people I think are not as much. TV, Internet, Mobile Phones, and unhealthy eating fast food, ready meals, sugary beverages and sweets are consumed more and are readily available and at cheaper prices than more healthier options.
- I worry about the dark nights and leaving work I don't feel that older people are empowered to live independently. We are more reliant on private money paying for care and upkeep of our family homes which then puts further pressure onto the working population. I have suffered with mental health issues for many years initially I didn't know my feelings were not normal. I think a lot more should be done to raise awareness of mental health and what effects it has on the individuals and people around them. There should be a better service for referring people for help and counselling support, Luckily I have been able to pay for some of my counselling sessions and my parents have both helped me financially with this as well. I don't think old people are aging well, I think a lot of old people are "existing" due to the medications they are taking it is prolonging the life in their body far beyond their body is able to cope with so they can't get out there and enjoy things any longer.
- There are drug users everywhere you look in Swansea. There is no help for these people i'm told that there is only 2 rehab beds in the whole county
- Certain areas of Swansea are affluent but there are still areas that need improvement. Better education is one of the ways that improvements can be made.
- Adult Social Services work hard to maintain good services to older people and those with disability issues whilst the growing demand is posing an increasing problem.
- Use solar powered street lights. Studies have shown street lights can make a difference in improving safety. Also if they are solar powered they do not have constant running costs.
- We are by and large very unhealthy, diet, preventable illnesses, inactivity are very prevalent, particularly in poorer areas, knowledge of and access to improved lifestyle choices need to be increased.

Q.33 People have good places to live and work and visit

- People are going out less - the poorer you are anyway - cultural activities are not bad if you have money but if you do not then it is limited -
- I would like to see brownfield sites, vacant industrial parks and the almost empty city centre be redeveloped for housing as opposed to greenfield/agricultural sites. Take for example the empty industrial park/enterprise zone in Felindre. The groundworks are complete, roads laid but not a single business unit. At the same time the council wants to build 800 homes on fields in Penllergaer? It just doesn't make sense. I am deeply concerned about what the future holds for the environment and green spaces in Swansea. I would prefer to see renewable energy schemes (solar parks/wind turbines etc.) on our fields than more houses.

Please stop just building houses in fields when there is no infrastructure or thought given to issues such as schools being overburdened or traffic congestion.

- Not consistent across the county huge variation, this needs to be tackled. Focus also needs to be brought to Swansea's special environment, there are so many excellent areas of biodiversity or natural beauty however they are not adequately managed and protected in some cases. Also accessibility to green spaces is important. Culturally, again in some areas there are excellent activities, but they could be better signposted and encouraged to be held in low income areas - the rich can travel the poor cannot!
- More housing for single people needs to be built by private contractors no more 5 bedroom houses needed.
- All very well building new houses, however, it does appear that council does not look at the impact new housing has on roads, traffic and schools.
- Many people in Swansea take no pride in where they live. Just look at the front gardens, rubbish tipped and lack of care. They do not care about renewable energy.
- The city centre is an eyesore. The ambitious new plans on the table do little to reassure that things will change in the near future. we need to go back to basics and design a user friendly city centre that people actually want to visit.
- Good places to live and visit yes, good places to work, less so.
- More money to be put towards free healthy activities - cycling, walking etc.
- New builds in Swansea, especially the flats that are in High Street, SA1, suburban areas etc. are not attractive, they are oppressive. The traffic system in Swansea Centre a mess. Always queues on Mumbles/Oystermouth road. No one place telling you of community activities.
- Young people do not take advantage of outdoor space. Often parking and cost of events is too high.
- Need more innovative developments for housing and the city centre - would like to see more environmentally friendly building using the resources we have. Developments that complement the surroundings - use best practice from other forward thinking cities.
- Live and visit yes work no.
- You don't listen
- There is much diversity in terms of housing, the very good and the very bad. Overall the environment in Swansea is good.
- Swansea has many things to see and do, however people aren't able to take advantage of this fully because they are unable to get around easily or because they can't afford to take part. Swansea has too many 'websites saying what there is to do' and centralising all events, things to see and do would be a good idea.
- Again more advertisement is needed to promote the free community involvement/engagement groups that happen in their area!
- Finding decent rental housing on the private market is difficult. I want to move, but I am struggling to find accommodation which is at least at the standard I have now, at a price I can afford. On the flip side, I take advantage of walking paths and green spaces quite regularly and I think they're great. Particularly Gower.
- Although there are some lovely parks and beaches in the city, as you move further out Swansea villages are having their green spaces sacrificed for development. There has been

little progress with creating safe cycle routes or even safe walking spaces. The reduction of street lighting may have saved money/energy but it makes walking along pavements in the winter very difficult (aka. Foxhole road). With council cutbacks cultural venues for visitors and residents will suffer greatly and without proper staff they will become more of an embarrassment than a prize. It would nice to have Swansea take a lead on green building - such as ICF and the use of heat pumps.

- There are lots of opportunities for fresh air & exercise whilst accessing the outdoors, whether people take these opportunities is up to them & public resources should not be wasted targeting those who don't wish to take these opportunities; make people aware, take school children on trips to learn to appreciate & how to access opportunities, but adults must self-determine & the choice is theirs.
- The work that has been carried out in areas such as Sandfields is great and gives a boost to the area. I don't think enough is done to publicise green spaces other than the Gower. Swansea has some great parks but they aren't well known.
- Most new properties are too small for families with little storage space (attics can barely be accessed and could be made into storage rooms for smaller houses). Houses built in rows (terraced) are all very well but the properties need to have somewhere to store recycling bins etc at front of property as carrying pink/green/black bags that have been sitting in back garden for up to 2 weeks, often in wet weather and then bringing them through the house as there is no access to back of property, leaving trail of dirty water etc is not hygienic. Houses are not affordable as younger couples don't earn enough or cost of living is so high they can't save for a deposit and when they do they can't afford the mortgage and in a climate where jobs are unsafe, if you then can't make mortgage payments as you are made redundant you lose your home. Many of us are forced to rent but rental prices are now higher than mortgages, estate agent/rental agent fees are too high - it's not easy being under 40 in Swansea
- Gower and mumbles is beautiful... other than that pretty shitty city.
- Encouraging to see more urban development taking place to improve the built environment and restore low quality shop fronts.
- The Gower is lovely but that's not the built environment. Stop using council architects and designing by committee and make Swansea an architecturally exciting place to live.
- Some of the social housing needs to be upgraded, and not just in Swansea East! The council owns property on Gower but these are often the last places to be upgraded!
- Communities centres need to stay open for cultural and community activities. Due to decreased council support a lot are in danger of closing. The local libraries are also a lifeline and provide a community hub. These are continually under threat from closure. They should be kept open. Lending books is secondary to all the other good work they do.
- More cultural activities would be great. Activities run in local parks are generally well attended (although not well publicised).
- Support for community and cultural activities is ever more limited
- There's so much on our doorstep and most things are free (beaches, parks, libraries, museums) - there is no excuse for missing out on leisure or culture in Swansea. People definitely to be more environmentally aware though.

- Every road is lined with litter, town & country. Plastic bags hanging from trees, stuff dumped & left for months. Sheets of plastic along Fairwood common. It's disgusting & bad for wildlife. Black bags & re-cycling bags left by the road or bust & blown everywhere. The place looks like a dump
- The new rules at Civic amenity sites are only going to encourage fly tipping. If people have to drive almost an hour out of their way to dispose of waste and pay for it then they won't. There should be a simple weighing and paying facility at all CA sites or people will just dump it and damage the environment.
- Development of communities DESIGNED to work with the environment and help sustain existing rural communities is a must. In west Gower the proposals to develop Scurloge further will help sustain the few shop businesses. There appears to be capacity at the local GP surgery and at Knelston School but the school is running below educational learning development due to insufficient quality teachers who rely too much on helpers and unqualified staff. If built development continues sewerage and drainage infrastructure needs to be improved particularly around the Llandewi highway bend on the A4118. Farming communities are suffering on many fronts especially on the economic front. Many are small land owners and with very little local demand for produce many fields lay fallow unnecessarily.
- We could do much more to safeguard Swansea's environment. We need to protect green space, make new developments more sustainable, include green infrastructure in all new developments and make sure that active travel and public transport is prioritized over the use of private cars. We need to raise our ambition in this area and make sure Swansea is the most sustainable place in the UK. At present we lag behind other European cities in this area. We talk about sustainability and make tentative steps in the right direction but we don't actually go for it. We now have an excellent opportunity to get it right as Swansea develops with the city centre plans and the focus on the City Region plans. But we must be bold and forward thinking.
- I am afraid that the degradation of our environment in Swansea is more serious than is being appreciated. So many spaces that could have been used to connect people to the city are disappearing and it seems like death by a thousand cuts. Green spaces that offer opportunities to increase biodiversity can be integrated into the built environment as long as a bit of thought and a willingness to do things a bit differently is embraced. As the number of people employed in the council to look after and improve the environment has been cut and the funds to third sector organisations has all but disappeared it is even more important that everyone takes responsibility for looking after and improving our environment. I am hoping the Swansea City redevelopment will include some really nice green spaces that take you on a walk through the city and connect you to the places you want to go. If we want people to invest in our city won't it need to be a nice place to be? And what about the Tawe? No one seems to even notice there is a great big river running through the city, it's all inaccessible and uninviting. The environment is a bit like your house isn't it? Make it a nice place to be and it will make you feel good and uplifted and positive. Make it unpleasant and it will make you feel bad and downhearted and negative.
- Housing is a large issue with poor quality housing throughout the town, although this has started to be addressed with the various renewal schemes a more needs to be done to push away bad out of town landlords who are just after money and do not care about the local

community or local people, they just love for the students filling their poor quality properties year after year. Swansea has a good recycling system however fly tipping is. A huge problem the council needs to do more to address this with the black bag policies and restrictions at the dumps.

- Increased green spaces which are free to use, and more litter bins / rubbish collections to avoid fly tipping
- re 32. If they know about them. People still don't know how to find jobs. In terms of places to live Fix what we have - stop building, we are overcrowding schools with cheap new builds. Fix what we have, improve the neighbourhoods that exist, put money into the schools so they all become green light schools, stop trying to rip it up and start a new it doesn't work, it just runs more and more neighbourhoods into the ground. Fix what we have.
- Swansea does have some wonderful parks and green spaces but they and the biodiversity of the natural environment are being threatened by threats from housing development and lack of investment and spending cuts. Our environment should be every much a priority as health because they are all interrelated - our wonderful parks are essential to mental and physical health and well-being. Likewise, our cultural facilities are being threatened by spending reductions, e.g. Libraries are essential for improving health and well-being but also promoting to love of books and reading and improving literacy and education. Parents now have to pay for their child to learn a musical instrument at school - poor parents will not be able to afford to give their child this wonderful interest and skill for life. The built environment needs drastic improvement - our roads are in an appalling condition with pot holes everywhere, which must be detrimental to our economy and productivity.
- Swansea starts with a major advantage of being a fairly green city near the sea, but some areas feel much less lovely and more claustrophobic than others.
- Swansea still make the excuse that the dereliction and lack of building is due to World War 2
- Transport costs are a barrier to the most vulnerable families to access museums, etc. so this needs to be addressed.
- Natural environments - yes concern when parks have to be given over to schools etc and I would not want to see this continue. Swansea still has higher level of green space than many areas however. Not sure about cultural and community activities. In some areas there is little community space which is sufficiently adaptable for a variety of needs. Many communities need support to maintain buildings, deal with bureaucracy, encourage volunteer involvement, have help with funding etc.
- Plenty of pubs and restaurants. How about more art and seaside areas
- Not nearly enough activities for older people, some would just love a chat.
- Nothing to do with the council
- Green spaces still need to be preserved as there is a lot of building going on in SA1 areas.
- Urban developments? The road alongside TESCO in the town centre has been redeveloped so many times in the last 10 years I can't remember a time with traffic cones!! It's a shame the same parts are being redeveloped. What about the rest?
- Overall we are fortunate in the environment around Swansea but maintaining e.g. parks into the future is a challenge with decreasing finance across the county. There is much to encourage more sustainable lifestyles and it is good to see more and more people on the local canal path walking and cycling. Creating more opportunities for safe walking and

cycling in the city areas is important, and as in all cities air pollution is a problem. I would like to see more and more areas of wildflower planting, and more promotion of community gardens and local veg growing.

- Green spaces need to be protected and their real value calculated beyond for maintenance etc. What about health & Wellbeing, carbon storage etc.... it all needs to be added up and taken account of.
- More support should/ could be given to the arts sector. Having had Swansea musicians on radio 3 recently (but recorded in Cardiff) and a variety of well-known local artists culturally the city could take off. We also have a history that is hidden- outside of copper and Dylan Thomas, there could be more made of the historic docks, the history trail outlining the enclosure of Townhill, the washing pond, gibbet hill and parts of the wildlife corridor (particularly highlighting some of the birds that are there) and of course the rebuild after WW2. It would be good to copy the hafod urban renewal scheme for houses to other parts of the city. Settle communities need to stop bashing students and HMO's- HMO's house vulnerable non students and are needed!
- I believe we have one of the best in the UK having the Gower on our doorstep.
- Swansea should preserve the village communities and not build large developments. Developers should build affordable houses. Natural environment should be protected.
- There are many places in Swansea that people can visit or participate in, but there are many barriers to entry. Disadvantaged people are excluded, when they are the very people that would benefit the most.
- Swansea is desperate for all weather sporting facilities for children as well as adults. We have no full size 3g pitch. There are scores of these across the valleys from Gwent to Aberystwyth
- Removal of Communities First will have an adverse effect on deprived communities.
- There needs to be more work done on ensuring people take more responsibility for their own communities. Lots of links between people feeling they have no stake in their communities so they don't bother to participate or take responsibility for the area. There are some great spaces in Swansea that could be developed more, especially along the promenade from the marina down to Mumbles - Have a look what Torquay have done with their very similar bay profile.
- Given the natural environment we have been gifted in Swansea we do very very little to embrace, protect, improve and capitalise upon it. A 5 score here is very overinflated. There is a long way to go and so much more that could be done. This is inextricably linked to all other aspects of the survey, particularly health and wellbeing, education and employment
- More affordable housing
- Swansea is a beautiful city and needs to be looked after by everyone
- Need to redo our green spaces and make good what we have. i.e. Manselton park, access to, its bad there needs to be a crossing by the entrance by St. Johns, road, 2. the land between Penlan and the road called the old race course needs to be looked at and made clean again, to be a natural area of beauty or cleaned up to stop the drug trafficking and motorcross riding and pitt bull terriers let loose to attack any other dog walkers or persons, I could be an amazing and is a lovely area to walk and peaceful, but even though I am doing some litter picking for Keep Wales tidy, there, it's a huge task with a lot of fly tipping and the Council is

doing nothing and if it is private land then it should be forced to be fenced off by the owners and left alone for nature. We need community development officers. I fully support the Lagoon and the electric cars, and as an ex nurse question the air pollution and the masts up on St. John,s road there is a huge amount of cancer here, a huge amount. We need more full time jobs for our men and help those who are single parents, and education on relationships, like workshops in our community centres, to avoid divorces, drug abuse, alcohol abuse, and general health of this population around this area. So much could be done. So much could be done but we need help to start, Swansea is beautiful I love it but where I live has gone downhill now that the war community has died they were proud to call this area lovely, clean, and nice gardens, we all need to help each other, and reforge our community. But thank you for listening I love Swansea, and its people but wish they were not abusing themselves, anymore. Money can't buy kindness, caring, sharing, love and peace we have these already.

- A lot of pavements in my area are not safe obtaining recycling bags has been a nightmare, the theatre & museum are great parking in Swansea is not good
- There are many lovely places to live work and visit but it's not accessible to everyone
- Greater community funding is desperately needed.
- Teach people to respect the Community they live in. Show them what impact dropping that one piece of litter, or chewing gum will make. Invite members of public to say a recycling plant (the tip) for them to see what impact their daily lives have on the community as a whole. The Council to earn the respect of the people of Swansea. Explain things to them - they are not all as stupid as you may think! What respect do people have for the Council when they can see an obvious huge waste of money (thinking of the Kingsway and the bendy busses), with no accountability then Jo public are asked to pay more Council tax, and fewer benefits.
- While Swansea has many great outdoor spaces, our Brynmill area suffers from the high volume of HMOs bringing with it problems such as litter and mess and overcrowding. It has also destroyed the community
- More community involvement needs to start with an asset based approach and creative thinking using the skills and knowledge already present in the community. Interdependent long term relationships are key. Short term thinking and targets kill community assets. Take risks and be creative
- Yes we have great parks which are cultivated and well kept. There are also many cultural events and things to do in and around the Swansea area. However some areas are poor in their upkeep and others are much better off.
- I don't see any alarming issues here, the work compiled by the council seems comprehensive and on-going.
- You only have to look at all of the tipping at the carrot pond to see this is an area that needs vast improvement. There also seems to be a huge difference to the way green space is looked after in the more affluent areas. Some areas get the grass mowed every week or so and others every 6 weeks.
- Get more people involved in the community.
- Please use more renewable energy and add charging stations for electric cars to reduce air pollution. Air pollution is a very serious problem in Swansea and cars contribute to pollution.

Cycling and electric cars should be encouraged as this will reduce carbon dioxide levels. I would suggest using solar powered renewable charging stations for electric cars as petrol will run out eventually. There should be more incentive for cycling such as reduced council tax for cyclists to cover the cost of the bike.

- Beyond Gower, where people care a little, much of Swansea there is little care for the environment. Many communities have developed some resilience, mostly out of mutual necessity,

Welsh Government response to the consultation on the draft assessment of local well-being for Swansea, required by the Well-being of Future Generations (Wales) Act.

Thank you for sight of the Swansea PSB Assessment of Local Well-being as a partner among what is clearly a wide range of stakeholders consulted.

Welsh Government acknowledges that the preparation of an assessment and the supporting evidence is a significant undertaking and recognise the amount of work that has been accomplished.

We have structured our response to the consultation on your assessment as follows (we will be using the same approach in responding to each of the assessments):

- General comments providing an overview of thoughts on the assessment
- More specific comments on the way in which the analysis has been undertaken and presented and the way in which the statutory requirements have been met
- A final summary table which identifies the areas we would suggest could benefit from further development. We are adopting a consistent approach to these matters which have been categorised as follows:
 - Category A – these are significant issues which we would hope would be addressed prior to publication of the well-being assessment. They might relate, for example, to compliance with the statutory requirements or a fundamental issue with the quality of the analysis
 - Category B – these are matters which are important and would support a better informed well-being plan and we would hope could be addressed alongside the development of the plan
 - Category C – these are matters which would strengthen the assessment but could be addressed over time

Overall Thoughts

This Assessment demonstrates the commitment Swansea PSB has made to embrace the challenge of well-being assessment. Although our evaluation identifies some areas for further development, which is to be expected with such a significant shift in practice over a challenging time-scale, the Assessment engages meaningfully with most of the key areas identified in the statutory and non-statutory guidance. As such it is well on the way to achieving the required step-change in the use of evidence and analysis and continued development along this pathway will ensure the PSB is well informed and using evidence in creative and sophisticated ways to aid its decision-making.

The greatest scope for improvement exists in relation to engagement, the evidence from which is lacking in this consultation draft (see substantive comments below). Consideration of future trends and scenarios and further analysis of community areas are the other main area for development.

Particular strengths of the Assessment include its novel approach to assessing the state of well-being, which will give a useful sense of scale and progress, and the way it relates the local evidence to wider evidence on well-being, which demonstrates progress in making the transition from assessing need to assessing well-being. The reflective and honest approach taken in the analysis and the outcomes and drivers approach are also notable strengths.

Comments on particular aspects of the Assessment

Statutory Requirements

The assessment has attempted to cover all the statutory requirements contained in the Act. Along with identifying six community areas, the assessment documents the national indicators that were used, and each of the statutory reviews and assessments considered are usefully referenced.

Please see further detail below on Future Trends.

Structure and Format

The Assessment has a logical structure and is very easy to follow. It is written in a very readable and accessible style and makes its points very clearly. The sub-headings beneath each driver make for a comprehensive and transparent overview of the evidence. Whilst the analysis is concise, which aids its readability, it would benefit from a greater variety of data presentation (such as charts or maps) to enhance the messages contained within the text. In its current form, the Assessment is rather text-heavy.

While the format is logical and readable, structuring the Assessment by outcomes limits the ability to make connections between themes, which could be an important consideration

for the PSB in formulating its priorities. Although this is acknowledged in the document, we would advise including a short overview section which looks at the inter-dependencies across outcomes.

The Assessment would also benefit from some means of summarising the evidence, either at driver or outcome level. The summary table at the beginning of the Assessment goes some way towards this, but does not reflect the breadth of evidence presented in the main sections.

Engagement

Engagement with the public and stakeholders is an acknowledged gap in the draft Assessment, due to be addressed in the final version. Although the regional engagement work being overseen by Miller Research is mentioned (and expanded upon slightly in the supporting overview document), there are currently no details of the methods involved, the coverage of the engagement and what sort of contribution it will make to the Assessment. It is also unclear what the timescale will be for undertaking the analysis of the evidence sourced through the engagement work.

The lack of engagement evidence in this consultation draft is a significant limitation; respondents will be effectively commenting on a partial evidence base with important perspectives unrepresented. This will of course affect the quality of feedback respondents are able to give.

At the very least, the published Assessment should include an overview of the findings of the engagement work.

It is recognised, however, that significant effort has been made to include other forms of evidence, e.g. relevant surveys and anecdotal evidence, which supplements the data analysis and introduced some interesting perspectives.

Balance and Comprehensiveness

The Assessment is well-balanced overall and provides adequate coverage across the four aspects of well-being.

Adhering to the area's established outcomes and drivers (albeit adapted to the national Well-being Goals) is a reasonable approach, offering continuity from the Single Integrated Plan and familiarity for partners. The driver diagrams method gives the analysis structure and consistency.

The evidence presented is sufficient to paint a broad picture of well-being in the area, but is selective in its approach, making for a concise analysis. This works very much in its favour and demonstrates the shift away from needs assessment set out in the Welsh Government's guidance. We feel that the environmental drivers were slightly weaker in scope than the

social and economic ones, and as expected, there is relatively less evidence relating to cultural well-being, which is likely to be an area for future development across Wales. The analysis of the natural environment in particular could do more to explore the relationship to the well-being of people in the area.

The Assessment would benefit from further development in respect of the well-being of people in the community. The evidence does not fully reflect the perspectives of the interest groups identified in the statutory guidance and it is possible that some of these perspectives could significantly alter the overall picture of well-being in the area, or suggest a more nuanced approach. We would suggest the Assessment includes more discussion of the possibilities and availability of evidence in this regard.

As noted, the Assessment could benefit from further analysis of community areas. Although it includes some analysis of variation within Swansea, much of this analysis is qualitative and would probably be insufficient to give the PSB a detailed understanding of patterns across the county. It is also unclear which community areas are being referred to in certain sections- for example under the “Babies are born healthy” outcome, the summary suggests there are concerns about health inequalities between different areas in Swansea – however the narrative doesn’t discuss which ones.

Based on the feedback we have received from policy specialists across the Welsh Government, there are some very specific areas which we highlight for your consideration. For example:

- The Assessment could benefit from emerging learning from the population assessment required by the Social Services and Well-being Act which could be more explicitly incorporated into the Assessment
- Evidence of the barriers for accessing health services in the area could be strengthened, particularly in more rural communities and deprived areas
- The Assessment might evidence direct engagement with children and young people or a survey that was children and young people friendly.
- Some more evidence of having discussed with partners from Probation, Community Rehabilitation Companies and Youth Offending Teams, who are statutory invited participants, and could provide background on needs of offenders within custody and in the community
- Although there is a short analysis on the Welsh language with the demographic report, the Assessment would benefit from discussing the use of the language in the cultural section of the main document.
- Some perceived gaps with regard to housing; intelligence on the private rented sector, park homes in the area, or adaptations to homes (supporting independent living)

Reflective and Critical Approach

Overall the Assessment is very reflective and critical in its approach; it openly acknowledges where there are gaps in the current evidence base and where current activities are considered ineffective or lacking. This is very positive, but the reflective approach could be enhanced by: 1) being clearer on the implications of evidence gaps and limitations, in terms of how they affect the quality of the Assessment overall; and 2) being clearer on what, if anything, will (or could) be done to address these gaps. Some attention to the latter in particular could assist in identifying priorities for the Local Well-being Plan.

Good use is made of academic and other forms of research to set the context for some of the topic areas, which is useful in understanding the relationship to well-being. There are some unreferenced statements made in the 'about this outcome' sections, which could benefit from clear referencing.

Quality of Analytical Approach

The quality of the analysis in this Assessment is generally good. It successfully blends existing research and data to paint a broad picture of well-being in Swansea. The data is presented in an analytical way, which allows the main areas of concern to be identified. However, this could be strengthened with further analysis of community areas; the use of qualitative evidence sourced through the engagement work; and more diverse data presentation methods.

It is encouraging that well-being is a very prominent theme throughout the Assessment. It makes particularly good use of academic research on well-being to frame its analysis and relate its local data and evidence to the fundamental questions of what matters.

The use of a 10-point scale for assessing the current state of well-being is novel and has clearly been approached with care. We would advise particular care in assessing movements up or down the scale, which will not only need to be informed by available evidence, but also by a reasonable understanding of causality.

There is some evidence that Swansea is moving towards an asset-based approach, which is very encouraging and demonstrates progress on one of the main challenges of well-being assessment. However we feel there is also scope for improvement in this respect. References to the area's assets are fairly superficial and do not always enter into discussion about the contribution they make to well-being and how this could be built upon in future. Moreover, there is scope to re-frame some of the basic analysis to emphasise strengths (e.g. exploring the opportunities afforded by an ageing population, as well as the challenges), which is likely to be a challenge across many of the Assessments.

Finally, the attempts to address what improvement would look like are a useful addition to the Assessment; in many cases, however, they go beyond what could be reasonably be

concluded from the evidence and begin to propose solutions and interventions to address the situation. There is a risk that this will unduly influence the PSB’s thinking and constrain the options put forward for the Well-being Plan. It would be preferable to focus these sections on what change in outcomes would be expected if improvement were to be made, rather than advocating particular approaches.

Future Trends

There is limited analysis of future trends analysis and consideration of future scenarios throughout the Assessment. As such we feel it is overly focused on the current state of well-being in the area and would benefit from considering the implications of the current picture for future generations (perhaps drawing more heavily on the published work of Swansea’s Sustainable Development Unit). This might determine how well the PSB will be informed of the challenges and opportunities the area will face in the coming years and decades. We recognise that at this stage the approach is still being developed at a national level, which will be strengthened over time. However, even in the absence of specific data for Swansea, a more developed analysis would be possible, whereby the potential implications for the area could be discussed as part of the Assessment.

Areas for development

Category A
<p>Category B</p> <p>Future Trends (see paragraph)</p> <p>Engagement (see paragraph)</p> <p>Marginalised groups and the well-being of people in the area (see “Balance and comprehensiveness”)</p> <p>Specific comments that might develop the assessment further (see “Balance and comprehensiveness”)</p> <p>Reflective and Critical Approach (see paragraph)</p> <p>Enhancement of Environment and Cultural well-being section (see “Balance and Comprehensiveness”)</p> <p>Enhancement of analysis of Community Areas (see “Quality of Analytical Approach”)</p> <p>Moving towards an assets based approach (see “Quality of Analytical Approach”)</p>

Category C

Some Unreferenced statements (See “Reflective and Critical Approach”)

Variety of data presentation and connections between themes (see “Structure and Format”)

Tuesday 28th February 2017

Dear Swansea Public Services Board members and support team,

Thank you for giving me the opportunity to provide feedback on your draft Assessment of Local Well-being sent to the office in January 2017.

The first thing I want to do is to make it clear that I fully appreciate the challenges that you have faced in the development of the assessment this time around, and I congratulate your team on their hard work and efforts.

My primary focus in providing this feedback is to help you consider how well your work so far will help you to set your collective objectives and undertake well-being planning. For me Public Services Boards are one of the biggest opportunities for the public sector in Wales to change the way we do things in Wales and to collaboratively make decisions and deliver services that will benefit future generations.

Your assessment is a key part of this, and whilst I appreciate that it may not be a full picture by the time you publish it, it is important that it sets out a clear and informed picture of the well-being of Swansea and your communities, that is relevant now and into the future. **Your assessment should enable you to clearly identify key challenges for your area and communities, and to develop collective objectives that address these challenges.**

I attach a document that gives you detailed feedback on your draft assessment, and what you should think about building on both in the short term as you move towards well-being planning and in terms of assessing well-being in the future.

During 2017-18 one of your key tasks will be to develop your collective well-being objectives as part of your Well-being Plan. The legislation requires you to seek my advice on how to take steps to meet your objectives in accordance with the sustainable development principle (five ways of working).

Below I set out some of the things I will be looking for as my office continues to work with you. In my view those PSBs who have showed they are already taking account of the five ways of working will be well placed to develop objectives and Well-being Plans, which will have benefits for all organisations involved in terms of maximising their collective contribution to the goals and addressing inter-generational challenges.

The approach that you've taken to identifying six themes and 19 'well-being drivers' is interesting and your approach to 'scoring' the drivers will provide useful points for discussion as well as enabling a focus on your aspirations and what progress could look like. I think that you have the opportunity to explore further the **integration** between the themes, drivers and the seven national well-being goals. For the PSB to understand how it

can **maximise its contribution**, the relationship between strategic objectives under these six themes and the national goals will need to be understood and communicated.

I was pleased to see that you have made a good start with your approach to **involving people and communities** in the development of your assessment, and your approach of scoring drivers provides you with a strong basis for further meaningful engagement. I would encourage you to make sure that you continue to provide opportunities for a broad range of stakeholders and citizens to get involved in influencing the development of your objectives, and be able to demonstrate that their input has an effect on what you do.

The detailed feedback highlights that some of your sections on 'Future Prospects' have been written extremely well, particularly your section on a 'Decent Standard of Living'. As you develop the assessment and move towards well-being planning I would like to see you build on this work to give greater attention to the potential impact of long term trends on Swansea under all of your themes and drivers. This should include greater insight into key issues for the **long term** well-being of Swansea, in particular through considering what challenges they present, and which specific localities, communities and people are likely to be most affected or are most vulnerable.

A key element of the legislation is the focus on **preventing problems** from occurring rather than just responding to them and I see this as a key priority for your well-being planning. Whilst you mention prevention in the context of early year's intervention and environment, your assessment would benefit from a description of how the preventative agenda is critical to well-being planning and public service delivery. This is an area where I would encourage you to give detailed consideration to what the data and evidence is telling you, in order to make sense of key challenges you have identified.

And **collaboration** is key to all of this – you now have the opportunity to take your partnership working to a new level, collaborating with resources and finding new ways to deal with old problems. Your assessment should be helping you to identify the most fruitful opportunities to do this.

Your support team have worked hard to develop this assessment and the people who support your well-being planning will need your full buy-in and support. Key features of this are likely to be the leadership you show and your willingness to give people space and permission to explore new ways of addressing old problems. This cultural change is what the Well-being of Future Generations Act is all about.

In anticipation of the requirement for me to provide advice on how you should take steps to meet your collective objectives I would like to see further detail of how you will use your assessment as you move towards well-being planning. I would appreciate you letting my office know how you have responded to our feedback. With this in mind it will also be important for you to provide my feedback to the scrutiny committee that has the lead for

scrutinising the work of the PSB. The need for a more constructive approach to scrutiny has been identified as an important part of maximising collective action at the local level.

I hope that our feedback is clear and useful at this stage. However, I must reiterate that I don't see the development of your assessment as a one-off event. Going forward I will be providing opportunities for PSBs to share learning and best practice which I hope you will be involved in, in order to provide the best platform for you to fulfil your ongoing obligations under the Act.

Kind regards,

A handwritten signature in black ink, appearing to read 'Sophie Howe', with a stylized flourish at the end.

Sophie Howe,
Future Generations Commissioner for Wales

Feedback from the Office of the Future Generations Commissioner on

SWANSEA Public Services Board Draft Assessment of Local Well-being 2017: *The evidence base for Swansea's Well-being Plan.*

1. Introduction

The following report provides feedback to Swansea Public Services Board from the Office of the Future Generations Commissioner on the consultation draft of Swansea's Assessment of Local Well-being which was published in January 2017. This feedback is based on our project team¹ reviewing the following key documents and discussions:

- *Swansea Public Services Board Assessment of Local Well-being 2017: The evidence base for Swansea's Well-being Plan. Consultation Draft -Jan 17*
- *Swansea's Assessment of Local Well-being 2017 [Draft] Annex 1: A Demographic Profile of Swansea*
- *Swansea's Assessment of Local Well-being 2017 [Draft] Annex 2: Community Areas in Swansea by Lower Super Output Area (LSOA)*
- *Swansea's Assessment of Local Well-being 2017 [Draft] Annex 3: Background to the Assessment*
- a phone discussion between the project team and members of the PSB team on 14th February

It is intended that his feedback should be used to inform both the publication of the assessment in spring 2017 where possible and recognising the timescales that exist, but it is more important that it informs ongoing processes of developing your assessment and well-being planning.

The assessment has been reviewed by the project team using a set of criteria, developed specifically to focus on aspects of assessment production, methodology and analysis and the requirements of the Well-being of Future Generations Act. These criteria enable us to review the wide range of approaches to local assessment of well-being that have been used across Wales. This has also enabled us to provide bespoke feedback to PSBs, highlighting strengths and potential areas for improvement. This consistent approach will also enable the Commissioner to identify key issues and highlight opportunities for shared learning, at a Wales-wide level, for the wide range of public sector and other bodies involved in well-being planning.

While we understand from the phone conversation with the PSB team that the Well-being Assessment is an ongoing process, and that further work is currently being undertaken, it is

¹ Dr. Alan Netherwood, Netherwood Sustainable Futures, Dr. Andrew Flynn, Cardiff University and Dr. Mark Lang, Mark Lang Consulting

important that the following comments are noted and acted upon as the well-being assessment is developed, adapted and built upon to inform well-being planning across the PSB.

2. National well-being goals

One of the issues we have considered is how effectively the seven national well-being goals have been reflected in the assessment as the WFG Act requires PSBs to demonstrate how they plan to maximise their contribution to the goals. It is important that there is a clear link between the data in assessments, its interpretation and our understanding of all aspects of well-being in our communities.

We understand that PSBs will develop different ways of reflecting well-being; in Swansea's case across six themes ²and 19 well-being 'drivers'. The rationale for utilising this framework is clear and Annexe 3 is particularly helpful in explaining this. It was also clear from the phone conversation that this approach has evolved from previous partnership work.

This will provide a useful framework to develop an understanding of causal relationships and preventative action as your evidence base is developed. We understand the intention of scoring and look forward to hearing how this approach engages partners and communities. There is scope for you to provide more explanation about how the six themes were chosen and how they link with and contribute to the seven national well-being goals. Why are these six themes and 19 drivers particularly important to Swansea and not other well-being issues?

For the PSB to understand how it can *maximise* its contribution, the relationship between strategic objectives under these six themes and the national goals will need to be understood. While the seven national goals are referred to in the introduction, there is no reference to them under the six themes or within the evidence or analysis within the 19 well-being drivers. The 'About *this outcome*' section provides an opportunity for authors to develop this link. This could be done with a simple table explaining the contribution to each of the national well-being goals.

At present the 'Summaries' and 'About *this outcome*' sections in the assessment often assume an implicit understanding of how the issue will impact on well-being. This could be made more explicit and the national well-being goals might provide a useful tool to do this, and to identify the potential contribution of the PSB to multiple goals through integrated activity.

² Children have a good start in life; People learn successfully; Young people and adults have good jobs People have a decent standard of living ; People are healthy, safe and independent; People have good places to live, work and visit.

We would expect to see a stronger explanation of this relationship in future iterations of the assessment and throughout the well-being planning process in Swansea.

3. Data content – area and plac

The WFG Act requires well-being assessments to focus on the area and 'place' and reflect the variety of communities across your area. We have considered the extent to which the data content of your assessment does this.

There is good use of Swansea wide, regional and comparative data to inform your assessment which gives us a broad understanding of the types of challenges to well-being. However in places the data would benefit from more interpretation to understand the *significance* of the issue for Swansea as a whole. Improving our understanding of well-being through more effective interpretation and communication of the significance of challenges to well-being are two themes which we will refer to later in this feedback document.

The frame that you have developed to record information under each of the themes and drivers is commendable and provides some basic, but well thought through 'request' of contributors under each sub-heading³. This includes a section requiring authors to analyse '*Differences within Swansea*'. There are good examples where LSOA and MSOA data has informed the narrative, including the section '*People have decent standard of living*' and outcome F2 on environment and infrastructure.

However, generally, we believe that the analysis could be improved by a greater focus on individual communities across the Swansea area. This could include greater understanding of well-being in different areas and places, differences within areas or between areas, inequalities and particularly acute local issues. We believe that a well-being assessment should provide a more localised (and less homogenous) understanding of well-being, and will be seeking evidence of this as well-being planning progresses.

It was useful to understand from our phone conversation that constraints of time placed on PSBs to produce the assessment influenced the extent to which local data could be included, and that there was an intention to build on this work to include community level data in future across Bay West; Bay East; City; Cwm Tawe; Penderi and Llwychwyr. On this basis, Annex 1 and Annex 2 need to be further developed.

The assessment could also be strengthened by including data on critical energy, water, transport and other critical infrastructure. This should include an interpretation of key challenges and trade-offs (see comments on this in point 7 below). This type of information is of key relevance to the PSB, service delivery and future community well-being.

³ Swansea's strengths: Changes over time; Comparisons with other places; Differences within Swansea; Perceptions and perspectives; Future prospects; What would improvement look like: about the evidence:

4. Data content – public service needs

We think it is important that you have a clear picture of the different needs of people and communities now and in the future, and that the implications of these needs are understood. We have considered the extent to which the data content of the assessment focuses on public service needs, within communities and for particular groups of individuals.

A priority for my office is encouraging public bodies and PSBs to make sure that they are firstly involving people and communities in ways that give them greater insights into people's lived experiences of public bodies, and secondly acting upon these insights when they make decisions and deliver services.

It is positive to see many of the sections under each of the 19 drivers provide quantitative and qualitative information on public services particularly under the sections '*perceptions and perspective*', '*future prospects*' and '*changes over time*'. This is a useful resource and should be collated and analysed by the PSB – what does this information tell us about whether services are adequate; whether there is a major gap in public services to address the 'driver'; the scale of the public service challenge from the 'driver'; and the potential role of the PSB in developing collective action to address the issue?

You could build on this to give more consideration to interpretation of the data to understand what the challenge is for public services. This point is picked up in more detail under point 6. The assessment could be strengthened with an analysis of key messages to the PSB and the public sector more generally about the 'step change' which is likely to be required to address these 19 drivers.

It is understood that the commissioned consultation work with Neath and Port Talbot Council and Bridgend Council will also provide insight into public service needs, especially given that this work considers the data from the Population Needs Assessment

5. Quantitative and Qualitative Analysis

We recognise the challenge of balancing data, insights and evidence to produce a rounded understanding of well-being of communities and individuals of the short, medium and long term. One of our main considerations has been the extent to which both quantitative and qualitative analysis and methods in assessments provide a broad picture of environmental, economic, cultural and social well-being, together with initial commentary on the implications of this 'picture' for communities. i.e. what really matters?

As suggested above, we believe that the framework and templates developed for the assessment are excellent and are clearly helping you to collate and begin to interpret a large volume of material. They also provide a useful tool for further consultation.

In general there is good use of quantitative data to describe the current situation. However, in many places the accompanying narrative would benefit from further interpretation to understand the *significance* of the data (this particularly applies to health and education based drivers). This would help us to understand the situation more clearly. There is also a great deal of variability in the 'Summary' boxes in defining the implications of the picture for communities. This needs to be strengthened to get a sense of scale, significance and implications for well-being.

In this respect, there is much better use of qualitative data and some authors have provided excellent intuitive analysis to help to describe the significance of the current situation (this particularly applies to sections on poverty and culture. This type of approach should be encouraged across the 19 drivers. The section '*People have a decent standard of living*'. 'is notable for its excellent balance of qualitative, quantitative data, interpretation and narrative and should be used a benchmark for other sections.

The comments below are based on how effectively the 'templates' that have been developed communicate and assess well-being. There is obviously clear potential in these templates if they are utilised well and information is analysed across the 19 drivers.

Swansea's strengths – this provides a comprehensive list of existing assets and services and public sector interventions. It would be helpful to have a better understanding of the relative impact of these activities to address the 'driver'. What do we need to do more of?

Changes over time – these sections are variable at getting the message across of how the 'issue' is impacting on well-being - what is the impact of the change or trend and what are its implications for public services?

Comparisons – the assessment could be clearer about what the comparison tells us in many of the drivers- is it significant if Swansea differs by 0.1% from Carmarthenshire or Bridgend? Does it highlight inequalities – or issues for public services?

Differences within Swansea – this has the potential to develop along with Annex 1 and 2 to build up an excellent resource (see comments above in point 3) but there is wide variability in how this is filled out. Can qualitative data be used more to describe differences within Swansea if quantitative data is unavailable?

Perceptions and Perspectives – it is unclear in many cases, whose perspectives and perceptions these are, so it would be helpful if this could be made clearer. This provides a good basis to include information from consultation activity.

Future prospects - many of these sections have been completed on the basis of what is likely to happen in the next couple of years in terms of planned interventions, whilst others are more aspirational. The PSB should utilise this information and summarise it to inform the shift that is required to address the 'driver' as well as the role of the PSB. Few focus on long term 10+years – this should be encouraged to begin to understand long term trends and their potential impacts. (see comments on Foresight and Future Trends in point 10)

What would improvement look like? – This already provides an excellent resource to understand the nature of change required and the implications for public services. Two questions which could focus the use of this material are how the 'improvement' could be achieved, and 'what is the role of the PSB in this?'

About the evidence – these sections are also variable, but provide another good resource for the PSB to understand data gaps and potential to address them. (See further comments on this in point 12 below).

The following comments focus on the thematic sections of the assessment and the extent to which these assess well-being across the 19 drivers:

Outcome A: Children have a good start in life – much of this information is generic and impacts and the significance across Swansea could be more clearly articulated. Some of the language reflects 'performance management' and needs to be clearer about the significance of impacts e.g. "further improvement is needed", "there are concerns" - what are nature of concerns and the scale of improvements needed?

Outcome B: People learn successfully – this is very focused on statistics of educational attainment. There seems to be a narrow focus on this section with limited mention of the Universities or Colleges in Swansea and no mention of continuing education. What is the rationale behind these drivers being chosen to measure this outcome?

Outcome C: Young people and adults have good jobs - this section is well evidenced but could provide a greater insight into significance of different aspects of Swansea's economy – what is the role of the public sector? What is the role of the City region deal? There is limited understanding of the distribution of jobs across Swansea and particular role of retail in specific communities or Swansea's role as sub regional hub. There is a far more strategic story about well-being here which is missed from a narrow 'frame' around the available statistics.

Outcome D: People have a decent standard of living

Outcome E: People are healthy, safe and independent

As mentioned previously, these sections are particularly well developed. The authors clearly have the confidence to interpret the data and are good at drawing out key the challenges over the short, medium and long term, and improvement and implications for public services. All sections should aspire to this approach.

Outcome F: People have good places to live, work and visit. - the cultural section on this is strong and well written. Other sections need more development beyond a list of bullet points e.g. what is about having two Universities which provides strength? What is the situation on housing affordability? What biodiversity is in decline and under threat?

6. Key challenges

It is important that well-being assessments, in assessing the state of well-being, focus on key challenges to well-being over the short, medium and long term, as well as the positive attributes and assets in the area. This includes the trade-offs between different well-being goals, tensions, assets and deficits within the area.

We understand that the assessment is intended as a stimulus to develop a conversation about challenges in Swansea and how to address them. However, as stated previously, the assessment could be enhanced throughout with further interpretation of their significance for Swansea and its communities—*how* these issues will impact on well-being. We need to have a clearer understanding of which communities and people have resilience or are vulnerable to current and future trends. This will help the PSB to understand what preventative approaches can be developed and should be a focus of future work on the assessment.

These challenges could be more clearly defined in the 'summary' on each driver. The *future forecast* section also provides a great opportunity to communicate challenges over the medium and long term. Authors and contributors should be encouraged to develop this approach.

There is very rich data in the document that represents insightful analysis and this should feature more strongly in a broad summary within the main document. There are clearly some core issues which are described *within* the narrative that should provide a stronger backdrop to all of the drivers: children living in poverty; limited resources for social care; under-provision of housing; welfare reform; climate impacts; austerity; natural resource depletion. This is an area where existing data and information might help to provide a broad strategic context for the 19 drivers.

7. Engagement, involvement and collaboration

The WFG Act clearly indicates that collaboration and involvement are two of the five ways of working which PSBs need to consistently apply to their work. As a consequence, we have been particularly interested in the level and method of engagement, involvement and collaboration across the partnership in producing the assessment, including engagement with communities, public, third sector and private sector organisations.

The phone discussion helped us to understand the work underway in collaboration with Bridgend Council and Neath Port Talbot Council to explore and consult on both the well-being and population needs assessments. We look forward to seeing reports on this activity. The data as it is presented is complex and we will be interested how the collaborative activity and future engagement and consultation presents the information to the general public and communities as well-being planning progresses.

Clearly because of this we have only a partial picture of the engagement and consultation activity which has been used to inform the assessment. We can see the effort that has been put into the online survey and understand the levels of collaboration across the partnership to develop the assessment.

It is also good to hear how much this assessment has acted as a catalyst to develop collaborative working across the PSB. The final assessment should explain the benefits of this collaboration, the nature of their contribution, and where joint work could be improved. This collaboration is positive and should be built on as you move forward into well-being planning.

8. Integration

One of the key aims of the WFG Act is to develop integration at all levels across the public sector. We believe it is important to understand the inter-relationship between environmental, social, economic and cultural well-being. As a result we have been keen to consider the level of integration between traditional policy and organisational silos in producing the Assessment. It is important that the data listed in the assessment is explored across traditional policy and organisational silos, to interpret what this means for well-being in the area.

There is scope for greater consideration of data from each section (and within each section) alongside that of the others, and consideration of the inter-relationships between data. This is an area for you to give further consideration as you finalise your assessment for publication, and as you move toward well-being planning. This should include greater integration and more exploration of the relationship of policy/challenges between of the 19 drivers – for example housing and climate change have multiple impacts across a number of drivers – how will the assessment and well-being planning address issues which have this

cross cutting nature? As mentioned in point 2 the well-being goals might provide a useful frame to explore integration across all of the assessment's primary and secondary drivers.

We understand that work is already underway and planned to further investigate the findings of the assessment with partners. These inter-relationships should form a part of this activity. Integration across well-being themes should be an important issue for the PSB to consider as it moves towards well-being planning.

9. Foresight and future trends

One of the key challenges from the legislation is to consider the short, medium *and long term* well-being throughout the assessment and Plan process. We are interested in the level of foresight and use of future trends analysis in producing the assessment and recognition of the well-being of future generations.

Generally, there needs to be greater attention given to the potential impact of long term trends on Swansea under the 19 drivers and this is something we would expect to see improve as the assessment and Plan is developed. i.e. how vulnerable/resilient is Swansea's energy, water, transport and other infrastructure able to support the economy and provide the foundations for well-being across the 19 drivers?

As explained in point 5, there are variable approaches across 19 drivers to use the 'Future Prospects section' to consider long term well-being. This has been done extremely well in some sections - particularly in the 'Decent Standard of Living' Section and could be developed further in others such as 'Decent Start in life' and 'People Learn Successfully'.

We understand from the phone conversation that there is an opportunity to include more analysis of the potential impact of future trends on well-being and develop horizon scanning. We would encourage you to pursue this within the PSB as you work on developing the assessment and well-being planning.

A simple approach could be adopted to address this issue. Summarising the short, medium and long term challenges for each section, identifying where there are potential significant implications for the area, and gaps in your understanding of long term trends might help the PSB to prioritise critical challenges where collective action is needed.

The Welsh Government will be producing their Future Trends Report in May 2017. The current plan is to include 6 key themes: Population, Economy, Natural Resources & Climate Change, Health, Land Use & Infrastructure & Societal Change. As it develops your assessment will need to take account of data included in this, but should aim to provide a clearer emphasis on long term challenges to well-being in the initial assessment published in the coming months.

10. Cross boundary issues

Integration and collaboration are central to public bodies applying the sustainable development principle to their activities. One of our aims has been to review the extent to which the assessment has considered cross boundary issues for regional and national action.

We believe that a more detailed understanding and analysis of key regional and cross border issues which affect Swansea would be beneficial, to inform the well-being plan process. There is only limited reference to the region across the 19 drivers and where it is mentioned, there is little interpretation.

The assessment would benefit from some further interpretation of how the Swansea Bay City Region Project might impact on all aspects of community well-being across Swansea. Even if the specific impacts are uncertain at present, it will clearly have an influence on cohesion, equality, resilience and so on. The project's potential influence should be included for all sections of the assessment, beyond the 'Economic drivers, as it is likely to have multiple impacts across different parts of Swansea. Greater insight could also be provided on the significance of commuting patterns to well-being in Swansea, critical issues for transport infrastructure and the nature of inter-relationships with neighbouring authorities and other regional partners. It will also be important for PSBs to consider the conclusions of neighbouring local assessments of well-being as plan production develops.

This regional focus is something we would expect to feature in future iterations of the assessment to inform well-being planning in Swansea, perhaps forming part of the broader context for the drivers as suggested discussed in point 6. It was good to hear in the phone conversation that regional issues are already being considered by the PSB team.

11. Data quality and data gaps

The WFG Act intends that well-being planning will be a continuous process where the evidence base will be gradually improved over time, to enable public bodies and others to understand and plan for well-being in their communities. We are keen to understand the approach of PSBs to data quality and data gaps during the assessment and data issues moving forward.

It is really positive to see the '*About the evidence*' sections under each of 19 drivers, where some authors have readily identified data gaps, and others should be encouraged to do so. This is a really useful resource and could be collated and summarised to provide a synthesis of data gaps from different aspects of the work to understand what might be needed in the short term, medium and long term – i.e. what is missing that matters now to inform Plan development, what would be good to build over the medium term and what longer term data issues are.

This would enable the PSB to build on existing work and plan for improving data quality during the next year and beyond, helping PSB partners to build in data research and management into their business and corporate planning. It would also provide an indication to Welsh Government, the Office and Data Unit Wales on PSB needs.

12. Use of the sustainable development principle

The statutory guidance places a responsibility on PSBs to *maximise* their contribution to the well-being goals by utilising the sustainable development principle in the way that they operate. We have been keen to understand how the sustainable development principle and five ways of working have been utilised during well-being assessments.

It is really good to see the approach adopted in the introduction, where there has been clear consideration of how to apply the sustainable development principle and five ways of working to the assessment itself. This could be further developed in the final assessment to communicate how this has changed this approach from previous 'traditional' methods of developing evidence and consulting on well-being. What has been the added value of utilising the five ways of working? This would help the PSB organisations to begin to understand the value of its use as the *modus operandi* of the partnership.

Clearly there are activities which illustrate the sustainable development principle and are implicit in the approach taken and these activities show an understanding of the WFG Act and its intentions:

Long term – through the Future Forecast section (see comments in point 9)

Involvement – through the consultation work undertaken and currently underway (see point 7)

Collaboration – through work with statutory partners, and others (see point 7)

Integration – could be further explored by the PSB (see points 2 and 8)

While *Prevention* is mentioned in the context of early year's intervention and environment, the Assessment would benefit from a description of how the preventative agenda is critical to well-being planning and public service delivery.

13. Looking forward to plan production

A critical issue for our review of this assessment was whether the documentation was clear about how the work would be carried forward to develop local objectives and plan production.

This is an area where the assessment could be strengthened. While there is an indication from the Chair's introduction about what the assessment is for, we believe the documents

need to be more explicit about: the next steps; how individuals and organisations can remain involved; the timetable for engagement and input; and what the Plan is intending to do.

Also at present, the Plan is being framed as one which has a 'small number of objectives' while at the same time suggesting this is an open process, with a broad number of primary and secondary drivers. If objectives are to be limited, the rationale for this approach should be communicated by the PSB. Importantly, this explanation needs to communicate more effectively how the material collected in the assessment is going to be used to formulate objectives for the PSB.

14. Overview

The documentary analysis above has identified a number of areas where we believe the assessment could be strengthened, both in the short term, before its publication and over the medium term as the response analysis develops and the Plan is produced. In addition to this we organised a phone call to discuss the assessment with members of the PSB team who had been involved in the process. The aim of the phone call was to provide us with an opportunity to clarify/explore particular issues that our initial review has highlighted and to enable the PSB to flag up issues which are part of the broader context of assessment production.

A number of clear, recurring broad themes have emerged from our review and the conversation. It is clear that this has been a huge undertaking over a relatively short period of time, and that partners have put a great deal of effort into producing the draft assessment. We are impressed by the structure that has been put in place to gather information across the partnership and the start that has been made in developing this resource.

We believe the following issues need to be tackled to improve the assessment;

strategic context – a broader description of well-being challenges for Swansea over the short, medium and long term to provide the context for the six themes and 19 drivers

area and place – to complement the 19 drivers, a greater reflection of well-being within particular areas of Swansea, to better highlight the key issues for well-being in different localities and the assets and inequalities across the area

significance of the data – more explanation on the significance of the data and key challenges to well-being across all 19 drivers.

challenges – provide a clearer analysis of short, medium and long term challenges (and opportunities) to well-being

regional context – a greater understanding of Swansea's inter-relationships with neighbouring authorities (and PSBs) and the Swansea Bay City region project.

future trends – greater attention given to the potential impact of long term trends on well-being in Swansea as a whole and its communities

moving forward – provide a clearer description of how the assessment data is intended to be used, how data gaps are to be managed and how well-being planning will progress

It is recognised that some of these may be addressed in the PSBs proposed activities between now and the final publication of the assessment.

We hope that the issues raised above will inform this collaborative work so that these elements are reflected more strongly by the PSB in the final Assessment of Local Well-being and throughout the well-being planning process.

Swansea well-being assessment comments

Our environment is a valuable natural asset and offers some great opportunities to help improve people's health and wellbeing. These natural resources contribute almost £9 billion to the economy of Wales each year.

The wellbeing assessment is a key step in identifying Swansea's wellbeing objectives; it is a collaborative effort and we look forward to working together to meeting the wellbeing goals. We welcome the opportunity to provide comments to help this process:

- There needs to be a connection between the different drivers, many of these are linked and can have positive and negative influences on each other. For example environmental influences can be seen as a linking thread between many of the outcomes. We need to demonstrate the crucial interactions between the environmental, social, cultural and economic drivers.
- There needs to be a clear link between the data, it's interpretation and our understanding of wellbeing in our communities – mapping of how drivers are linked to the wellbeing goals.
- The suggested well-being scores are an effective way of communicating the perceived status of the drivers. However these need to be backed with clearly communicated reasons for the figure and drivers may need to be broken down into many figures e.g. Driver F1 (the natural environment is healthy and resilient) condenses down a huge amount of data and information into a single figure and so multiple figures could be included.
- The inclusion of spatial data is an effective and engaging way of communicating the differences within Swansea and between community areas – this may provide us more of a focus on place. Spatial data is also an intuitive method of assessing the status of a driver (e.g. water quality, poverty data) and how this relates to well-being – see the NRW evidence pack for Swansea attached.
- **Data for inclusion:**
 - Future impacts and the risks in Wales can be found in the Climate Change Risk Assessment – summary for Wales 2017.
 - NRW's data for the well-being assessment (attached) provides spatial data with regards our natural resources.
 - The Tawe Trial final report and website contains information relevant to the wellbeing assessment. This process included a large amount of stakeholder involvement and collaboratively produced four statements (see below) for the 'vision' of the sustainable management of the natural resources of Swansea and the Tawe.



We all benefit from healthy and resilient natural resources



We can all enjoy the outdoors and the benefits it provides



We understand the benefits that our natural resources provide and feel connected to our place



We encourage development and enterprise to benefit from, respect, embrace and enhance our natural resources



This is a shared vision and is unique to the Tawe and this is one of its strengths. It is not NRW's vision, but reflects extensive engagement from more than 1000 ideas, viewpoints, comments and contributions from wide range of people, organisations, and communities across the catchment. People have invested their time and energy into this process because they feel passionately about their local place and want care for it and enhance it. We've let the Tawe trial take its own course letting the place and its characteristics dictate the approach. This is a truly **bottom up** approach to managing the environment.

We have designed the website to be rich with information, so it can be used as a place to go for evidence, maps, ideas, inspiration and references, to help us all work towards the vision. Within each vision statement section we have detailed; why it is important, what you told us about it, and some of the opportunities that you have identified to achieve it. The Appendix is a useful resource containing maps, and evidence to help priorities and justify our work in the catchment.

- The Climate Change Risk Assessment 2017 provides a summary of cross-cutting inter-linked risks from climate change and should be included to help assess the 'future prospects' – it also helps us to address these risks and enable us to think as a globally responsible Wales.
- Further involvement from a wider range of stakeholders is required for moving forward into the wellbeing plan to allow the consideration of all groups.
- Some issues are cross boundary and need to be understood and addressed on this scale. *E.g. The river Tawe has its source in Powys, flows through Neath Port Talbot then drains into Swansea and so water quality issues need to be looked at in the round; cycle networks provide active travel routes between unitary authority boundaries and are most effective when planned around populations needs.*
- An effective mapping process between drivers will help us to understand the risks and to draw out priorities to take forward.

21.02.2017

City and County of Swansea
Civic Centre,
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Response to Swansea Well-being Assessment

Thank you for the opportunity to respond formally to your draft Well-being Assessment.

The Arts Council of Wales, as a named partner, recognises the importance of delivering the requirements of the Well-being of Future Generations (Wales) Act 2015. We're therefore keen to maintain dialogue with you as your agenda develops over coming weeks and months.

We're aware of the variety of ways that you've engaged with the public over the last 6 months as you've developed this document. We also know that this is a complex piece of work that needs to reach and communicate with all those living and working in your area. If this can be got right, your work will have a meaning and life that extends beyond this document. This, of course, is very much in keeping with the ethos of the Act.

Having looked carefully at your document, we'd like to suggest that the arts might be underrepresented in your Assessment. (Incidentally, this is something that we're encountering in many areas across Wales.) We acknowledge that the data currently available around this topic is less comprehensive than what we've come to expect from larger areas of public service (such as Health or Education). We're also aware that there are different understandings of what the very terms 'arts' and 'culture' mean. This sometimes hinders an awareness of what's possible. Limiting the visibility of the arts in this way could mean that their true impact and potential in your area is diminished. We hope that this is something that might be addressed in your future plans.

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Swyddfeydd Lleol/Local Offices:

Caerdydd/Cardiff, Bae Colwyn/Colwyn Bay, Caerfyrddin/Carmarthen
Rhif Elusen Gofrestredig/Registered Charity Number: 1034245

Rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg, ni fydd gohebu drwy gyfrwng y Gymraeg yn arwain at oedi.
We welcome correspondences in Welsh and English, corresponding in Welsh will not lead to a delay.

We know from our initial conversations in the region that you're aware of these issues. So we'd like to outline some of the key areas where the arts make a real contribution to the delivery of wider public policy objectives. We'd also like to extend to you further support in terms of joint working and the further development of your plans.

We think that the arts are fundamental to all aspects of the well-being agenda. The Arts Council of Wales works to foster an environment in which the arts in Wales are able to flourish – an environment which:

- identifies and nurtures creative talent, wherever it's found in Wales, to its full potential
- encourages active participation
- supports and celebrates imagination, innovation and ambition
- nurtures creativity through the medium of Welsh and English
- enables artists to develop a professional career in Wales, and organisations to exploit new markets for their work
- inspires young people to develop their creative potential
- embraces equality and diversity
- finds new places and ways for people to participate in the arts
- develops the creative traditions of Wales and reinterprets them with contemporary relevance
- is international in outlook
- recognises the fundamental importance of sustainability

We believe that the arts give life to the wide range of strategies that underpin public life. From arts and health to cultural tourism, public art to town centre re-generation, the arts bring meaning, authenticity and enjoyment to our everyday lives. They create and sustain jobs, enrich education services, bring people together, improve our quality of life.

When we consider the arts against the 7 goals of the well-being agenda we see that:

- **the arts are part of a wider creative sector that contributes to a prosperous Wales** – they are a vital engine for our economy and contribute directly in terms of job and wealth creation. A strong, creative and innovative place is also a productive locality. Many parts of the cultural sector, including the newly refurbished Glynn Vivian Art Gallery, Mission Gallery, Taliesin Arts Centre, The Grand Theatre, Brangwyn Hall as well as annual events such as Swansea International Festival and Swansea Jazz Festival, contribute to tourism, generating demand for transport, accommodation, catering and other tourism and business-related businesses
- **supporting education, incubating young talent for the new knowledge economy, is an investment in future prosperity and resilience** – one of the most basic expectations of general education today is that it will enable young people to get a job when they leave school. The economic context and employment prospects have changed radically in the past few decades. The dominant global companies of the past used to be concerned with industry and manufacturing. The key corporations now are increasingly in the fields of communications, information, entertainment, science and technology. These all require high degrees of

creative imagination and entrepreneurial vision – qualities that arts and culture are ideally placed to nurture and promote. We're also a partner with the Welsh Government in delivering "Creative Learning through the arts", transforming creative education in Wales' schools

- **there are well-documented benefits to people's health from taking part in the arts** – people feel better in a conducive environment enhanced by good design and art, as well as from active engagement in creative pursuits. These benefits relate mainly to emotional health and wellbeing: for example through the power of music and theatre to provide opportunities for self-expression and enjoyable social contact, reducing isolation and helping to tackle poverty of aspiration
- **the arts help make Wales more equal** – the arts can break down barriers and reach people that are sometimes on the periphery of society. Circus and carnival bring people together in joyful celebration and there are numerous examples of arts projects touching those who are marginalised such as NEETs, travellers or those living with dementia. "Hynt", for example, our ticket access scheme, is enabling more disabled people to attend performances in venues across Wales
- **the arts enrich lives and contribute to community cohesion** – the Arts Council is committed to encouraging as many people as possible to enjoy and take part in high quality artistic activity. This has benefits at both an individual and a community level. And when communities come together to enjoy creative activity, it can have a transformational impact on communities themselves. Our Ideas, People, Places project in 7 communities across Wales is demonstrating the power of the arts as a catalyst to regeneration and the impact that this can have on community lives
- **the arts by their nature contribute to making Wales a place of vibrant culture** – they also support a thriving Welsh language. Projects such as our Night Out Scheme help local people to promote high quality arts projects in their local community. In 2016/17 there have been 12 Night Out Events supported by 8 different promoter groups in Swansea. This can support communities to provide Welsh language or bilingual product on their doorstep and promotes the language as a living entity, which is visible outside of the school gates, allowing people to socialise in the language of their choice. This also enables people to see that utilising the language has potential career opportunities too.
- **the arts offer opportunities to become part of a globally responsible Wales** – high quality arts provision gets places onto the national map, increasing their visibility, authority and reputation. This matters. Successful businesses depend on a skilled workforce. But this skilled workforce can work anywhere. When business leaders are looking to grow or to relocate their businesses, quality of life issues will rank high for them, their families and their workforce. These will be important issues for the Public Services Board to have at the forefront of its future economic planning and its response to the Government's Well-being legislation.

From early years through to older adulthood, at every life stage, we know that the arts can have a positive impact on citizens' lives. Once you've identified your key priorities, we, at the Arts Council of Wales, are here to support you to drive these forward. We can mould our focus to best support you and identify areas of best practice that you may wish to learn from or utilise.

In terms of the impact that **future trends** might have on these, arts and creative practitioners have demonstrated an impressive ability to find new solutions to familiar issues. It's in the nature of their commitment to imagination, innovation and creativity that they're sometimes able to look at things afresh through a different, creative lens. And with the right people on board, we're confident that we can support you to look at new solutions to the issues you face.

Finally, you should already have received our booklet about the contribution the arts make to everyday lives. We've included some case studies that we've collected from across Wales. We can also produce similar evidence on a local basis, an example of which is attached.

We look forward to working with you as this important agenda progresses.

Regards

A handwritten signature in black ink that reads "Nick" with a horizontal line underneath the name.

Nick Capaldi
Chief Executive



Gwasanaeth Cenedlaethol
Rheoli Troseddwy'r yng Nghymru

National Offender
Management Service in Wales

Chair of Public Service Board
Swansea Services Board
c/o Gloucester Room
Guildhall
Swansea
SA1 4PE

Hannah Williams
Head of Stakeholder Engagement, NOMS in Wales
33 Westgate Street
Cardiff
CF10 1JE

Email: Hannah.Williams@probation.gsi.gov.uk

cc. Graham Barrett, Governor, HMP
Swansea

16th February 2017

Dear Chair

The National Offender Management Service in Wales (NiW) welcomes the opportunity to participate in Public Services Board consultations on local well-being.

Whilst criminal justice is not devolved to Wales, it is recognised that the Well-being of Future Generations Act (2015) and Public Services Board Well-being Assessments are relevant to both the prison and community offender population. Senior representatives of NiW are therefore committed to working together with local partners and key stakeholders to improve the social well-being of people in Wales.

The impact of crime and offending cuts across communities, gender, age, race, religion and socio-economic status, making it relevant to all partners and populations. Our specific contribution to Public Services Boards is to assist partners to reduce crime and reoffending. This will support partners to fulfil their shared responsibilities under the Crime and Policing Act 2009 to formulate and implement strategies to reduce reoffending. NiW statutory work to protect the public by delivering the sentence requirements of the courts will also significantly contribute to making local communities safer.

Around half of all crime is committed by people who have already been through the Criminal Justice System. The financial cost of this reoffending to the public is estimated to be between £9.5 and £13 billion per year across the UK¹, whilst the impact of reoffending on individuals, victims and local communities is equally as damaging. A relatively small number of individuals can therefore have a disproportionately adverse impact on the well-being and sense of well-being of local communities. NiW in collaboration with Welsh Government officials are leading on the development of a new Framework on behalf of the All Wales Criminal Justice Board to outline ways for partners to work together collaboratively to reduce the number of victims of crime and achieve a common purpose of realising safer communities throughout Wales.

Offenders are amongst the most vulnerable and marginalised groups in our local communities and are often characterised by their complex and inter-related needs, relating to mental health, substance misuse, accommodation, education, training and employment, amongst others. They are also more likely to come from chaotic, dysfunctional and disadvantaged backgrounds.

The Offender Assessment System (OASys) is used to assess how likely an offender is to reoffend and inform the development of a plan to manage risk of harm. This assessment is also used to identify offending related needs and covers the following areas:

- Education, Training and Employability

¹ <https://www.gov.uk/government/publications/2010-to-2015-government-policy-reoffending-and-rehabilitation/2010-to-2015-government-policy-reoffending-and-rehabilitation>

- Accommodation
- Drug Misuse
- Alcohol Misuse
- Health
- Relationships
- Attitudes
- Thinking and Behaviour

It is important that the needs of the prison and community offender population are understood to enable partners to work together to jointly reduce reoffending and future plan and balance short and long-term service requirements.

We hope the attached data is helpful in informing your local well-being assessment and look forward to working with you to support the objectives of the Future Generations and Well-being Act (2015) through continuing to improve community safety across our local communities.

Should you need any further information, please contact Eirian Evans, Head of Local Delivery Unit:
Eirian.Evans@probation.gsi.gov.uk.

Yours sincerely

Hannah Williams

Head of Stakeholder Engagement, NOMS in Wales



NOMS in Wales Data – Swansea Public Services Board

- HMP Swansea is a local prison holding men managed at Category B. In November 2016, there were 444 men held in HMP Swansea, which accounted for 13% of the prison population in Wales¹.
- Not all of men from Swansea who have been sentenced to custody will serve their sentence in HMP Swansea. Some will serve their prison sentences outside of the Swansea area. HMP Swansea also holds men from outside of the Swansea area.
- The table below indicates the number/proportion of men in HMP Swansea serving a prison sentence and the number/proportion on remand.²

Custody type	Swansea		All Wales	
	No.	%	No.	%
Sentenced	347	75%	3050	89%
Remand	113	25%	383	11%
Non-criminal	-	-	10	<1%
Total	460	-	3443	-

Table 1. Custody type of men in HMP Swansea and in the Welsh prison estate (30/09/2016)

- 25% of men held in HMP Swansea in September 2016 were on remand. Local remand prisons have a high turnover of prisoners, requiring continuity of care from custody to community.
- The Government's Transforming Rehabilitation programme introduced as part of the Offender Rehabilitation Act (2014) extended statutory supervision to offenders sentenced to less than 12 months in custody, enhancing opportunities for meaningful rehabilitative work to be undertaken with many who were not previously eligible for statutory support, including some of the most prolific groups of short sentenced prisoners.
- The table below provides a breakdown of the age profile of men held in HMP Swansea³, the majority of whom are adults (aged 21 and over).

Age band	Swansea		All Wales	
	No.	%	No.	%
Juveniles & Young Adults (15-20)	30	7%	245	7%
Adults (21+)	430	93%	3198	93%
Total	460	-	3443	-

Table 2. Proportion of men in HMP Swansea and in the Welsh prison estate (30/09/2016)

- The table below provides a breakdown of the offence profile of those in HMP Swansea.³ The most common index offence amongst men held in HMP Swansea during September 2016 was Theft, followed by Violence.

Offence	Swansea		All Wales	
	No.	%	No.	%
Violence against the person	95	21%	719	21%
Theft offences	109	24%	662	19%
Drug offences	85	18%	583	17%

¹ <https://www.gov.uk/government/collections/prison-population-statistics>

² <https://www.gov.uk/government/statistics/offender-management-statistics-quarterly-april-to-june-2016>

Sexual offences	-	-	492	14%
Robbery	31	7%	291	8%
Summary offences	66	14%	247	7%
Misc. crimes against society	16	3%	166	5%
Possession of weapons	22	5%	94	3%
Public order offences	11	2%	56	2%
Criminal damage and arson	7	2%	48	1%
Fraud Offences	6	1%	43	1%
Offence not recorded	12	3%	37	1%
Total	460	-	3438	

Table 3. Index offence of men in HMP Swansea and in the Welsh prison estate (30/09/2016)

- The table below provides a breakdown of the nationality of men held in HMP Swansea. ³ In September 2016, the prison population in HMP Swansea consisted primarily of British nationals.

Nationality	Swansea		All Wales	
	No.	%	No.	%
British National	436	95%	3278	95%
Foreign National	18	4%	152	4%
Not Recorded	6	1%	13	<1%
Total	460	-	3443	-

Table 4. Nationality of men in HMP Swansea and in the Welsh prison estate (30/09/2016)

Most of the data and information collated by NiW is unpublished management information received through administrative data systems. Aggregated data is published regularly on gov.uk within the Ministry of Justice statistical publications pages, as referenced below.

Source	Examples of some publicly available information	Link
Ministry of Justice Statistics	Prison population statistics providing information on population by prison Updated and published monthly at establishment level.	https://www.gov.uk/government/collections/prison-population-statistics
	Offender management statistics quarterly <ul style="list-style-type: none"> - Prison population by offence group, age group, gender, religion, ethnicity - Prison receptions - Former members of the Armed Services - Release from prison - Offenders managed in the community (including requirements, starts and terminations) - Recalls to prison 	https://www.gov.uk/government/collections/offender-management-statistics-quarterly
	Updated and published quarterly at an establishment / community region and England & Wales level	
	Prison and probation trusts performance statistics <ul style="list-style-type: none"> - Prison population (by establishment) - Offender behaviour, domestic violence and sex offender treatment programme starts and completions in the community - Substance misuse (random drug testing, drug rehabilitation requirements, alcohol treatment requirements) - Offender release into settled 	https://www.gov.uk/government/collections/prison-and-probation-trusts-performance-statistics

	<p>accommodation</p> <ul style="list-style-type: none"> - Offender release into education, training or employment <p>Updated and published annually at an establishment / community region and England & Wales level</p>	
	<p>Reoffending statistics to present the proportion of offenders who re-offend and the number of proven re-offences by</p> <ul style="list-style-type: none"> - Offender history - Demographics - Individual prisons / probation trusts - Local authorities - Youth offending teams. <p>Updated and published quarterly at an establishment / community region and England & Wales level</p>	<p>https://www.gov.uk/government/collections/proven-reoffending-statistics</p>

Table 5. Published data – prison and probation

We are working with the Statistics Unit to explore how we can continue to support PSBs in your local wellbeing assessments, with particular consideration to information we can provide in relation to community cases. Should you need any further detail, please contact: Eirian Evans, Head of Local Delivery Unit: Eirian.Evans@probation.gsi.gov.uk.



Cambrian Buildings
Mount Stuart Square
Cardiff CF10 5FL

Adeiladau Cambrian
Sgwar Mount Stuart
Caerdydd CF10 5FL

To: Public Services Board Chairs
CC: Public Services Board Officers
CC: Local Authority Strategy for Older People Coordinators
CC: Local Authority Older People's Champions

13th February 2017

Re: Assessments of Local Wellbeing

Dear Chairs,

I am aware that many of you are now undertaking consultations with stakeholders regarding your assessments of local wellbeing. Many thanks to those of you who have invited me to comment on your draft assessments. Rather than respond to individual consultations, I would like to draw your attention to my Guidance on preparing Local Wellbeing Plans, which is based on my engagement with all Boards and participation in previous meetings¹.

Many of your draft assessments are now available online and I am encouraged by the references to older people in a number of different contexts. Keeping older people healthy, safe and active in their communities, the need to recognise the significant contribution of older people to our economies and communities, and references to some of the key challenges facing older people, including falls, dementia, loneliness, and learning and employment, are acknowledged and reflected in these draft assessments.

Some also refer to my Guidance and Ageing Well in Wales², and I welcome these acknowledgements and the need to work together to help maintain the health, independence and wellbeing of older people, and to

¹ http://www.olderpeoplewales.com/Libraries/Uploads/PSB_Guidance.sflb.ashx
<http://www.ageingwellinwales.com/en/home>

establish age-friendly communities that focus on preventative outcomes for older people. I was particularly impressed with the references to older people in different contexts in the Caerphilly draft assessment, along with maximising the opportunities that come with an ageing population.

I look forward to working further with you over the coming months and I wish you well with your consultation work with stakeholders. Towards the Summer, I will look to host events, in partnership with the Welsh Government and the Future Generations Commissioner, to reflect on the assessments of local wellbeing and to consider how older people's needs and circumstances are reflected across priority areas in the Wellbeing Plans.

Please do not hesitate to contact me or my Communities, Local Government and Wellbeing Lead, Iwan Williams (iwan.williams@olderpeoplewales.com, 02920 445 045), should you wish to discuss these issues further.

Best wishes,



Sarah Rochira
Older People's Commissioner for Wales



BUDDSODDWYR | INVESTO
MEWN POBL | IN PEOP

A2 – we contribute to this outcome with our needs based rehousing policy, the role of TSU/FIP etc. along with the estate based DHO's where officers work pro-actively with families e.g provision of furniture/baby packs

E3 - I wonder whether there should be reference to good cross section of accommodation for older people, with specific ref to our stock (albeit our stock is only small % of total city and county).It could include also make reference to the fact that there is accommodation available with low level support which helps alleviate some of the pressure on services such those provided by residential and nursing homes, health etc.

E4 – needs reference under ASB to the impact of crime associated with substance misuse.

Perhaps reference also to our NSU, along with the proactive work we do with partners on our estates e.g remote concierge in a number of high-rise blocks There is no reference to the elderly feeling safe and secure as this can have a health benefit e.g. sleeping better, becoming more involved within their community thereby reducing

F2 – in my opinion I would say the wellbeing score is more 5 than 4 .

General Comment – many areas seem to be a bit 'housing light' and don't recognise the impact of housing on a person's health and well being.. Its not really mentioned until F2 & F3. There could be greater emphasis on the impact on mental health for example created by the home environment.

Peter Williams

**Strategic Planning & Enabling Manager /Rheolwr Cynllunio Galluogi Strategol
Housing & Public Protection/Tai a Diogelu'r Cyhoedd**

Dear Sir/Madam

Crisis UK is the national charity for homeless people.

It was pleasing to see the reference to homelessness prevention in the evidence base that you've considered in developing the Driver Diagram for Population Outcome F - People have Good Places to Live, Work and Visit.

However, there does appear to be a gap in the evidence that relates to the circumstances where homelessness has not been prevented. The furthest end of the spectrum for people in this situation results in rough sleeping, which the most recent evidence will corroborate is on the increase in Swansea, particularly in relation to those people with complex needs. The lives of these particular individuals will also contribute to at least for of the other 5 Population Outcomes.

A specific element that appears to have been omitted from the section on Population Outcome F is any reference to the forthcoming changes to Local Housing Allowance for Under35's and the absolute need for the increase in provision for affordable shared housing options.

F2.1 Ensure people have good quality, resource-efficient, flexible and affordable housing

What would improvement look like?

- Sufficient housing to meet demand, including affordable and social housing.

It is more than 'sufficient housing to meet demand' it's about the appropriateness of the housing available. This is going to be a significant challenge for the LA and other RSLs in the coming years and it appears that this has been omitted from your evidence sources. The wording that you are currently proposing does not fully reflect the severity and imminence of this issue. Not making reference this change is counter productive to the fact that the narrative around this aspect of the Population Outcome refers to the prevention of homelessness.

If you require any clarification of the above comments then please let me know.

Best wishes

Karen Grunhut

Director of Crisis Skylight South Wales | Cyfarwyddwraig Crisis Skylight De Cymru



www.crisis.org.uk



Our Ref: AD/SHG/JD/cw

Date: 6th March 2017

Cllr Rob Stewart
Leader
City & County of Swansea

swanseapsb@swansea.gov.uk

ABMU Health Board
Headquarters
One Talbot Gateway, Seaway Parade,
Port Talbot
SA12 7BR

01639 683302
WHTN: 1787 3302

Dear Rob

Please find below the comments of ABMU Health Board regarding the Swansea Wellbeing Assessment. We have kept these at a high level rather than delving into the detail within the documentation.

We welcome the opportunity to comment on the Assessment, but should note that the limited timescale for response means that it has not been possible for this to be formally considered through appropriate governance processes within the organisation. All three Wellbeing Assessments for each of the local authorities within the Health Board's area will be considered at the meeting of the Board on 30th March, as previously indicated to the Public Service Board, alongside the Western Bay Partnership Population Assessment.

In general the Health Board recognises the themes identified in the Wellbeing Assessment, but again as previously indicated, it is concerned that the Public Service Board has not yet had the opportunity to look at the issues facing the Swansea population in a more innovative and different way based on the Wellbeing of Future Generations Act rather than through the previous approach taken by the former Local Service Board. The Health Board is committed to making a real difference to the people within our area, and in our view this will require different approaches from those taken previously if we are to be successful, as we have found in our engagement with the other two Public Service Boards in our area.

The Health Board would also like to work with the Local Authority and the other statutory partners to jointly clarify and agree the process of taking the views expressed as part of the engagement on the Wellbeing Assessment and using this to develop the required

• Chairman/Cadeirydd: **Andrew Davies**

• Chief Executive/ Prif Weithredydd: **Paul Roberts**

ABM Headquarters/ Pencadlys ABM, One Talbot Gateway, Seaway Parade, Baglan Energy Park, Port Talbot. SA12 7BR.

Telephone: 01639 683344 Ffon 01639 683344 FAX: 01639 687675 and 01639 687676

Bwrdd Iechyd ABM yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Abertawe Bro Morgannwg

ABM University Health Board is the operational name of Abertawe Bro Morgannwg University Local Health Board

www.abm.wales.nhs.uk

Wellbeing Plan. Obviously the organisation is currently preparing its own Wellbeing Objectives, in line with the requirements of the Act, and will be keen to see these progressed across its area, which I'm sure will be the case for the other statutory partners too.

It is also worth noting that while there are differences between the three Wellbeing Assessments across the ABMU area there are also significant commonalities and similar priorities emerging, therefore the Health Board see great advantages in some of these issues being taken forward on a regional rather than local authority footprint basis to ensure maximum effectiveness for our whole population.

One of the lessons learnt from the preparation of the Wellbeing Assessment is that, in order for it to be most effective, this requires the full involvement of all four statutory partners in all stages of the development of processes and documents to support the Public Service Board's work, rather than these being developed with minimal involvement of the partners.

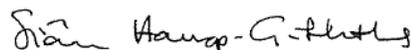
We believe that to date this engagement has been limited due to it being based on the previous Local Service Board way of working. We believe this approach needs to be significantly changed if the PSB is going to be maximise its effectiveness and bring about the sustained improvement required by the Future Generations Act.

We would be more than happy to discuss any of the issues we raise further.

Yours sincerely,



ANDREW DAVIES
CHAIRMAN



SIAN HARROP-GRIFFITHS
DIRECTOR OF STRATEGY



CITY AND COUNTY OF SWANSEA
DINAS A SIR ABERTAWE

Cllr Rob Stewart
Chair of Swansea Public Services
Board

Please ask for:
Gofynnwch am:
Direct Line:
Llinell Uniongyrochol:

Overview & Scrutiny

01792 636292

e-Mail
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scrutiny@swansea.gov.uk

BY EMAIL

Our Ref
Ein Cyf:

Your Ref
Eich Cyf:

Date
Dyddiad:

31 January 2017

Summary: This is a letter from the Service Improvement and Finance Scrutiny Performance Panel to the Chair of the Public Services Board following the meeting of the Panel on 18 January. It contains feedback from the Panel's Q & A session with the Director of Swansea Council for Voluntary Services (SCVS) and provides comments on the draft Wellbeing Assessment.

Dear Councillor Stewart,

This letter is to provide you and the members of the Public Services Board (PSB) with feedback from the meeting of the Public Services Board Scrutiny Panel (the Panel), which took place 18 January 2017.

Q&A session with the Director of SCVS

As you are aware we are undertaking a series of Q & A sessions with all the core group members in order to understand the contribution their organisations are making to the work of the PSB. As result of our discussion with Amanda Carr, Director of SCVS, we would like to raise the following points for consideration by the PSB.

We were encouraged to hear the view of the Director that the key role of the PSB is to look at service delivery for the key objectives and focus on co-ordinating the resources that are already in place in order to avoid duplication and ensure they are used effectively. We will continue to look for examples of how this is being achieved as we take forward our scrutiny of the PSB.

We were pleased to hear that the PSB is establishing a working group to develop a communication strategy, as it is important that the work of the board is clear, transparent and understood by the public. We believe that this strategy needs to be community focused and look for ways to encourage greater public involvement in the development of the PSB's work and priorities. We support SCVS's view that the communication strategy needs to focus on engagement and ways of taking forward co-production, and not just focus on promoting key messages. However we also acknowledge that resources need to be in place to develop and deliver this, and believe the PSB should consider how this will be supported.

We discussed the uncertainty of funding faced by SCVS and other third sector organisations, which can impact on its ability to support the work of the PSB and to forward plan. We were disappointed to hear that there is no longer a specific Partnership Officer based in SCVS, who had a key role in connecting the work of the third sector with public sector bodies. Whilst it is within the remit of the Director to attend key strategic meetings, we were advised that SCVS is often not always able to provide or coordinate representation to sub, working and task and finish groups. We therefore recommend that the PSB considers the option of agreeing some pooled funding to facilitate the involvement of the third sector in its work.

Consultation on the draft Wellbeing Assessment

We discussed the draft Wellbeing Assessment, in our role as statutory consultees, and have the following comments that we wish to be taken into account as part of the formal consultation process:

- There is a need for a plain English summary to make the Wellbeing Assessment more accessible.
- It appears that the comparative data used to inform the scores for the drivers is based on a comparison only with other Welsh authorities, however the Panel felt that the comparative data should be widened to include best performing authorities from across the UK for a more accurate picture of how well Swansea is performing, given that Wales is not necessarily best performing. Similarly, strategy/objectives should be set against best in class – particularly where we have scored ourselves highly.
- We felt that the score given for E2 (children, young people and adults have good mental health and wellbeing) was too high, based on the findings from the scrutiny inquiry into CAMHS (Children's and Adolescents Mental Health Services), which found a concerning lack of service provision for children and young people with mental health issues. Similarly the Panel expects that findings from other scrutiny work/inquiries should inform the Wellbeing Assessment.

- Statements within the Wellbeing Assessment should be clear whether they are based on fact or opinion and if based on data then clearly referenced, for example, outcome D states that the majority of people living in Swansea are not in income poverty. We do not dispute this statement however we believe that the statements such as these should reference the evidence on which they are based.

Panel members will also contribute to the consultation process individually via the survey.

Forthcoming meetings

Continuing our Q & A sessions with PSB core group members, we will be meeting with you and Andrew Davies (ABMU) on 15 February.

Your response

In your response we would appreciate your comments on the issues raised in this letter. We would be grateful however if you could specifically respond to the following recommendations:

- The PSB's communication strategy should focus on engagement and ways of taking forward co-production, and not just on promoting key messages.
- The PSB should confirm how the development and delivery of its communication strategy will be resourced.
- The PSB should consider the need to facilitate the involvement of the third sector in its work, for example the option of agreeing pooled funding to support this.
- Confirm that our comments in relation to the Wellbeing Assessment will be considered as part of the revised draft.

I would be grateful if you could reply to this letter by 21 February 2017.

Yours sincerely,



Councillor Mary Jones

Convener, Public Services Board Scrutiny Performance Panel

✉ cllr.mary.jones@swansea.gov.uk

Miller Research Report

Summary of the finding

1. Introduction

- 1.1 Miller Research was commissioned to carry out an independent assessment into the well-being of people in the City and County of Swansea. They were commissioned by Neath Port Talbot County Borough Council, on behalf of Bridgend CBC, Neath Port Talbot CBC, the City & County of Swansea and ABMU Health Board to carry out this work.
- 1.2 The commission involved the collection and analysis of evidence from primary (new) research as well as secondary (existing) information. Primary data collection was undertaken through a series of workshops / focus groups, one-to-one interviews with stakeholders, and a large-scale survey – all of which obtained responses from 636 individuals over the Western Bay Area among whom 239 identified themselves as living in the County and City of Swansea.
- 1.3 The consultation was centred around the four themes of the Wellbeing and Future Generations Act: cultural, economic, environmental and social. For each theme aspects that contribute towards well-being and suggestions for how well-being can be improved were discussed. A summary of the findings for each theme follows:

1.4 Cultural Wellbeing

Cultural well-being focused on access to arts, theatre, cinema and sport. Volunteering was seen as an excellent means of building well-being. Support for the Welsh language was mixed, but with great strength in some communities.

1.5 Economic Wellbeing

In general terms, the people who engaged with the assessment indicated that an individual's economic well-being was primarily concerned with sufficiency and the ability to maintain a reasonable standard of living. There is a divide in terms of economic well-being between those for whom life is relatively comfortable and who see well-being as having spare resources for a few luxuries and those living at the economic margins, for which well-being is about sufficiency to meet their basic needs and obligations. Financial security was a key pressure for those on low incomes, in portfolio work, or unemployed. As elsewhere, there was widespread evidence of both in-work poverty and an inability to escape from the benefits trap for those not in work.

Employees were concerned about erosion of living standards, as some had not seen a pay increase for many years and others had gradually moved into lower-skilled, less well paid jobs.

1.6 **Environment Wellbeing**

The quality of landscape is a key influence on environmental well-being, with access to the Gower Coast, rivers, open land or parks providing a significant boost to well-being. Walking and cycling along the coast, in parks or on the hills were all valued in terms of their well-being contribution. In some communities, relative economic poverty was offset to some extent by the high quality of physical landscape. Unfortunately, the built environment in many areas of the City and town centres in the area fail to match these standards and many stakeholders felt unable to be proud of their local towns as they stand, with shop closures, poor standards of maintenance and excessive traffic.

There was widespread condemnation of the extent of littering and fly tipping in the area and a desire to see stronger penalties for those who offend in this way.

From the perspective of survey respondents, environmental well-being was primarily concerned with having a 'clean' environment (26 per cent of respondents) and being able to access the 'outdoor'. Nearly one quarter (23 per cent) of respondents made reference to cleaner or tidier streets (with one in ten referring to 'litter') as being necessary to improve environmental well-being.

1.7 **Social Wellbeing**

Much of the strength of social well-being stems from friends and family, with slightly less emphasis on community than in some other areas. Work-life balance was a challenge for many people in work and this presented a barrier to social well-being in some cases. For those living alone, especially the elderly, social networks and clubs are very important. Issues around public transport were frequently mentioned in relation to fostering social well-being, as poor transport underpinned barriers to accessing services and places.

When asked what social well-being meant to them, the most frequently mentioned response among survey respondents was having a good network of family and friends. Three-quarters (73 per cent) of the survey respondents in Swansea mentioned family and friends or being social as the main things in their lives that contributed towards social well-being. Suggestions were provided as to how this could be achieved with many references to there being more / better access to (affordable) leisure facilities.

1.8 The full report produced by Miller Research can be found in appendix 13.



Qualitative Evidence for the Assessment of Local Well-being

Citizen engagement report

Well-being of Future Generations

City and County of Swansea Council

January 2017



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January 2017

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1 Introduction

This report documents the findings of an independent assessment into the well-being of people in the City and County of Swansea. The Well-being of Future Generations (Wales) Act (WBFGE) requires the Public Services Boards (PSBs) within each local authority area in Wales to obtain qualitative information as part of the assessments they are required to carry out. Miller Research in partnership with Bruce Whitear Consulting were commissioned by Neath Port Talbot County Borough Council, on behalf of Bridgend CBC, Neath Port Talbot CBC, the City & County of Swansea and ABMU Health Board to support this process.

The commission involved the collection and analysis of evidence from primary (new) research as well as secondary (existing) information. Primary data collection was undertaken through a series of workshops / focus groups, one-to-one interviews with stakeholders, and a large-scale survey – all of which obtained responses from 636 individuals over the Western Bay Area among whom 239 identified themselves as living in the County and City of Swansea.

This report is structured into five chapters:

- Chapter 2 provides an overview of well-being in City and County of Swansea by theme.
 - Chapter 3 analyses well-being by Community Area
 - Chapter 4 provides an overview of well-being for Citizen Groups
 - Chapter 5 presents the secondary research findings
 - Chapter 6 offers a summary and recommendations
-
- Appendix 1 provides context for the assessment by describing the Well-being of Future Generations (Wales) Act

2 Well-Being in the City and County of Swansea

This chapter of the report provides analysis of the research findings for the City and County of Swansea (herein referred to as Swansea) for the four WCFG Act themes:

- Cultural,
- Economic,
- Environmental, and
- Social.

The purpose of this chapter is to provide research evidence that can be used by the PSB to inform the development of future well-being plans. The first section provides analysis of the research findings for Swansea for each theme.

2.1 Primary Research findings

This section draws on the primary research findings to provide an assessment of well-being for each theme, for Swansea. Each section broadly follows a similar structure. The meaning of each theme to the people in the region is discussed first, followed by aspects that contribute towards well-being, and finally suggestions for how well-being can be improved are discussed.

There was high level of awareness of the term well-being among the 239 survey respondents, with 96 per cent indicating that they were familiar with the term prior to being asked in the questionnaire. Generally speaking, the survey respondents' understanding of what well-being meant was well-formed. Responses were centred on a person's physical and mental health, with many commentators referring to well-being as holistic or rounded – covering all aspects of one's life. Many references to being happy and content were recorded by respondents. The majority of workshop attendants knew the word but might not have used it on a regular basis.

“Having a laugh with other people, not being miserable, not worrying about things” (Swansea workshop, septuagenarian)

2.1.1 Cultural Well-being in the City and County of Swansea

Respondents were asked what cultural well-being meant to them and the responses were coded into four distinct categories¹ relating to the most popular definitions. Swansea residents were most likely to define cultural well-being in terms of arts, theatre, literature etc.² (38 per cent), whilst one quarter (26 per cent) defined it in terms of heritage, language, traditions and beliefs etc.³ (Figure 1).

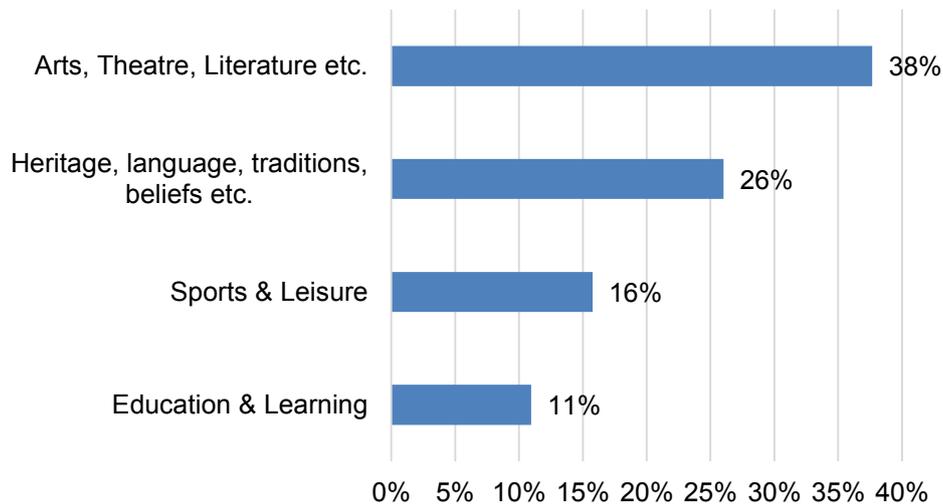
¹ Categories were established following a content analysis exercise of the overall dataset (all three regions combined). Common factors were grouped until distinct and meaningful categories emerged. Qualitative findings from each region were subsequently categorised into the pre-defined groupings.

² This category included the following related themes: Arts, Theatre, Literature, Museums, Cinema, Film, Poetry & history.

³ This category included the following related themes: Heritage, Language, Traditions, Beliefs, Customs, Wales / Welsh.

For 16 per cent of the survey sample, cultural well-being was related to sport and leisure activities, whilst one in ten respondents referred to it in terms of education or learning. Other responses included sentiments like having a sense of belonging or feeling part of the community.

Figure 1 Categories of the Meaning of Cultural Well-being According to Survey respondents in the Swansea Region



Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

Figure 2 Thinking of cultural wellbeing, what do you think this means or refers to?



Source: Online Survey (Swansea). N=165

Figure 3 What TWO things do you think could improve your level of cultural wellbeing?



Source: Online Survey (Swansea). N=151

Survey respondents were also asked which aspects of their lives contributed towards well-being and the largest proportion talked of accessing cultural activities (Figure 2). Sentiment from those at the workshops however, referred to the difficulty in accessing such activities in Swansea, as expressed by one commentator:

“There’s no alternative culture, no film or music, no live bands. You have to go to Bristol for music” (Swansea Workshop)

Allied to this point, some workshop attendees expressed a need for investment in music and live music venues to help enhance cultural well-being in the area.

During the workshops, the Welsh culture and language (including learning to speak Welsh) dominated responses when people were asked what two things would help their cultural Well-being (Figure 3). Conversely, however, some people felt that the Welsh language dominated Welsh culture at the expense of other factors:

“Being Welsh is more than the language - personally I get more out of learning about the history of Wales and how it links with my life today. There's too much emphasis on the language, in my opinion.” (Swansea Workshop)

Others made the point that although they may not speak the language, this did not take away from their interest in Welsh culture generally.

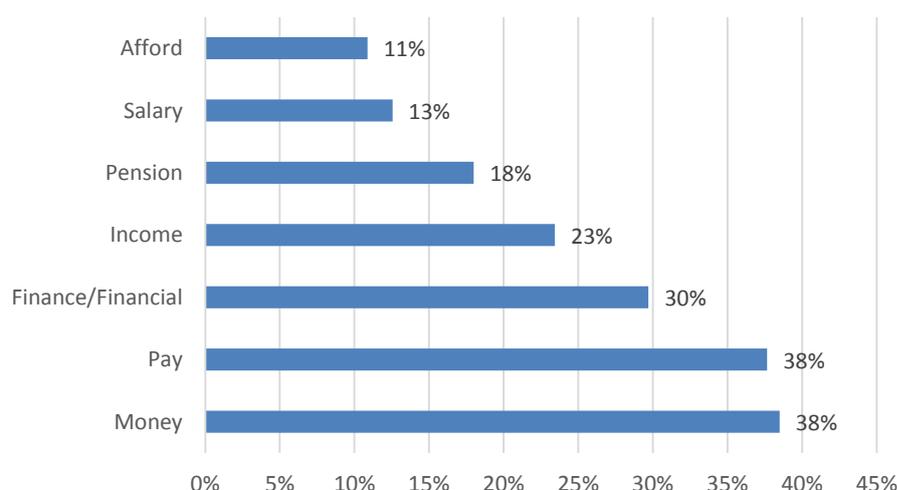
Notably, almost a fifth (18 per cent) of survey respondents mentioned that volunteering would provide access to cultural activities and thus contribute to well-being. Similarly, the factors that would improve access were linked to achieving cultural well-being.

2.1.2 Economic Well-being in the City and County of Swansea

In general terms, the people who engaged with the assessment indicated that an individual's economic well-being was primarily concerned with the amount of money (income) they had as well as their overall standard of living. Almost three quarters (72 per cent) of survey respondents mentioned words associated with money⁴ when defining what economic well-being meant to them (

Figure 4). Of note, among survey respondents one fifth (20%) used statements with the sentiment of 'having enough money' or similar when describing economic well-being.

Figure 4 Categories of the Meaning of Economic Well-being According to Survey respondents in the Swansea Region



Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

⁴ The following search terms were used: 'money, income, finance, financial, financially, pay, afford, earnings, salary, pension'.

Figure 5 The meaning of economic wellbeing – Survey Respondents in Swansea



Source: Online Survey (Swansea). N=201

Figure 6 Factors contributing to economic wellbeing – Survey Respondents in Swansea



Source: Online Survey (Swansea). N=198

Financial security was a significant issue for respondents, with 44 per cent indicating that they were worried about money (compared with 17 per cent who were not concerned with money).

One individual identified a distinction between economic and financial well-being, stating that the former was related to the general public’s access to services whilst the latter was a personal matter of being able to afford to pay one’s living costs:

“Economic means that Swansea [Council] is able to offer services to the general public that needs it. Financial means to me being able to pay my bills etc. on my basic pension.” (Survey respondent).

According to respondents, the two most important factors that contributed toward achieving economic well-being were having a job and a good standard of living (Figure 6). Three fifths of respondents (60 per cent) mentioned job-related words⁵, and one fifth (20 per cent) mentioned ‘standard of living’.

When asked for two things that would improve their economic well-being, almost one third of survey respondents (29 per cent) said a pay increase⁶ and a fifth (19 per cent) referred to the related factor of finding a better or new (higher paid) job. Other comments referred to reductions in living costs and increases in interest for savings (or return on investments including pensions).

2.1.3 Environmental Well-being in the City and County of Swansea

From the perspective of survey respondents, environmental well-being was primarily concerned with having a clean environment (34 per cent of respondents⁷) and being able to

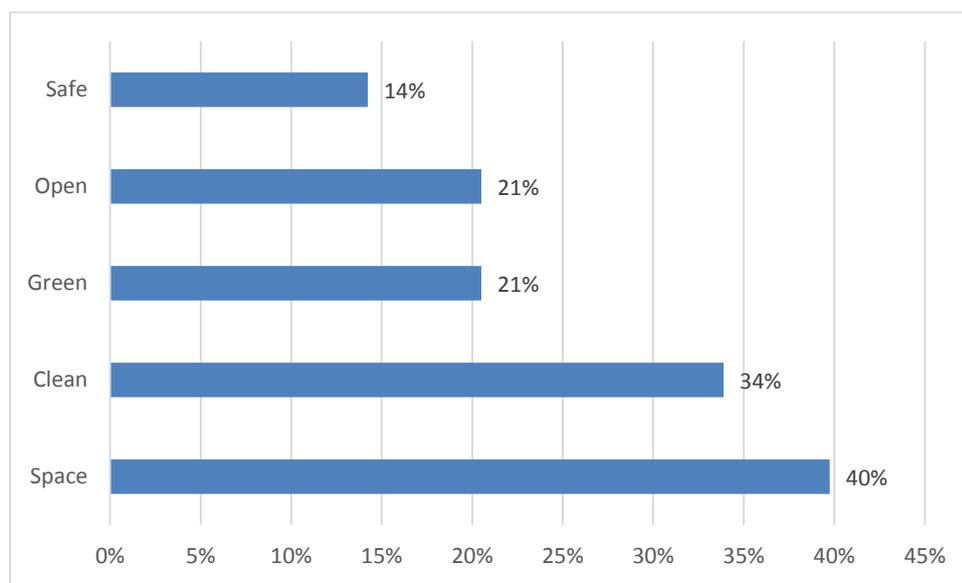
⁵ Namely: work, working, employment.

⁶ Or similar. The following search terms were used: pay rise, salary increase, pay increase, more money, increase in salary / pay, paid more, better pay, Better paid.

⁷ The proportion who mentioned words relating to ‘clean’.

access the outdoors (26 per cent⁸). Figure 7 shows the words most quoted by survey respondents when asked to define environmental Well-being, these also corroborated with the workshop attendees who focussed on access to parks, clean, open spaces, and pleasant areas outdoors to walk / sit. Workshop attendees spoke of the need for a ‘nice place to live’, a safe community to live in, or a ‘cleaner environment without litter, graffiti and other eyesores’.

Figure 7 Categories of the Meaning of Environmental Well-being According to Survey respondents in the Swansea Region



Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

The proximity of the coast and good quality beaches was cited by many workshop attendees as being a major influence on well-being. Being able to access a good, clean environment was seen as the key contributor towards achieving environmental well-being, mentioned by one third of respondents:

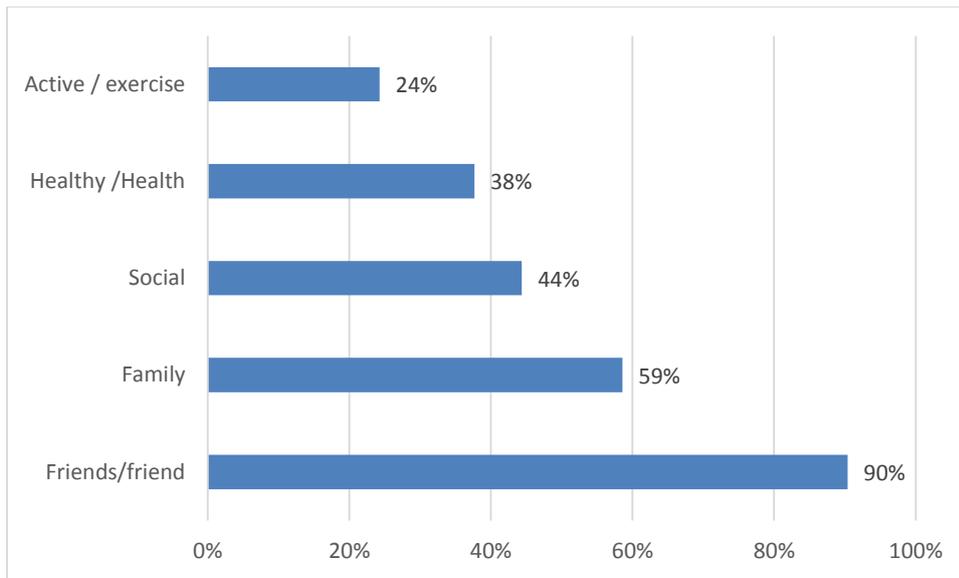
“I can easily access a local country park to play with my children and walk. Having access to the Gower - beautiful”

Such access did not come as easy for all workshop participants as expressed by one commentator:

“We live in an amazing area, but lots of people live in terrible areas within it and never go to the beach. They can’t because of transport and the amount it costs”

Clearly there are some barriers for some residents to access the natural environment and as suggested above, it is those on lower incomes perhaps, who suffer the most. This sentiment was reinforced by the survey results, as the need for ‘better’ or ‘improved’ facilities or services were mentioned by nearly half (48 per cent) of the sample. One respondent commented that improvements could include:

⁸ The proportion of respondents who mentioned the following words: outdoors, open space, green space, outside.



Source: Miller Research (UK) Ltd. – Well-being Assessment Online Survey 2016.

Figure 11 The meaning of social wellbeing – Survey respondents from Swansea



Source: Online Survey (Swansea). N=204

Figure 12 Factors contributing to social wellbeing – Survey respondents from Swansea



Source: Online Survey (Swansea). N=178

During a workshop, a general comment was made in terms of there being an overall deterioration in social well-being in areas of Swansea. One person stated that:

“communities don’t function as well as they did in the old days”;

Whereas a relatively young member of the general public placed the blame in part, at least, on social media:

“People have less and less interaction nowadays, especially face to face. They don’t feel the need to leave the house any more”.

The same person also expressed the view that a very highly developed social network may not always be good, as: *“people have to learn to be independent”.*

Family and friends were also the most significant contributors to social well-being in Swansea (73 per cent of responses), followed by being active or healthy¹¹ - as mentioned by 44 per cent of the sample:

“Being healthy, having close friends and being active, especially walking.” (Survey respondent – Swansea)

Overall, 20 per cent of the sample mentioned the words ‘health’ or ‘healthy’ illustrating that this was also an important element of achieving social well-being for people in Swansea.

Understandably, when asked what would help to improve social well-being, being able to spend more time with family and friends and being healthy / more active featured highly. Suggestions were provided to how this could be achieved with many referenced to there being more / better access to (affordable) leisure facilities. Having more time (away from work) and more money to facilitate access to leisure activities were also mentioned frequently.

At the workshops, some described Swansea as a “no-go” area at night because of drug and alcohol users and a lack of policing. Participants wanted to introduce changes to make it feel a safer place to be out in the evening.

3 Well-being by Community Area and Theme

This chapter of the report explores the six community areas in Swansea (Bay East, Bay West, City, Cwm Tawe, Llchwyr and Penderi) by the four well-being themes (cultural, economic, environmental and social well-being). This draws upon the primary research carried out via the online survey and workshop groups as set out in the methodology (Appendix 2).

3.1 Bay East

3.1.1 Cultural Well-being

Bay East survey respondents were most likely to suggest that cultural well-being is about cultural services such as arts, theatre, literature and museums and being able to access these in their community area. Whilst there was less of a focus on Welsh heritage, language and traditions than in some other communities, there were several references to enjoyment of cultural diversity, for example:

“Being able to mix socially with a diverse group of people from different backgrounds and cultures. Being enriched by spending time with people from a range of social and cultural backgrounds.” (Survey respondent, Bay East).

Survey respondents discussed that being part of community / group and having a sense of belonging were important aspects of cultural well-being, along with the opportunity to contribute; illustrated by one workshop attendee who defined cultural well-being simply as: *“giving to society”*.

Taking part in social and cultural activities and groups were the main contributors to cultural well-being in the area. These included singing groups, music/art/theatre, diversity festivals, libraries, public venues, volunteering, LGBT groups and the U3A, amongst others. Workshop attendees also noted that activities such as arts, sewing and making outfits for family members

¹¹ Or related actions which achieve a similar outcome – Search terms used were: exercise, fit, fitness, walk, gym, active, health, healthy & diet.

contributed to their cultural well-being. Also, two workshop attendees in this area noted the importance of volunteering in the community to embed themselves in the local community, for enjoyment and to enrich their lives. A workshop attendee noted writing, poetry and the arts (Swansea art gallery about to re-open) as important for their cultural well-being. Again, the access and ability to participate in membership groups contributes to both survey respondents' and workshop attendees' cultural well-being. However, one survey respondent noted:

"I'm disabled and have no social life or opportunities to do anything like this".

Suggested improvements for cultural well-being in Bay East were varied, but included discussions around having more time for cultural activities, more promotion of current activities and affordable options for more people to engage with. A workshop attendee specifically suggested a reduction in the cost of yoga and improved availability of meditation classes, suggesting further support was needed for attendees or teachers to run classes.

Specific examples of changes raised by respondents, which would boost cultural well-being are outlined below.

- A Women's Centre;
- More diverse shops and restaurants (e.g. vegetarian);
- More information on volunteering opportunities;
- Lower cost theatre tickets;
- More activities at a reasonable price for disabled individuals;
- More access to a wide range of affordable learning opportunities;
- The permanent return of Proms in the Park, and;
- Opportunities to learn the Welsh Language (in the evenings).

3.1.2 Economic Well-being

Economic well-being in Bay East in Swansea was defined in similar terms to that across Swansea as a whole, with a focus upon money for financial security and being able to afford to pay bills and avoid poverty. Many survey responses had the tone of a population close to the margins. For example:

"Having a reasonable quality of life; not being overwhelmed by debts or struggling to pay the rent etc... Feeling in control of one's finances"

"Having enough money to survive - having enough money to be able to support your children"

This is supported by a workshop attendee that noted economic well-being is:

"being able to provide your basic needs and a little bit more for everybody without causing any damage to the environment".

The most significant contribution to economic well-being was identified as coming from employment that is secure and that pays reasonably well:

"having a paid job and a decent standard of living co-exist in order to experience economic and financial well-being." (Survey respondent)

In terms of improving economic well-being, Bay East respondents (as elsewhere) responded that either increased income or a lower cost of everyday living through utility bills, fuel and

cost of food would be the main factors to consider. Some felt that they would benefit from financial advice to make the best use of the money they had available. For older residents, increased pension levels and security around pensions, along with a rise in interest rates would improve survey respondents' economic well-being.

A workshop attendee noted improvements to their economic well-being would be achieved by the provision of specific support into self-employment (to allow for them to no longer be financially dependent on Disability Living Allowance (now PIP)) and to access training or an apprenticeship at an affordable price.

3.1.3 Environmental Well-being

According to survey respondents, environmental well-being in Bay East meant having a clean and safe environment, free from pollution. The provision of open spaces and parks and the proximity of the coast and beaches were highly valued by residents, for example:

“Living in a secure environment with access to open spaces”;

“Having access to clean air, clean water and good quality open space,” and;

“Local parks with easy access, living close to the Gower and Brecon Beacons National Park”.

Other factors contributing to environmental well-being included:

- Use of green energy;
- Walking and cycling as much as possible;
- A cared-for natural and built environment;
- Recycling and circular economy;
- Decent water quality and effective sewage systems;
- Low levels of traffic and associated noise;
- A healthy work environment.

Workshop attendees reinforced these themes, discussing *“clean rivers”*, being *“rubbish free”* and generally experiencing a clean environment to live and work in. A workshop attendee in Bay East noted the need to use resources effectively to ensure protection for the environment and for biodiversity. They noted the importance of wild flowers to support biodiversity through bees and butterflies in underused areas. Another workshop attendee mentioned energy conservation and clean energy development and usage.

The key areas for improvement in Bay East were around better resource and environment management, as well as better maintained public land to attract wildlife and biodiversity where possible. There were calls for improved access to natural spaces via better public transport and support for electric cars and the need for cycling infrastructure improvements to address a lack of cycle paths.

Further improvements from the survey are outlined below.

- Better resource management – increased service provision and education about recycling, less litter, frequent and improved street cleaning, less fly tipping, increased dog waste bins;
- More well-maintained public land - flowers / borders, wildflower areas, hedges and grass cut in parks;

- Better maintained public rights of way;
- Easier access to the countryside via public transport;
- Better conservation and management of the environment.

3.1.4 Social Well-being

The definition of social well-being for respondents from Bay East was similar to that across Swansea as a whole, with a focus upon being happy and healthy, with good social connections with friends, family and the wider community seen as important. One survey respondent defined it thus:

“Having supportive family around, some friends who you can rely on and being able to relax and be happy in your social life. Confidence and taking part in activities in the community.”

Having friends and keeping fit were seen as the most common factors contributing to social well-being:

“It is important to be active and I enjoy exercising with friends and family.” (Survey respondent, Bay East)

A workshop attendee also noted social well-being is also about “regular human contact” and having people around you.

In terms of things that would improve social well-being in the community, survey respondents highlighted a range of factors, including:

- More educational activities or courses to enhance free time at reasonable cost;
- More one-to-one health and well-being advice;
- More time to enjoy socialising;
- More affordable gyms/classes catering for 50+;
- Being able to access proper medical treatments quicker.

3.2 Bay West

3.2.1 Cultural Well-being

Bay West residents’ understanding of cultural well-being aligned to a large extent with those from Bay East. Having access to arts, theatre, cinema and events were all key to culture. However, there was more of an emphasis here on Welsh culture, history and context for cultural well-being. For example:

“Being a member of your local community. And not feeling excluded. Having opportunities to learn and participate in local classes, being able to access historical buildings etc.” (Survey respondent)

Having access to cultural facilities was very important for well-being, along with the cultural connection that comes from participation in a range of activities in the community, for example:

“Access to elements of culture such as cinema, music, theatre that enrich and entertain, to appreciate other cultural backgrounds and what they can bring in terms of outlook and attitude”.

“Ability to participate in non-economic activities and practices that give meaning to life.”

Volunteering was also seen as a contributor to cultural well-being; especially helping others that need the support.

One Bay West respondent talked about cultural well-being in terms of local food and markets in the area, which was not something that has come out strongly across the meaning or contribution to cultural well-being in any of the community areas in Swansea, despite the presence of the iconic market in the City Centre and regular farmers' markets.

"National pride at sporting events and local food and produce at the many markets around Swansea."

Suggestions for things which would improve individual cultural well-being in Bay West focused on having time to spare for cultural activities and also understanding the range of activities available to enjoy.

Service improvements included:

- Better information on what is available to attend;
- Increased cultural activities – more live music, theatre, community events with different cultures;
- More cultural support from the Council; and
- Better care taken of our heritage.

3.2.2 Economic Well-being

Bay West respondents suggested the meaning of economic well-being was about being happy and healthy, with sufficient resources to maintain that:

"Having sufficient income to be able to fund a happy and healthy lifestyle"

Survey respondents also reported it was about sufficient income / money to live a comfortable life to pay for food, house, bills and day-to-day expenses.

"Not having to worry about paying for necessities: accommodation, food, heat, clothing, etc."

The most important contributing factors to economic well-being were seen as having a job and having job security to support a family. Survey respondents suggested improvements to economic well-being that centre around increased income and reduced costs. Other specific suggestions were:

- More affordable childcare in the area;
- Support for budgeting and managing finances;
- Finding ways to cut utility costs;
- Provision of respite care to enable carers to work, and;
- Improved public transport to enable access to employment.

3.2.3 Environmental Well-being

Survey respondents from Bay West noted a wide range of environmental factors such as the proximity of the coast, low air pollution, clean water, fresh air and food, good housing, access to litter-free green space, and a healthy natural environment. One of the few responses that specifically mentioned future generations stated:

“Living in a health diverse ecosystem that sustains my needs and the needs of many future generations.”

Factors identified as contributing to environmental well-being were varied. Access was vital to be able to engage and participate in the wider natural environment. For example:

“Access to safe, pollution-free open spaces”

As in other parts of Swansea, the proximity to the Gower was seen as a great benefit, as were local parks:

“Having access to green space, the Gower and all the beaches, these spaces being kept tidy. I like seeing all of the wildflowers around Swansea.” (Survey respondent)

Suggested improvements for Bay West from survey responses related to the provision of outdoor activities, improved cleanliness of the environment, improved transport links and better integration of outdoor activities into urban areas. Suggestions from the survey were:

- Traffic control in rural areas;
- Reduced parking costs at local beaches to encourage active participation;
- Lift the summer dog beach ban;
- Better resource management – less litter, efficient rubbish collection and cleaner streets;
- Better, cheaper public transport to encourage less car use (especially single occupancy vehicles);
- Better cycling provision – shared paths are too narrow and do not connect to where people live;
- Better design to integrate nature in urban design.

3.2.4 Social Well-being

Survey respondents from Bay West mainly defined social well-being in terms a strong emphasis on social connections with family and friends and the support that comes from these connections. One survey respondent defined social well-being as:

“Having a good supportive group of people around you that can support and guide you when required.”

Respondents referred to a range of ways in which social well-being can manifest itself, including being free of fear of crime, feeling valued in society and being safe and secure.

It was predominantly friends and family that were seen to contribute to social well-being, although being active and staying fit and healthy were also important:

“A good group of friends for socialising with; keeping fit and eating well”

Bay West respondents suggested potential areas for improvements to their social well-being as achieving a better work life balance to ensure they had time to engage in social activities and to spend with their with social connections. Specific areas to be improved included:

- Reduced work hours and greater flexibility with hours to allow for greater work-life balance;
- Increased availability of social and recreational activities within the local area;

- Having more opportunities to learn new skills and try new activities, like canoeing, in the local area at affordable prices;
- Exercise/fitness classes for people over 50's outside of working hours;
- More frequent and better public transport;
- Certainty that the library service will remain.

3.3 City

3.3.1 Cultural Well-being

Respondents in the community area of City defined cultural well-being as having access to cultural activities, attending courses and volunteering. There were a small number of references here to Welshness, Britishness and heritage.

“Being able to access rich and diverse heritage arts education recreation and sports.”

“Attending courses. Joining U3A, WI and book groups. Volunteering.”

This connection with different activities in the area aligns with the definition of cultural well-being in other community areas.

Contributions to cultural well-being come from participation in activities:

“Museums, galleries, libraries shared events, parks, community groups, meeting new people learning new things...”

These activities all contribute to the survey respondents' social well-being that live in the City community area. Similarly this is supported by the workshop attendees that noted archery, volunteering and Welsh culture all contributed to their cultural well-being.

For Workshop attendees particularly in Townhill community centre cultural well-being was not a priority for them, they would take their children to the cinema or to classes but they did not see it as something they can afford or that attracts them. They tend to socialise around a cup of tea or go to the pub.

In response to the survey question about what things would improve their level of cultural well-being, respondents focused on an increased range of cultural activities to attend and more social interaction with others. Workshop attendees noted the need to improve youth club activities for children in the area and acceptance of a multicultural Swansea. Examples of suggested improvements are:

- increased cultural activities that included: *“free performances, free science events”, “more public events in Mayhill (not Phoenix, that's Townhill.), more events at the Swansea Museum”;*
- opportunity to learn about heritage; and
- *“better community resources, particularly social resources. More investment in community arts“.*

3.3.2 Economic Well-being

Economic well-being in the City community area, similarly to the other community areas focused upon money and having enough to provide the individual's needs.

“Having enough money to ensure a reasonable standard of living and meet my needs”.

“Having an income to enable me to enjoy life at a reasonable level and to be absent from worry as to how you are going to manage financially - to pay bills and save a bit and have the money for my funeral.”

From a couple of respondents in this community area, they also reported it was *“being debt free and able to meet your demands”*.

Contributions to economic well-being come from having a job, a well-paid and with security predominantly, as per the other community areas in Swansea. For example, one survey respondent noted *“having a job that pays an adequate wage and is secure...”* This therefore allows people to earn enough to support others, as per the other community areas.

Although there are major employers in the Swansea area, some respondents worried about job security and the wages for many jobs are low. For a single parent interviewed it was not seen as a solution to their problem as in general by taking a job they faced a risk of failing to meet commitments such as rent payments if a child was ill and this was seen as too great. The cost of childcare was another barrier for single parents getting a job, as the cost of childcare was sometimes higher than the wage (with transport) received.

“I would love to have a job / go back to work but I will be worse off as I have 2 children (who are not going to school)” (Workshop participant, Townhill)

Unemployed people are constantly worried about money and rely on benefits and social housing to make ends meet.

Improvements to economic well-being focused upon an increase in pay or pension and a reduction in the cost of living. A workshop attendee discussed the concern of the increased state pension age from 65 to 67 and their ability to continue working due to potential health concerns. This continual change in pension age was reported as a concern from workshop attendees and respondents to the survey. Further suggested improvements are outlined below.

“An improvement in state pension, food prices to be kept at an affordable level”

“Increase in wages and a decrease in the cost of living.”

A workshop attendee noted the limited availability of free training at the moment, which directly impacted their ability to gain employment.

3.3.3 Environmental Well-being

Environmental well-being in the City community area focused on the cleanliness of the locality:

“Smoke free, clean air, regular rubbish collections and street clean cleaning”.

Survey respondents also noted the need for healthy work environments, low levels of pollution and access to green spaces and seaside;

“Access to green and blue urban spaces [that are] well-regulated safe public shared space[s].”

Survey respondents also noted a wide range of spaces that contributed to their environmental well-being, such as:

“Swansea has such a wonderful sea front to walk along, and our Gower coastline, and beautiful parks throughout the city.”

“Living in Swansea near the beach and parks, open spaces, natural environment - good for health and well-being, in particular mental health.”

In Townhill, workshop attendees highlighted the importance of having a garden or an allotment as a refuge from the urban built environment.

Several people attending the workshops in the City community area complained about the recently reduced frequency of the black bin collection, and although they understood the need for recycling some reported that they only did it because they had to and not because they wanted to. It was reported that fly tipping has increased since the new system has been in place.

Better public transport, improved cleanliness of public areas and physical activities for all age groups would improve environmental well-being for people who live in the City. A workshop attendee supported the concern over public transport as they could not access the beach because of a lack of transport infrastructure.

Workshop attendees also noted with concern the state of the built environment in the city centre, with an urgent need to refurbish buildings and maintain shops. Few would go into the city at night due to alcohol and drug problems in the area.

Another also discussed the potential benefits of making the city centre a pedestrian only zone.

Potential environmental improvements suggested by survey respondents included:

- Cleanliness of the community area and the need for more community growing spaces to bring people together and improve healthy eating;
- A community effort to clear overgrown nature paths and trails – for example between Gors and Mayhill;
- Improved public transport: *“better bus links to the Gower”* and *“better and cheaper transport links”*.

3.3.4 Social Well-being

The meaning of social well-being in City focused on social connections through friends and family. A survey respondent noted social well-being means:

“Having a solid social support network and friendships”.

Workshop attendees noted they had a limited sense of community as they were living on a main road, but their sense of belonging came from membership of other groups;

“Having good friends, family and neighbours. Having hobbies and giving back to society by volunteering.”

Friends and family connections also contributed to social well-being in this community area, similar to the other areas of Swansea:

“Having sufficient opportunity to socialise with my family and friends”.

Workshop attendees also discussed the importance of support organisations to their social well-being; groups such as MIND, or attending cognitive behaviour therapy sessions had a very positive impact on well-being.

Potential improvements to social well-being included improving access to social activities and residents finding more time to participate in activities. Survey respondents suggested the following improvements.

“To work less hours and meet more of my neighbours”

“Having the time to spend on social activities working less hours, as I am far too tired to spend on social activities”

“Doing more volunteering and making new friends”

“Access to a gym and swimming pool outside of working hours, close to home and inexpensive”

3.4 Cwm Tawe

3.4.1 Cultural Well-being

Cultural well-being in Cwm Tawe was described in similar terms to that across the wider Swansea area, with a focus on cultural access and participation in a wide range of activities and services, for example:

“Access to libraries, learning opportunities, theatre, film, art, different foods and travel.”

However, there was also an emphasis on cultural aspects of attitudes and behaviours in a community in terms of:

“The way we interact with each other and our values, beliefs, customs and behaviour (individual, community and family).”

Contributions to cultural well-being also went beyond the individual – for example volunteering for different community organisations was also seen as an integral part of well-being:

“Volunteering opportunities and being involved with the community, feeling a part of something”.

“Volunteer with local interest groups...twinning, canal, walk groups, Councillor work, miners' welfare....”

Specific improvements for cultural well-being in Cwm Tawe were suggested as more localised cultural assets and facilities, a strong emphasis on learning Welsh language and learning about Welsh history and culture, (one respondent wanted the chance to develop and practice their Welsh during the day at work) along with better local bus services, more leisure classes and volunteer opportunities in the community.

3.4.2 Economic Well-being

Economic well-being in Cwm Tawe is again seen as being able to afford to meet financial obligations through being financially secure enough to not worry. One survey respondent suggested economic well-being was;

“Having enough resources to maintain a realistic standard of living or the ability to provide them through one's own effort and/or work and a safety net should this not be possible.”

As elsewhere, the most often discussed contributor to economic well-being is *“having a job”* that provides job security, pays a good income and enough to support social connections. One survey respondent noted contributing factors to their economic well-being were:

“Work and until recently tax credits. Now I’m really struggling and feeling financially ‘unwell’.”

A workshop attendee noted the importance of the free bus pass to economic and social well-being for some residents, as this could help to prevent isolation. This is a good example of the need for integrated thinking across the themes of well-being and the impact specific services can have on a number of the well-being themes.

Many Cwm Tawe survey respondents noted concern about job security and therefore financial security in the current economic climate and the context around Brexit. Some respondents wanted better advice on financial, and in some cases, debt management. Utility bills and travelling costs were key concerns for many.

3.4.3 Environmental Well-being

There was more of a focus in Cwm Tawe on a community definition of environmental well-being in terms of *“personal surrounding in work and home”, “external environment”, “environment around me”* rather than in the predominance of landscape and green spaces that was the focus elsewhere.

“To me environmental well-being means being in a good locality, with little anti-social behaviour, good neighbours, and a pleasant area in which to exist”.

In terms of factors contributing to environmental well-being, there were several mentions of gardens and having access to open spaces and clean air. The beaches, especially the Gower, were seen as real benefits to the area, allowing for a range of activities in support of environmental well-being. Also important were, cycle paths, parks, observing wildlife, play areas for children and general access to countryside. For example;

“Going for walks in the mountains and beaches” and;

“Having a nice garden and access to very beautiful outside spaces in my area”.

Improvements to environmental well-being were linked to improved services within the local area, such as: improved maintenance of public toilets, areas cleared of litter, fly tipping prevention, a uniform national recycling system and ensuring public transport services are readily available.

A workshop attendee noted the need for improvements in street lighting especially at twilight for the visually impaired. Alongside of service improvements, individuals suggested things they could do more, such as having the time to undertake activities outside and being mindful of what is already available, to appreciate the environmental well-being of the area.

3.4.4 Social Well-being

Social well-being was defined from the survey as balanced social connections with family, friends and community. This is very similar to the Swansea area as a whole. For example:

“Having a network of friends/family members and not being lonely or isolated.”

“Social - to be socially active, participate in activities that are available locally - especially those with little cost”

Survey respondents suggested contributions to their social well-being from a range of social activities interactions. There was a strong focus upon health and being active; for example swimming, being outdoors, walking dogs and taking part in sports. For those with particular

needs, community and specialist support groups were identified by workshop participants as being vital to maintaining social well-being and reducing isolation.

The key improvements to social well-being could be summarised as improved health, more time for social and physical activities and reduced working hours. Some people also wanted to have shorter travel times to work to reduce their time away from home.

3.5 Llŵchwr

3.5.1 Cultural Well-being

The meaning of cultural well-being in Llŵchwr was described by survey respondents predominantly in terms of societal aspects of culture; understanding Welsh culture and history, but also other cultures that contribute to the Llŵchwr community. For example:

“Being able to celebrate where you have come from and being proud and free to do so”;

“Cultures from wherever that live together without forcing beliefs on other,” and;

“An appreciation of those forces which have created the local and national community”

There were several references to avoiding discrimination and being proud to celebrate origins and roots. Several comments mentioned Welsh culture, and there was some pride in Welshness and the use of the language.

In addition, there were some references to activities around arts, theatre, literature etc., but very much less than in Swansea as a whole.

“Free museums access is fantastic, great to take families to waterfront museums, big pit, St Fagan’s is absolutely brilliant and so important to see those old Welsh buildings of yesteryear.”

With regard to factors contributing to cultural well-being in the area, there were extensive mentions of volunteering and supporting local interest groups; whether cultural, environmental or linked to health and social care.

One workshop attendant who was not able to work due to health conditions reported that he tried to access part-time craft and art courses but a lot had stopped and the few which were still running were too expensive for him to afford.

Suggested improvements in culture for Llŵchwr included more opportunities for the community to get together. However, there were indications of a high level of well-being, with a number of respondents not able to identify things that would improve their well-being in this area:

“Nothing; we are very lucky within Wales. And in fairness to Welsh & local government we have quality facilities despite funding challenges.”

Nevertheless, there were a number of suggested improvements from the survey:

- Volunteering opportunities;
- More affordable or free further education courses for adults; such as learning a new language, including Welsh;
- Increased information and publicity about cultural community opportunities to attend or participate in;
- More community facilities and ensure they are accessible by public transport.

3.5.2 Economic Well-being

The meaning of economic well-being in Llchwyr focuses upon sufficiency, as in other areas of Swansea;

“Having enough money to live in the way that you do not have to worry about maintaining your life style”.

As discussed in other community areas, economic well-being was therefore centred on being able to live without financial worry or stress.

The biggest contribution to economic well-being from survey respondents was employment. *“Having a job”* and salary that allows for *“supporting my family”, “...meets my day to day living costs and allows for a decent standard of living”* and *“having a job I feel valued in...”*. As widely suggested within literature, the importance of a job for well-being is significant as impacts upon the individuals own sense of self, wider purpose, to be able to support social connections and live financially independently. Several of those interviewed, however, were aware of not having much money to spare, and some had experienced getting into debt and its implications:

“Lack of financial well-being has a direct impact on mental health ...you can get trapped into a world of payday loans ... etc.” (Workshop attendee, Llchwyr)

Financial pressures were widely discussed, especially in terms of the extended effects of austerity on pay settlements. When asked about potential improvement in economic well-being, increased pay was a major issue for respondents:

“More pay and lower cost of living” and;

“Pay rise in our job as not had one for a number of years”.

Some survey respondents also noted further information and advice on money management and budgeting would help improve their economic well-being.

3.5.3 Environmental Well-being

Similarly to Swansea region as a whole, Llchwyr respondents pictured environmental well-being as having a clean and safe environment to live in, with a particular emphasis on clean air and lack of pollution. For example, to have

“A clean, pollution free environment to live in”, and;

“Clean air and aesthetically pleasing environment”.

It was also important to have access to natural and green spaces in the area, along with the proximity of the Gower for walking;

“Access to green spaces, clean air and water, woodland and healthy biodiversity.”

There were also several references to more social aspects of environmental well-being, with an identified need to preserve community safety, reduce anti-social behaviour and noise and to not have to worry about neighbours. However, workshop attendants noted an improvement in the environment in some areas;

“Not living with drug pushers like there used to be 12 months ago.”

In terms of potential improvements to environmental well-being, residents mentioned a wide range of factors, including:

- Removing litter, gum, cigarettes, and vap smoke;

- *Improved public transport, get cars and lorries off the road. Reduce dependency on fossil fuels;*
- More cycle routes, green space in Swansea City centre;
- Improved public transport;
- More accessible open spaces, for example open access to fields for dog walking;
- More adult friendly outdoor activities ;
- Improved parks and playgrounds.

3.5.4 Social Well-being

Llwchwr survey respondents reported the meaning of social well-being as the social cohesion achieved through social connections such as friends and family. The access to a good support network is crucial for social well-being;

“Having a good network of friends and family to assist with the feeling of being loved and supported.”

“Having people you can talk to about problems, or share good things with.”

Also the connection to a community, for example;

“Social well-being is the things you do to take part in society and how you bind and fit in”.

The contributions to social well-being in Llwwchwr are similar to Swansea region as a whole. The social connections and activities (e.g. running, going to the gym, gardening, exercising and being member of a club) all contribute to social well-being.

A few specific suggestions from the online survey include:

- Local coffee shops;
- Safer roads for cyclists with pot holes repaired;
- *“More mother baby groups in my area [and] cheaper childcare costs for more free time”;*
- Improved public transport;
- More GPs in local practice and increased access to GP out of hours.

3.6 Penderi

3.6.1 Cultural Well-bring

Cultural well-being to survey respondents in Penderi related to community activities, understanding other cultures and diversity and having freedom to practice cultural and spiritual customs.

“Cultural well-being for me relates to the coherent living of all cultures in society. Living together in harmony and without animosity and/or prejudice.”

“Having the freedom to enjoy religion and other cultural pursuits without ridicule or fear of reprisal”, and;

“Having access to other countries, diverse neighbourhoods, traditions maintained, multicultural restaurants...”

Survey respondents from Penderi reported a range of activities to be contributors to their cultural well-being, including volunteering, going to shows, evening classes, visiting the area where they live, as well as visiting Natural Heritage Sites and National Parks.

Improvements to cultural well-being in Penderi as reported in the survey included more opportunities for community events and cultural activities and more multi-cultural education in schools.

3.6.2 Economic Well-being

Economic well-being amongst Penderi respondents related very strongly to avoiding money worries and achieving financial security, for example:

“The ability to move forward with daily life whilst considering my financial situation and that of my income stability during the economic climate.”

As elsewhere, the term of ‘having enough’ was often used across the community area to define economic well-being, with an emphasis on the financial income to cover every day costs such as bills, food and housing.

Again, employment was seen as the critical contributor to economic well-being for this community area, in terms of a job with security, good pay and providing stability;

“Having a job that matches my skillset and qualifications; being paid a competitive or at least bench-marked salary; being able to afford luxuries such as holidays”.

In response to the questions on what two things could improve economic well-being, survey respondents reported individual changes (e.g. spend more wisely), council improvements (e.g. reduce council tax) and factors that are dependent upon the economy (e.g. interest rates). The suggested improvements from the survey are outlined below.

- Lower every day costs (e.g. bills) and entertainment activities at a reasonable cost (e.g. theatre and cinema);
- Lower taxes (e.g. council tax);
- Better interest rates (for pensioners);
- Individual factors such as spending more wisely and save regularly.

3.6.3 Environmental Well-being

Survey respondents from the Penderi community area echoed the wider definitions of environmental well-being, focused on a good quality environment and space to enjoy it. Clean air and freedom from litter and pollution were seen as key contributors to well-being. The proximity of the Gower coast was very important for people, along with access to gardens and parks;

Living in an area that has plenty of green space, walkways, parks, beaches, that is clean and tidy and has low levels of pollution.

Survey respondents also noted a number of ways to improve their environmental well-being in Penderi. This aligned with Swansea region as a whole with a focus on immediate

cleanliness of their environment (e.g. more recycling education and less fly tipping), as well as some particular factors:

- Increased neighbourhood pride;
- Access to exercise classes outdoors;
- Support for cycling to work;
- Improved working environments;
- More traffic-free spaces

3.6.4 Social Well-being

Penderi aligns with other community areas in Swansea with social well-being meaning to them about support from friends and family, for example *“having friends, family and living in a good community”*. A couple of respondents also noted the importance of a good work- life balance to ensure they have the time for social activities.

“A good work-life balance, being active and social in my spare time, having enough time and money to spend with family and friends”.

The survey suggests contributing factors to social well-being in Penderi are *“having good friends”* to socialise and spend time with them. Time is also seen as an important factor, having enough time to carry out the desired social activities.

Potential improvements to social well-being were similar to those across the wider Swansea area, including having more time on social activities.

However, there were specific issues that were raised, including:

- More face to face communications and networking;
- Healthy eating in the workplace;
- Action on utility costs;
- Better work-life balance.

4 Well-being by Citizen Group

This section considers the specific reference made to the groups listed in the requirements of the WFGA;

- People who are considered vulnerable or disadvantaged; e.g. the financially excluded, domestic abuse victims and those who experience income inequality and environmental problems.
- People possessing a protected characteristic under the Equality Act 2010; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- Children, meaning people under the age of 18, including those living in poverty and the impact this is having on their lives and overall well-being; children who are homeless, asylum seekers, Gypsies and Travellers or children experiencing or witnessing domestic abuse.
- Young people who have been looked after, accommodated or fostered and are entitled to support.
- People who may have need for care and support; or people who provide or intend to provide care and support.

Where possible the data has been split by type; primary and secondary sources, and well-being theme; economic, cultural, environmental and social.

4.1 People who are considered vulnerable or disadvantaged - Domestic Violence

The qualitative fieldwork that was designated as being carried out with victims of Gender-based Violence, Domestic Abuse and Sexual Violence is detailed below. This summary is based on conversations with people running groups for women who have been abused (violently or domestically) and women who have suffered from violence.

Service user needs were varied. The following issues were identified by those consulted:

- Underlying issues of poverty and access to services, isolation and lack of confidence
- Mental Health issues arising because of domestic abuse, such as self-harming and drink/drug problems, post-traumatic stress disorder (PTSD).
- Availability of a range of services per need
 - Temporary refuge / accommodation
 - One-off advice only
- Ability to dip in and out of services as required according to need
- Issues posed by funding restrictions (and possibility of the situation worsening)
- Lack of understanding of the issue the users are facing by some social workers. Lack of training and empathetic approach.

- Lack of understanding of the specific criteria to access support by the women when they are assessed for qualifying for social services. The criteria are very specific and women cannot easily access support. When they do sometimes it feels more punitive than helpful.
- The plan women have to follow to keep getting social services is set without involving them. They have to follow requirements which might not be adequate. It feels more like a tick box exercise than a solution. Women who suffer from domestic abuse go through hard time and their mental state can be worsened by worrying about their situation and meeting the requirements.
- Lack of consistency with the social workers, as it is hard for the women to build a relationship with a stranger when they talk about personal issues. It is perceived that staff turnover is too high. It might be due to the difficulty of the job but there is a feeling that staff are not trained enough to deal with the problems the women are facing.

The Council is doing some work to improve the care and level of service given to women who suffer from abuse (violent, domestic, and sexual).

A project currently being piloted in Swansea and funded by social services is the Domestic Abuse hub in the police station. The team calls every victim of domestic abuse with children to check if they need further help and can refer them to the early intervention team and have access to multi-agencies. This project has had positive feedback. The hub is led by two senior practitioners who have chosen their team carefully and trained them.

The prevention and early intervention team is again a positive asset that women with children under five can access. Women's Aid has had good feedback about it too as the threshold to access the service is lower so more people can benefit from it. It is more targeted to child neglect or abuse but it is a service that is seen as a good starting point. Family workers can come to women's houses and help them.

Swansea Women's Aid

Swansea Women's Aid offer a variety of services aimed to address the needs of a variety of different needs. These encompass:

- Freedom Programme
- Counselling
- Homeopathy
- Accommodation at a safe house (Swansea offers two refuges and three safe houses)
- The Domestic Abuse Information, Support & Empowerment scheme (DAISE), offering one-to-one support
- Children's services for 5–17 year olds
- The CHAT project (Changing Attitudes Together) (3 – 18 year olds)
- 'Your Opinion Matters': a lottery-funded programme due to end soon

It was reported that most services described above are accessed by women aged 25-45, and unemployed. They are generally self-referred, with some making contact as a result of historic abuse.

Not all fell into these categories however; 'high achievers' were also noted as being among those seeking help, and/or wives/partners of "all sorts, including police inspectors and judges".

Generally, the view was expressed that significant changes have been made over the last twenty years. Much less taboo surrounds domestic abuse (in all its forms) now compared to then, and standards have become much higher and more professional.

From a professional perspective, interest was expressed in the findings of the Ask and Act Pilot currently underway with some concern raised over the financial implications of the above Pilot in terms of providing the necessary training.

From both professional and service user perspectives, the desirability of providing family interventions, work with perpetrators, children, BME communities and other groups is felt to be a high priority.

4.2 People possessing a protected characteristic - Children and Young People

None of the students involved in the primary engagement felt comfortable using or defining the term 'well-being'. This was made evident in the Welsh medium schools, where none of the students were familiar with the Welsh word for well-being – 'Lles'. Positively, across all schools, the word 'well-being' created debate:

"Is it how kids feel in school, things like that?" (Welsh medium secondary, Swansea)

"Good personal effectiveness" – a term that students had learnt during their studies for the Welsh Baccalaureate (English medium secondary school, Swansea)

When asked what helps contribute to a sense of well-being, consistent responses about friends and family were received, suggesting that these children prioritise domestic, family and personal relationships as core to their sense of well-being:

"Meeting your friends." (English medium secondary school, Swansea)

"A supportive family." (English medium secondary school, Swansea)

Having talked about Well-being in general terms, the discussion moved on to the four categories of Social, Cultural, Environmental and Economic well-being. The detail of responses varied according to their perceived relevance.

4.2.1 Social Well-being

Social well-being, defined by this group as socialising and friendship, was considered very important. Many described how family and friends help with confidence and motivation.

"Friends and family - the people around you, people who you see often who have a positive impact on your life" (Welsh medium secondary school, Swansea)

In general, young people and children described how they would like to see more events and things to do with their friends and families. Across the groups, students commented that there was a lack of activities or groups to join in their local town, and that they did not want to just go to the park. Rather, they wanted somewhere safe where they could "hang out".

Organised activities were also seen as an important way of developing social well-being, as described in several schools. Activities were often carried out in relation to the school, with examples such as:

- Drama club, in which the majority took part. (English medium secondary school, Swansea)
- Sports clubs - rugby, football, karate, basketball and gymnastics.
- One participant was part of a choir and an orchestra, and he commented that this really helped raise his sense of well-being. (Welsh medium secondary school, Swansea)

The lack of provision of activities outside of the school was seen as poor;

“There’s nothing for teens, you can go for a walk or down the beach but there’s only so many times you can do it.” (English medium secondary school, Swansea)

A different perception was expressed by one student however, who stated:

“There probably is stuff but it’s not seen as ‘cool’ and not many people go.” (English medium secondary school, Swansea)

Social media was mentioned by many as a tool for keeping in contact with friends. Many participants were aware of both the benefits and dangers of social media. They appeared informed of risks such as befriending strangers online, using social media as a social life replacement, and the potential for private issues to be posted on a public platform. They supported the idea that an active life on social media did not necessarily correlate with positive social well-being.

“Social media replaces friends sometimes; someone may have over a 1000 friends but how many of them have they actually met in real life?” (English medium secondary school, Swansea)

“If you see others doing better than you it can knock your confidence.” (Welsh medium secondary school, Swansea)

The female students expressed particular concern about other people’s perceptions of them and their lives. They felt they could control the way they were perceived by their social media profiles by posting nice pictures of themselves and liking or tagging specific organisations, bands etc. This gave the girls more confidence and they felt it improved their social well-being. (Welsh medium secondary school, Swansea)

For those at secondary school, many commented that exam preparation had adverse effects on their well-being. This was true for both Welsh and English medium secondary school students. In some schools, worries about exam preparation led to discussions of the pastoral care provided in schools. Some of the English medium secondary school students were very pleased with their pastoral care, having a well-being officer, counsellors and very friendly and helpful teachers. All the students felt they could access support from the staff whenever they needed.

4.2.2 Cultural Well-being

The idea of cultural well-being was particularly hard to define amongst children and young people. One secondary school student felt it could include religion, choir, rugby and sport

(Welsh medium secondary, Swansea). Mention was occasionally made of church, but talk of active engagement with church was rare.

4.2.3 Environmental Well-being

Discussions of environmental well-being led to differences in understanding in terms of meaning. Some viewed it in the context of infrastructure, namely sport and sporting facilities. Positively, amongst the majority of the children and young people taking part in the fieldwork, the view was that they had sufficient access to areas for sport, and that the places they attended were generally in good condition.

Others viewed environmental well-being in the context of environmental sustainability, with a focus on recycling. In this context, the majority saw environmental efforts as their parent's responsibility, even though some claimed to help out with recycling. The children / young people engaged with tended not to think about long term consequences and how issues such as recycling could affect them in the future.

Finally, others viewed environmental well-being in the context of their local environment or area, sometimes on quite a 'micro' level:

"The toilets in the school are awful, no lids, no seats, people smoking in the toilets, it makes you not want to go. Only four out of twenty work for the girls." (English medium secondary school, Swansea)

On a more macro level, comments were often made about the areas in which children and young people lived. Secondary school students talked of underage drinking on the streets and in parks:

"Stupid drunk kids lighting fires and ruining the floors and shelters in the parks." (English medium secondary school, Swansea)

Overall, the concept of 'Environmental Well-being' held many different connotations across the young people we engaged with, ranging from infrastructure (sporting facilities), the levels of anti-social behaviour and crime in an area, and sustainability of the natural environment.

4.2.4 Economic Well-being

Economic well-being, as a term, was generally well understood by children and young people in relation to earning money income / having a job. One student described it as follows:

"If you can't find a job if you're in a poor area where there aren't many jobs, you can't buy food, you pay for a house, you can't get all the things you want, the things you dream about for when you grow up, so you lose out on a lot of things then and your well-being's low." (Welsh medium secondary, Swansea).

For some children and young people, having their own pocket money meant they were able to buy what they wanted without asking. Having money and/or a bank card made them feel mature. They liked the way in which having money meant they could go to places with friends, buy new clothes and make up etc. which made them feel good and happy.

Some students in English medium secondary schools felt that they should have better financial education.

4.3 People possessing a protected characteristic - Older People

From the online survey, older respondents from the Swansea area explained well-being, like those in Bridgend and Neath Port Talbot, as being physically and mentally healthy. Specific issues included the following;

- Health is of paramount importance as the foundation upon which other aspects of life can be built. (For those experiencing the natural effects of ageing, or experiencing chronic health conditions, this requires management with help and support);
- Knowing that support services are accessible when required – with the emphasis that they can be reached through public transport if necessary and are also not behind financial walls;
- Although feelings of independence are key to well-being, knowing that help is there if needed offers good psychological comfort;
- Being a part of some sort of local community, which can be made up of family, friends, neighbours, and others also involved in activities you are part of. This contributes to a positive mental outlook and attitude, including building on self-esteem; and
- The importance of access to different groups by affordable, convenient transport.

A representative from Age Cymru was interviewed to provide both high level and detailed information on the issues regarding older people within each local authority. The representative provided information on the local authorities as a whole, ensuring that the issues were replicated in each area.

Age Cymru offers many forms of support and services with the aim of increasing individuals' financial, health and social capabilities. Their services include carrying out domestic tasks for the elderly such as cooking, housework and shopping; advice and Information services; advocacy, and befriending.

In the past these services have been provided free of charge, but this is no longer the case.

Age Cymru describe four key support needs which they feel need prioritisation for future service delivery. These are as follows:

1. The stopping of the need for services to be paid-for. Paid-for services run the risk of attracting rogue traders and are not affordable for many
2. A significant increase to advice and information services. 90% of benefit applications are turned down when first submitted yet 95% are over-turned on appeal, a significant waste of time and resource
3. The provision of advocacy. Two years ago there were eight employed advocates to cover the Western Bay: now there is one full-time post only which is mainly used at a high level for advocacy relating to human rights and abuse. This is something Age Cymru has brought to the notice of the Health Board and the Local Authorities.
4. Greater focus on befriending services. Swansea has 100 clients who are called once per week to chat for 30 mins, but this service is at risk (and has already possibly been cut in NPT and Bridgend) due to cuts in funding expected in April. Age Cymru stated

that “over 8,000 people aged 50+ in Swansea will have no contact with anyone this week”¹².

The natural environment around Swansea is deemed to be very helpful to the overall well-being of senior citizens in the area. It includes great local walking and cycle pathways, which some consider to be well-maintained and litter free.

Although the natural environment was highly regarded, the built environment was less so. Comments were made regarding the following needs:

- That the Council will reverse poor maintenance standards of roads, pavements and facilities;
- That the city will be kept free of litter and eyesores;
- Services will not suffer further cuts but rather be restored to full functionality e.g. libraries, free (cheaper) parking;
- Unwanted developments will be stopped (such as the development of flats at a location in Sketty);
- Fast traffic will be better managed, as will antisocial behaviour.

From the online survey, older respondents from the Swansea area tend to explain well-being, like those in Bridgend and Neath Port Talbot, as being physically and mentally healthy. Specific issues raised include the following:

- Health is of paramount importance as being the foundation upon which other aspects of life can be built. For those experiencing the natural effects of ageing, or experiencing chronic health conditions, this requires management with help and support;
- Knowing that support services are accessible when required – with the emphasis that they can be reached through public transport if necessary and are also not behind financial walls;
- Although feelings of independence are key to well-being, knowing that help is there if needed offers good psychological comfort;
- Being a part of some sort of local community, which can be made up of family, friends, neighbours, and others also involved in activities you are part of. This contributes to a positive mental outlook and attitude, including building on self-esteem; and
- The importance of access to different groups by affordable, convenient transport.

To increase their well-being, older people in Swansea wanted more frequent and better maintenance of the built environment from the Council, such as road/pavement repair, street cleaning, grass cutting, and upkeep of green areas and footpaths – including adding better lighting. Alongside this, there is desire for better traffic calming measures and improved cycle paths in order to reduce competition for space on the roads.

Transport was a major issue for many, who explain that bus services seem to be diminishing but getting more expensive. This reduces people’s access to social life and activities such as visiting the city centre. A suggestion is made by a small number online to consider and promote community transport initiatives.

¹² <http://www.ageuk.org.uk/cymru/swanseabay/our-services/supporting-people/>

Respondents also suggested that the social life of senior citizens is not impaired in any way in order that problems of isolation do not escalate.

4.4 People possessing a protected characteristic - Health and Disability

4.4.1 Visually impaired

Activities amongst the Sensory Impaired were restricted to participation in workshop / meeting environments, rather than responses via the online survey, due to barriers specific to this demographic. One group was held with a Young at Heart group, comprising twelve men and women without language, plus two BSL interpreters, and another group who were visually impaired / supporters of the visually impaired. Additionally, a couple with limited sight impairments attended drop-in sessions. The group held among the visually impaired in Swansea was assisted by the RNIB and its volunteers. The council provided funding for 1.5 full-time equivalent helpers, and was responsible for a wide range of activities in the area including supporting swimming, reading, theatre trips, golf and tennis.

Asked what was understood by the term 'well-being', one visually impaired participant described it as follows;

"Every aspect of life, health, how you can move around, the help that is available, confidence to get on with your life, go out safely and confidently, not feeling fear"

The aspects of well-being that were raised throughout the engagement processes are presented under the following themes.

Access to Financial and Practical Support

A key concern that was raised was the lack of access to financial and practical information. One participant commented that:

"A lot of people are trapped in their house and they get lonely because of they don't register with the RNIB and they are not aware of what they can get / what is available for them". (Group Chair)

Similarly, participants suggested that financial help towards the cost of gadgets designed to help those with visual impairment, including training in their use, would better aid them to be independent. Suggestions of where financial and practical help are needed included computer software.

Furthermore, attendees suggested the promotion of, and financial support for the RNIB contact line as a source of help and advice¹³. This is pertinent given that some had concerns about lack of access to practical information and help for those with visual impairment, e.g. tips on identifying objects within the home (e.g. in the kitchen, on medicines, ingredients), and the use of magnifying glasses (for those with at least some sight).

Education Campaigns

A number of attendees commented that education campaigns about sensory impairment would be successful in improving social cohesion and their experiences with health and social services. The areas where education was needed were highlighted as being:

- amongst the public, council, health services, and the sight impaired themselves;

¹³ RNIB received lottery funding for example to gain access to a specialist in welfare rights to provide advice

- recognition that only 5% of those with sight impairment can read braille;
- encouragement for those with visual impairments to visit their GP and get help / become registered: some don't realise they have an impairment, others are in denial, others prefer to keep it hidden; some will not be aware that a disability allowance is only available to those under 65.

It was also suggested that there should be pressure placed on local councils to pay more attention to the dangers faced by the visually impaired in relation to road crossings, pavement obstacles such as café outdoor seating, tactile paving, audible and clear bus station announcements and the need for more zebra crossings.

"I can't cross the road where I live – going out is like a little adventure"

"There are 26 bus stops; they only have one sign with the bus stops which is not very legible. Need an announcement to be made through the tannoy consistently as well as staff to help passengers because some people have more than one disability – it might not just be their sight that is a problem"

Access to Services

Improvements requested to aid well-being for the blind and enhance its sustainability included:

- Provision of more access to information in the right format for people to be able to read and more resources to reach more people to help them lead a better / safer life
- Assistance with the purchase of items required to improve the well-being of the blind such as software / readers
- Provision of employment opportunities, especially for the young blind, and with 'decent' rates of pay
- Raise public awareness into sight impairment
- Facilitate access to the new funding, with no reduction in amount received compared with previous years

One attendee commented that *"If it wasn't for this group I would have lost my sanity."*

Similarly related to access to services, was access to transport and the need to plan ahead, *"even for the smallest journey."*

4.4.2 Hearing impaired / Deaf

For those who described themselves as non-vocal or without language, very similar views were expressed in Swansea, as had been heard in other areas. The first hurdle for these groups was 'signing' well-being: there is no 'obvious' way of communicating well-being in sign language.

The concept of well-being was found challenging for the deaf community. Barriers to well-being are so extensive it was found easier to talk about these aspects, the negatives, rather than the positive.

The *"very complex needs and barriers"* (interpreter) that were faced included those below.

Access to Information

The communication of information to those who are hearing impaired or deaf was found to be problematic for practical, financial, and health / medical information. For example, one

attendee commented on the experience of arriving for appointments and finding the interpreter had not been booked or has not arrived. On a related note, some spoke of the fear of misdiagnosis and missing crucial information with potentially dangerous results.

Some considered this detrimental to mental well-being. One described the immediate onset of feelings of stress and panic in so many situations the sighted take for granted, such as going to an optician, making and/or having an appointment for health services (i.e. a GP or hospital). The main concerns related to this were that:

- Some BSL interpreters are only level one, so they don't really understand the health terminology, resulting in lots of room for error. It was commented that misdiagnosis is common.
- Misinformation is commonplace because they are unable to describe what they are feeling or where with any accuracy, and then they can't understand the GP's response. When taking medication, they don't necessarily know what they are taking, which can be dangerous.

With regards to accessing practical and financial information, some attendees expressed concern over their understanding when undertaking money management, mortgages, financial services, benefits and tax. Overall, it was stated that there is a high incidence of mental illness amongst the deaf community, caused in part (at least) by problems with communication

Education Standards

Some attendees expressed concern about the levels of education available to those in the deaf community.

It was felt there are big education problems because there are no longer any deaf schools. A few (of those present – the slightly older ones) were educated at deaf schools, which were seen as positive because their needs were understood, they had really high standards of BSL, and long term friendships amongst the students were born. Those in mainstream schools frequently suffered; they were given learning assistants or communicators who could not BSL, or only very poorly. In one school there was a dinner lady who by coincidence was able to do a little sign language, so she was allocated a deaf student and made into a Teaching Assistant. She had no other qualifications, although it is recommended teaching assistants need to be qualified to at least level 4 and preferably level 6.

The interpreter relayed that teachers had very low expectations of deaf children's abilities;

"We were unable to take exams like the 11+ or GCSEs. We were only allowed to do art".

One of the group had managed to get into college to study catering - she wanted to be a chef - but failed because of the written work. Another wanted to become an engineering apprentice but he too had to give up.

Control over Day to Day Life

One described how she tried to go to the gym but quickly gave up because she couldn't understand the symbols or instructions (and couldn't ask). In a similar way, another tried to go swimming but gave up because of the lack of communication. Now she's afraid of the water (and won't try again).

It was not always negative; some positive experiences were mentioned, but only with considerable prompting. One described liking to watch Strictly Come Dancing; another

described having been to the opera once and how much she had enjoyed it. Although she was unable to hear, she was able to watch the stage and movements and could feel the vibrations of the music. The same interviewee enjoyed sitting in a local gallery and looking at the pictures; although the gallery is currently closed for renovation. Another described enjoying television soaps through BSL.

The main barriers to well-being in this group were accessing information and the ability to communicate. The lack of access to healthcare information (due to unavailable or low quality translation services) was considered to cause significant stress and to be detrimental to mental well-being. Similarly, attendees commented that they had problems accessing adequate financial advice and the ability of attendees to take part in activities or hobbies for enjoyment or fitness was limited due to a lack of information in a deaf or sensory-impaired format (i.e. braille). Potential improvements to well-being for the visually impaired included addressing the comments above, but also the following:

- Making improvements to infrastructure, the built environment and 'little details' which could be of very significant value, such as ensuring free parking provision outside the homes of blind people;
- Offering discounts for participation in sporting and leisure activities as a way of encouraging fitness and health;
- Improving communications, with the needs of the sensory impaired taking much higher priority than currently, e.g. by ensuring widespread accessibility of loop hearing aids, appointment making by e-mail or means other than by telephone and letter in primary and secondary care. Similarly with communications relating to other Council services and facilities such as waste collection and highways.

After what were felt to be numerous consultations, considerable frustration was expressed by this group at the lack of action to have resulted.

4.5 People possessing a protected characteristic - Mental Health

Respondents with mental health issues were generally concerned with access to services and their economic well-being.

Many of the respondents had been on waiting lists for psychiatrists and counsellors for a long period of time; one has been waiting for over two years; *"If you're not self-harming or suicidal you're at the bottom of the list"*.

Finances are a concern for most respondents and they felt that there needs to be support to help people falling into debt, which is easy for those who cannot access the internet due to anxiety, confidence issues or inability associated with age. A contributing factor to financial instability is the recent disability benefit reform. Disability Living Allowance has been replaced with Personal Independence Payment (PIP) benefits which feel less certain to those who are in receipt of payments. The respondents felt those in charge of PIP should be doctors or individuals with medical knowledge which would help to secure their economic well-being.

4.6 People possessing a protected characteristic - Learning Disability and Autism Spectrum Disorder

For the research, we attended a group run by Gofal, engaged with six people attending a MacMillan coffee morning and attended a Swansea People First group.

The People First group had a good understanding of what well-being meant to them, for example:

- *“Looking after yourself, looking after your body.”*
- *“How you’re feeling.”*
- *“Where you’re living.”*
- *“Good support.”*
- *“Money as well.”*
- One man had mental health problems as well - *“Having different emotions.”*

There was consensus that social wellbeing was the most important and financial wellbeing came second, although the latter allows you to do things with your friends and family.

Social wellbeing centred around networks of friends and, in some cases, family. Several tried to maintain an active lifestyle through taking part in swimming, drama, walking and occasional rugby.

In terms of cultural wellbeing, volunteering was very important to the group – including some environmental group work. Most would prefer to be in employment, but face issues of losing benefits. One couple interviewed were only allowed to earn a certain amount between them. Those hours went towards the man as he got a job first, but the woman wanted to work since and could not. She could only earn £20 a week before their benefits (housing and disability) would be affected.

As well as these barriers, they also had to contend with prejudice from employers, who frequently demonstrated a lack of awareness of disabilities and their implications:

With employers they don’t give you the time to show you properly and don’t give you time to show you can do it.”

They don’t have the faith that we can do it” and;

“Everyone should be treated the same.”

People attending the Gofal groups come there regularly and see this as a place where they are not judged and there they can get support that they cannot get elsewhere. Participants said that without the group they would not manage and might harm themselves. Key issues they raised were as follows:

- Lack of support groups easily accessible for people who don’t have transportation;
- The need to live a safe environment to increase their well-being;
- Lack of activities for people who might not be comfortable/stressed easily in a unknown environment;

- Failure to communicate with service users and get the information their need;
- Difficulties to access social services as assessments can take a long time; and
- Long waiting lists to see a specialist (psychiatrist, psychologist).

In general there is a heavy reliance on charities to provide support for people with mental health disability.

Areas which need improvements:

- Health professionals should communicate better about mental health illnesses to the general public; and
- Service users felt that there should be more counselling offered to them to improve their well-being.

4.7 People possessing a protected characteristic - Race/Religion

Ethnic Youth Support Team (EYST)

This group described Swansea as a “*melting pot*” of ethnicities, ages and backgrounds. Asylum seekers and refugees were generally thought to be very resilient and quick to engage.

The EYST services of providing extra skills, recreation, citizenship, counselling and support were all seen as exceedingly valuable. Above all, were the opportunities offered to learn / improve English, and the homework club?

Brexit was seen as a major challenge for those consulted, as it had legitimised extremist views, in their experience. Some of those interviewed had seen an increase in racist abuse, for example when travelling by bus.

4.8 Looked after Children and Young People

Young Single Homeless

A group of young single homeless people was interviewed in Swansea as part of the research. They had a good understanding of what well-being means, variously defining it as:

“Mental health, your living, housing”

“Domino effect, everything affects you socially, mentally, physically.”

“Make sure you’ve got food and you’re happy, got clothes on your back.”

For this group, relevant issues which impacted on well-being included the support services received from Barnardo’s and Bays¹⁴.

“Bays is one of the only places I’ve ever know who would listen to you.”

“If you click with your worker it’s great.”

¹⁴ Project for young homeless.

There were less positive views on some sheltered accommodation providers and the police who in their view didn't take them seriously when problems occurred;

"Because we've been in youth hostels they won't take you as seriously."

"They wonder why young people take things into their own hands."

All admitted to problems with drugs and alcohol, and none appeared interested in healthy lifestyle activities. One girl had an eating disorder and none took part in any sport;

"I started taking uppers and stuff because of the people I was hanging around with."

"They can tell you're on something but no one says anything to you."

In terms of factors that would improve well-being, there was a consensus that people had some responsibility for improving their own well-being:

"I'd say it's a circle, your social, economic, cultural and environmental wellbeing are all linked. Without one you break the chain."

Some participants were aiming to go to college or take part in apprenticeships. One girl had recently lost her job in a call centre, and was looking to going into beauty therapy but with on the job training to help with finances. Three were going to college to study catering and hospitality.

"I want to travel the world with it, learn world foods."

Others had dropped out:

"People are so bitchy in college I just don't want to go there."

In terms of economic well-being, there was some attitude of inverse pride at having poor financial literacy and all of those interviewed reported spending any money they received as soon as they had it.

With regard to the environment, none of those interviewed were active recyclers.

However, one did acknowledge that they should perhaps take the environment more seriously:

"You're destroying the world if you don't."

4.9 People who need or provide care and support - Carers

For carers, social well-being was raised as important as they sometimes rely on support from others (friends or family) to carry out their duties as a caregiver. Some commented that any time they have 'off' from caring duties, must be used to maximise their own well-being. Young adult carers reported that they don't get enough financial support which would allow them not to work, and that they are better off working than getting Carers' Allowance. Carers don't get any allowance when they are under 18 years old, or if they attend college.

"Social well-being to me is having the support of my family and friends. It refers to my relationships with others. Social well-being is about the networks we build both at home and work that contribute to our happiness and provide support through difficult times." (Female, Bay East)

From the comments we received, being a carer can be isolating. Having good social well-being, whether it is attending a group or having friends and family is paramount to them and

to being able to give care. Critically being able to talk to people about the good and bad things happening in their life, the ability to seek advice and share experiences with people around is also important for their well-being. This is why the young adult carers mentioned that the group they attend, currently once a month but soon to be twice a month, is crucial to their well-being. It is the only place where they can concentrate on themselves and among people who are experiencing the same issues they do.

Out of the carers in need of support who responded to the survey, the young adults who attended the carers' group and those we engaged with during the drop-in sessions the satisfaction for the support they receive is varied. The responses we received suggest satisfaction is dependent on what type of support they refer to. Some comments were about support for the person they care for, rather than the support they are getting as a carer.

Young adult carers in general were dissatisfied with the support they are getting. Most of them said they are not getting any from support from social services, the only place they do is the Swansea carers centre. The centre is seen as a safe haven where the young carers can do activities, such as day trips, and have one to one support.

Areas of improvements for carers in need of support in the Swansea area are a request for;

- more support groups locally, and information about them,
- better public transport,
- being less stressed, being listened to,
- getting advice on the benefits/allowances they and the people they care for can access,
- more activities for the disabled and cheaper activities in general.

“Not enough activities locally for younger physically disabled... very few opportunities to meet other unwaged people.” (Female carer, Bay East).

Road traffic, parking on the pavement and the state of the roads (not clean) are issues which carers would like to see improved. For carers who give care to people with a wheelchair, it can be very stressful to use pavements when cars are parked on it.

“More traffic making local roads dangerous to walk due to lack of pavements. (Female carer, Cwm Tawe).

5 Well-being in City and County of Swansea: Secondary analysis

The concept of 'well-being' itself is not strongly evident in the secondary sources, with all references identified emanating from the Health and Social Care context¹⁵. There is reference to Good Health and Well-being, meeting 'well-being outcomes' and Ageing Well and that well-being is concerned with the sense of 'hope'.

Other related concepts include reference to unacceptable health inequalities, a focus on early intervention and prevention, and health determinants.

Access

The use of the term 'access' is frequently used and can be cross-referenced to other areas of the analysis:

- Geographical access i.e. within the immediate community
- Access through improved awareness and information
- Access through improved transport
- Access through widening provision, and more attention to inequality in access
- Timeliness of access

Information and Communication

The issue of information and communication was the most frequent theme identified. The references do not give the sense of people being passive recipients of information, rather the need for information to be available in ways that enable people to be experts in their own lives (Swansea Commissioning Review for Physical Disability). The emphasis within the references was the need for improvements in the availability of information both to support independence and enable access. It included:

- Awareness raising across the population around specific issues such as improved communication between Councillors and residents
- Information that can be easily and independently accessed e.g. through a service directory, or single repository of information that enables people to be experts in their own lives
- Staff in direct contact with the public need to be well-informed and able to signpost. People who work in local communities are felt more likely to be able to do this, and
- Information tailored to specific needs where appropriate e.g. needs of Black and Ethnic Minority Communities and Welsh language were highlighted by carers in Swansea; people with sensory loss; and carers are all mentioned, with specific reference to the value of a single point of reference for people to access information about specific needs
- Specific information about what people should expect from services, including the timeliness of services
- Acknowledgement that information available for carers is improving

¹⁵ See Appendix 5 for sources used for the secondary analysis

- There is room for improvement in communication and information sharing between organisations

The information suggests that there is potential for a more strategic approach to information across organisations, and developing the use of technology as an aid to strengthening self-access to information.

Partnership and Collaboration

There is also a broader theme concerned with strengthening the dialogue between public services and the public, and across public services – the language of partnership; co-production; and collaboration is frequently used in the source material, though at times this may be an interpretation of the primary evidence by the authors of the reports.

Overall the suggestion is that there is more to be achieved through collaborative working across public sector organisations and through a collaborative approach by the public sector with the public. For the public to have a voice and to be seen as agents for change rather than the object of change, and for this to lead into alternative models such as social enterprises and user-led delivery. Also, that some highly sophisticated collaborative working may be required to solve some of the major challenges that need to be faced.

Where people felt they had been engaged in change this was highly valued.

This is the strongest area the concept of utilising existing assets to improve ‘things’ was highlighted, and there is considerable reference to this, although the specific term ‘assets’ is not referenced.

It should be recognised that these views are coming from users that are already motivated to engage, so will reflect that sub-group of users.

5.1 Social Well-being

Transport

Transport was identified as an issue from a number of un-related engagement and consultation exercises.

This is possibly linked to the lack of basic facilities in some communities, which make day to day living highly challenging where people do not have access to their own transport and where public transport also has its limitations in supporting people to manage their day to day lives.

Once the preference for the provision of services, as far as possible in local communities is taken into account, the requirement for Transport, particularly for the most vulnerable in society is a common theme.

There is a sense that insufficient attention is paid to the requirements for transport as services change, and that this might be a barrier to people supporting new ways of doing things.

Greater emphasis on the role of community transport in providing a responsive and tailored service over and above infrastructure schemes was highlighted as an asset that could be built upon.

5.2 Cultural Well-being

The sense here was that there are more opportunities for communities to develop a shared understanding of the needs of different people living within them for example Age Friendly and Dementia friendly communities.

Linked to this area was reference to the concept of respect. This ranged from the importance of dignity and respect extended to people in the care of services to the need for good citizenship in communities – extending the ‘simple courtesy with people of being kind, caring, neighbourly, considerate respectful’ and for communities to be ‘accessible, tolerant and inclusive’ and to have the sense of ‘belonging’

Community

The importance of community facilities and services in the community are emphasised in this theme. There is evidence of lack of to change in communities that appear to be presented as threats to buildings, services or local access, when these are also perceived as supporting the viability and vibrancy of local communities.

There is a sense of support for greater focus ‘in the community’ over more specialist provision. There is also a sense of a need to utilise and maximise facilities in each community to the maximum, creating community hubs that are a source of information and advice, and a place of safety and security.

5.3 Economic Well-being

The economic well-being of the population seen through the source material relates to an overall need to support the financial literacy of people in the community, maximising their income, and enabling this to be used wisely to meet people’s basic economic needs.

This includes:

- The importance of welfare and financial advice and support services in increasing financial literacy and decreasing anxieties about finance
- The requirement for affordable housing, underpinning a balanced approach to the costs of daily living (food, energy, transport)
- Help for people to remain economically active and access training education and employment

This section, perhaps above all others, reflects the weight of evidence reviewed that relates to the most vulnerable in society, and thereby most likely to be in the most challenged economic circumstances.

5.4 Environmental Well-being

There is little reference to environmental well-being in the evidence beyond that which is referenced elsewhere. Specifics might include:

- The safety of local facilities including pavements and play areas, and the contribution that public toilets make to promoting independence in the community
- Maintenance of community facilities including public rights of way
- The challenges on the viability and vitality of towns and communities and the negative impact this has on the local environment

Feeling Safe

The concept of safety is highlighted through a number of different settings and reports. The over-riding sense is for all in society to feel that the community that they live in is safe – that their home is a safe and a place of personal refuge, that they feel safe to be out and about in the community, and that they have safe places to visit in their community, and that they feel safe when they access services or move into the care of statutory organisations.

There are some very practical examples of what this means for people:

- That housing options, including care homes, are able to meet the specific needs of communities
- That the local physical environment is a safe place, such as formal and informal play areas, but also level well-lit pavements streets
- That when people go out they are confident they are going to be able to access a lavatory, and a place to sit down to break their journey
- Confidence that local facilities, and alternatives to traditional service models are accepting of their needs, as otherwise people will opt to stay at home

6 Summary and Recommendations

6.1 Summary

Introduction

This report documents the findings of an independent assessment into the well-being of the City and County of Swansea. The Well-being of Future Generations (Wales) Act (WBFG) requires the Public Services Boards (PSBs) within each local authority area in Wales to obtain qualitative information as part of the assessments they are required to carry out.

About the Well-being of Future Generations (Wales) Act

The WBFG Act aims to improve the social, economic and cultural well-being of Wales by placing a duty on public bodies to think and consider in all policy and decision-making in terms of the five ways of working and the seven well-being goals.

The role of the PSB in improving well-being within its area necessitates an initial assessment in order to establish a 'well-being baseline' and, subsequently, to set objectives aligned to both the well-being goals and in accordance with the sustainable development principle that is inherent within the Act. Using the evidence from this well-being assessment, each PSB is required to produce and publish a Local Well-being Plan, which sets its objectives and the actions required to achieve them.

Methodological Approach

The approach to the assessment in the City and County of Swansea Council area comprised of the following elements:

- An online survey which received 239 responses from people who live in the City and County of Swansea;
- Six workshops with 29 attendees;
- Stakeholder consultation;
- Secondary review of literature and evidence; and
- Four focus groups with groups with a specific interest, two with secondary school children, a group with adults with additional learning needs and two with young homeless.

Well-being in City and County of Swansea

Primary Research

Cultural Well-being:

Cultural well-being focused on access to arts, theatre, cinema and sport. Volunteering was seen as an excellent means of building well-being. Support for the Welsh language was mixed, but with great strength in some communities.

Economic Well-being:

In general terms, the people who engaged with the assessment indicated that an individual's economic well-being was primarily concerned with sufficiency and the ability to maintain a reasonable standard of living. There is a divide in terms of economic well-being between those

for whom life is relatively comfortable and who see well-being as having spare resources for a few luxuries and those living at the economic margins, for whom well-being is about sufficiency to meet their basic needs and obligations. Financial security was a key pressure for those on low incomes, in portfolio work, or unemployed. As elsewhere, there was widespread evidence of both in-work poverty and an inability to escape from the benefits trap for those not in work.

Employees were concerned about erosion of living standards, as some had not seen a pay increase for many years and others had gradually moved into lower-skilled, less well paid jobs.

Environmental Well-being:

The quality of landscape is a key influence on environmental well-being, with access to the Gower Coast, rivers, open land or parks providing a significant boost to well-being. Walking and cycling along the coast, in parks or on the hills were all valued in terms of their well-being contribution. In some communities, relative economic poverty was offset to some extent by the high quality of physical landscape. Unfortunately, the built environment in many areas of the City and town centres in the area fail to match these standards and many stakeholders felt unable to be proud of their local towns as they stand, with shop closures, poor standards of maintenance and excessive traffic.

There was widespread condemnation of the extent of littering and fly tipping in the area and a desire to see stronger penalties for those who offend in this way.

From the perspective of survey respondents, environmental well-being was primarily concerned with having a 'clean' environment (26 per cent of respondents¹⁶) and being able to access the 'outdoor'. Nearly one quarter (23 per cent) of respondents made reference to cleaner or tidier streets¹⁷ (with one in ten referring to 'litter') as being necessary to improve environmental well-being.

Social Well-being:

Much of the strength of social well-being stems from friends and family, with slightly less emphasis on community than in some other areas. Work-life balance was a challenge for many people in work and this presented a barrier to social well-being in some cases. For those living alone, especially the elderly, social networks and clubs are very important. Issues around public transport were frequently mentioned in relation to fostering social well-being, as poor transport underpinned barriers to accessing services and places.

When asked what social well-being meant to them, the most frequently mentioned response among survey respondents was having a good network of family and friends. Three-quarters (73 per cent) of the survey respondents in Swansea mentioned family and friends or being social as the main things in their lives that contributed towards social well-being. Understandably, when asked what would help to improve social well-being, being able to spend more time with family and friends and being healthy / more active featured highly. Suggestions were provided to how this could be achieved with many referenced to there being more / better access to (affordable) leisure facilities. Having more time (away from work) and more money to facilitate access to leisure activities were also mentioned frequently.

Secondary Research

¹⁶ The proportion who mentioned words relating to 'clean'.

¹⁷ Search terms used: tidy, tidier, clean, cleaned, cleaner, rubbish, mess, litter, graffiti.

The concept of 'well-being' itself is not strongly evident in the secondary sources, with only six references, and all of these emanating from the Health and Social Care context. However, some themes which echo those identified in the primary research were noted.

Key themes identified included;

- Access to environment and services;
- Information and communication;
- Partnership and collaboration;
- Public transport;
- Feeling safe;
- Importance of Community
- Economic resilience

Well-being by Citizen Group

Domestic Violence

It was expressed that there have been significant improvements to domestic abuse support standards in the last twenty years. Support is now more readily available though there are still issues with consistency and lack of training.

Children and Young People

Children and young people were keen to discuss well-being; they thought that friends and family, activities, social media and their surroundings all impacted their well-being. Improvements included improved provision outside of school, better support during exam periods and better maintenance of the school.

Older People

For older people consulted during the research, a number of key themes affect well-being:

- Keeping healthy and active;
- Knowing what support is available and how to access it;
- Protecting independence, whilst providing assurance of a safety net;
- Being party of a community – whether family, friends or locality.
- Issues of access and transport.

Health and Disability

Though there were many respondents with a variety of long-term or chronic illness and disabilities there were a number of key themes.

- Access to financial and practical support
- Education and training support
- Access to information and services
- Communication and awareness
- Control over day to day life

Mental Health

Key issues for those with mental health issues were:

- Maintaining access to services;
- Achieving recognition of need;
- Financial management and debt advice.

Carers

Support for carers through social groups, friends and family was seen as highly important in order for them to continue to be able to care. Most were dissatisfied with the support they were getting through social services and financial support to receive respite. Carers felt it was important to improve transport links, benefit allowances and to provide cheaper activities in general.

6.2 Progress Against WFGA Goals

The Well-being of Future Generations Act lays out seven goals for Wales to work towards. These are shown below, along with some headline measures of how residents of City and County of Swansea are contributing to these goals.

Goal	Progress / Action
A globally responsible Wales	As elsewhere, residents have an awareness of issues such as climate change and the need to recycle. However, for many citizens, the economic imperative of maintaining financial security and meeting household bills takes preference.
A prosperous Wales	Finding and keeping a well-paid, secure job in the area is a challenge for many residents. A significant number of respondents said they are worried about money. Getting help with financial literacy and management would help with the achievement of this goal.
A resilient Wales	Residents placed a high value on the natural environment and especially the coast, green spaces and parks. Some were concerned with air pollution around the city centre and would like to see it pedestrian only.
A healthier Wales	Many people acknowledge the need to be healthy and some have based their social lives around sport or outdoor activity and recognised its value. However, for many people an active healthy lifestyle remains no more than an aspiration. Access to doctors and health services in general is not equal in the six community areas.
A more equal Wales	In Swansea, as elsewhere, there is a divide between those with a reasonable standard of living and those who were more at risk of facing economic issues, such as debt.

<p>A Wales of cohesive communities</p>	<p>Swansea enjoys a multi-cultural environment, although more could be done to celebrate the diversity in the area. Both within the City and in communities elsewhere in the area there is a strong sense of neighbourhood and belonging.</p>
<p>A Wales of vibrant culture and thriving Welsh language</p>	<p>The interest in Welsh language, history and heritage is important in some communities within Swansea, but within the City there is a rich cultural mix that should be nurtured. However, some citizens resented the perceived prominence of the Welsh language.</p>

6.3 Recommendations to Build Well-being

Many of the issues affecting well-being in Swansea were focused on services and support provided by the local authority. There is an expectation that the authority will provide solutions, which is going to be increasingly unlikely at a time of budget cuts and which works against the spirit of the WFGA. Hence the recommendations below have a focus on citizens taking more control of their own destiny, or seeking solutions that have minimal cost where this is possible.

6.3.1 Cultural Well-being

To improve cultural well-being in the Swansea region, a number of areas for attention were raised:

- 1 Several respondents to the research stated that they found it difficult to know what events or groups were happening in their area. Steps could be taken to ensure that residents are clear about where to find local information – especially amongst the elderly or disabled.
- 2 Cultural well-being tended to comprise arts, theatre and cinema, Welsh history and language, and sport. Important to many adults was the opportunity for more Welsh lessons and, critically opportunities to practice – e.g. Welsh medium coffee mornings or networking and Welsh at work sessions.
- 3 Also felt important was the establishment of a campaign to increase awareness of opportunities for volunteering in the area; especially amongst retired people who still have much to offer.
- 4 Another point raised was the importance of publicity and promotion of resilience and the need for communities to take on the mantle of service delivery.

6.3.2 Economic Well-being

- 1 Throughout the engagement process, individuals of different ages referred to not understanding how to manage finances, or to get the best deals on utility bills, for example. A programme of financial literacy classes (including in schools) could help individuals to manage their finances better and so improve their sense of well-being.
- 2 For some people, access to work was difficult because of a lack of transport or childcare issues. One potential solution would be to improve the provision of work in disadvantaged communities, through development of incubator space or shared workspace and support for self-employment or entrepreneurship. Some residents wanted to see opportunities for employment through developing the circular economy in the area.
- 3 Job insecurity was a barrier to well-being for some of those engaged with. It was pointed out that the public sector could act as an exemplar in this area by stopping the use of temporary contracts to address this.
- 4 Energy and heating costs were significant issues for many of those consulted, especially amongst older people and those with disabilities. There may be scope to develop local energy networks, with support from Welsh Government's Green Growth Local Energy programme.

6.3.3 Environmental Well-being

To improve environmental well-being in the City and County of Swansea we would recommend focusing on:

- 5 Better resource management – increased service provision and education about recycling, discouraging litter and fly tipping, frequent and improved street cleaning or community litter picking. Increased dog waste management through provision of bins or encouraging dog owners to take dog waste home with them.
- 6 The quality of landscape is a key influence on environmental well-being, with access in the Swansea area to very high quality coastline and beaches, rivers and parkland, all of which can provide a significant boost to well-being. In some of the more disadvantaged communities, relative economic poverty was offset to some extent by the high quality of physical landscape. Unfortunately, the built environment in many areas of the City and town centres in the area fail to match these standards and many stakeholders felt unable to be proud of their local towns as they stand, with shop closures, poor standards of maintenance and excessive traffic. Attention should be paid to alternative uses, community pop-ups and other ideas to reclaim the environment and improve it.
- 7 In terms of wider environmental issues, the population of Bridgend could benefit from education to recognise the well-being benefits of accessing the natural environment, and provide help to people to access it who don't normally. Cycle ways that start in town to allow for commuting and leisure cycling without taking the bike in the car could be one such initiative which could make a contribution.

6.3.4 Social Well-being

Social well-being is centred very strongly on connections with family and friends. However, for those without family or social networks, there are significant issues of isolation and lack of well-being. These could be addressed to some extent by:

- 1 Creating cleaner, safer streets, especially at night. At the workshops, some described Swansea as a “no-go” area at night because of drug and alcohol users and a lack of policing. Participants wanted to introduce changes to make the city feel a safer place to be out in the evening and citizens can play a part in this.
- 2 Issues of public transport and access to work, leisure and landscape. There is a deep-seated issue with public transport (and especially bus services), whereby there is a lack of fit between individual lifestyles and the needs of work which are increasingly flexible, and transport schedules and timetables which are more rigid. Swansea needs to be more creative about nurturing flexible approaches to transport, whether through car sharing schemes, electric car hire, promotion of cycling for work and leisure or thinking about the location of facilities in relation to where people live.
- 3 Increasing the provision of GP surgeries and access to healthcare to some of the areas of the Swansea region
- 4 Improvements to social well-being could include the provision of more opportunities for volunteering; off-peak access to leisure centres to encourage older people to stay active; and linked to this, improvements in public transport to facilitate this access (see above).

Appendix 1 About the Well-being of Future Generations (Wales) Act

This chapter provides context for the assessment by offering a brief overview of the Well-being of Future Generations (Wales) Act (WBFG) Act before discussing the implications of the Act for this assessment.

Requirements of the Well-being of Future Generations (Wales) Act

The WBFG Act aims to improve the social, economic and cultural well-being of Wales by placing a duty on public bodies to think in a more sustainable and long-term way. The Act establishes seven well-being goals that public bodies must endeavour to achieve and should consider within all policy planning and decision-making. Collectively, the seven well-being goals provide a vision for an ideal Wales. They are to achieve:

1. A prosperous Wales;
2. A resilient Wales;
3. A healthier Wales;
4. A more equal Wales;
5. A Wales of cohesive communities;
6. A Wales of vibrant culture and thriving Welsh Language, and;
7. A globally responsible Wales.

The Act requires the establishment of Public Services Boards (PSBs) within each local authority area in Wales, with a remit to improve economic, social, environmental and cultural well-being within its footprint. Statutory members of each PSB include the local authority, the local health board, the Welsh Fire and Rescue Service and Natural Resources Wales.

The role of the PSB in improving well-being within its area necessitates an initial assessment to establish a 'well-being baseline' and, subsequently, to set objectives aligned to both the national well-being goals and in accordance with the sustainable development principle that is inherent within the Act. Using the evidence from this well-being assessment, each PSB is required to produce and publish a Local Well-being Plan, which sets its objectives and the actions required to achieve them.

Implications for this Well-being Assessment

In the case of the WBFG Act, non-statutory guidance stipulates the need to obtain qualitative information as part of the assessments:

- *“A balanced Response Analysis should, therefore, incorporate some form of qualitative evidence alongside quantitative data”¹⁸*
- *“Therefore it will be expected that the [public services] board uses an extensive range of sources from which to assess the state of well-being, for example ... qualitative evidence which captures people’s opinions and perceptions as well as giving context to quantitative data (the story behind the data).”¹⁹*

¹⁸ Shared Purpose: Shared Future - Public services boards: Guidance on the use of evidence and analysis, p. 8

¹⁹ Shared Purpose: Shared Future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015 SPSF 3: Collective role (public services boards), p.12

Previous assessments of a similar nature - most pertinently the needs assessments underpinning Single Integrated Plans²⁰ (SIPs) - identified several concerns in the quality of the analysis, including excessive reliance on quantitative evidence. The 2013 evaluation of the SIP identified *“[an absence of] any qualitative evidence to counterbalance and contextualise quantitative evidence, meaning the plans are largely underpinned by rather superficial statistical analysis.”*²¹

The recognised shortcomings in the data underpinning the SIPs partly informed the development of the non-statutory guidance for the PSBs, specifically on the production of the well-being assessment, and in turn, the Local Well-being Plan. The guidance reiterates *“a relative lack of qualitative evidence to develop explanations and explore causes”*²² within the SIPs, hence the emphasis within the guidance on the inclusion of qualitative evidence within the well-being assessments, and, in turn, the commissioning of this work to secure a qualitative evidence perspective to the well-being assessment in Swansea.

A further concern around the SIPs needs assessments was the *“lack of clarity around the engagement of citizens in the needs assessment process”*²³, a likely corollary of an over-reliance of statistical data. The guidance and code of practice to produce both the well-being assessments and the combined population assessment report emphasise the need to include extensive consultation with people for whom the assessments have relevance.

This assessment of well-being is not operating in a vacuum of understanding of the current well-being of the population. Health bodies and local authorities have been undertaking Joint Needs Assessments to underpin planning in relation to their local population since the innovation of the first Health, Social Care and Well-being Strategies in the late 1990's and through Community Planning and the requirement for single integrated plans. Organisations are also required to engage their populations, through an approach that includes co-production, to set out a whole range of local responses to national policy.

The extent and maturity of this work is variable, but this report has considered views already expressed by the public. The methodology was therefore designed to take account of existing analysis of recent qualitative data in the local authority and community area, and from across partner organisations.

Citizen engagement is nonetheless pivotal to the well-being assessment. In summary, our approach included a number of different ways for people to engage, that included:

- attendance at a workshop;
- participation in a focus group;
- completion of an on-line questionnaire; and
- participation in an in-depth interview.

²⁰ Single Integrated Plans were introduced by Welsh Government in 2012 to replace at least four of the existing statutory plans and strategies (the Community Strategy, the Children and Young People's Plan, the Health, Social Care and Well-being Strategy and the Community Safety Partnership Plan). They were seen as a way to enable local government and their partners, through Local Service Boards (LSBs), to come together to plan, work, deliver and improve.

²¹ Single Integrated Plans: An Interim Review, 2013 p.31

²² Shared Purpose: Shared Future - Public services boards: Guidance on the use of evidence and analysis, p. 2

²³ Ibid.

Appendix 2 Methodological Approach

The approach to the regional commission in the City and County of Swansea Council area comprised the following elements:

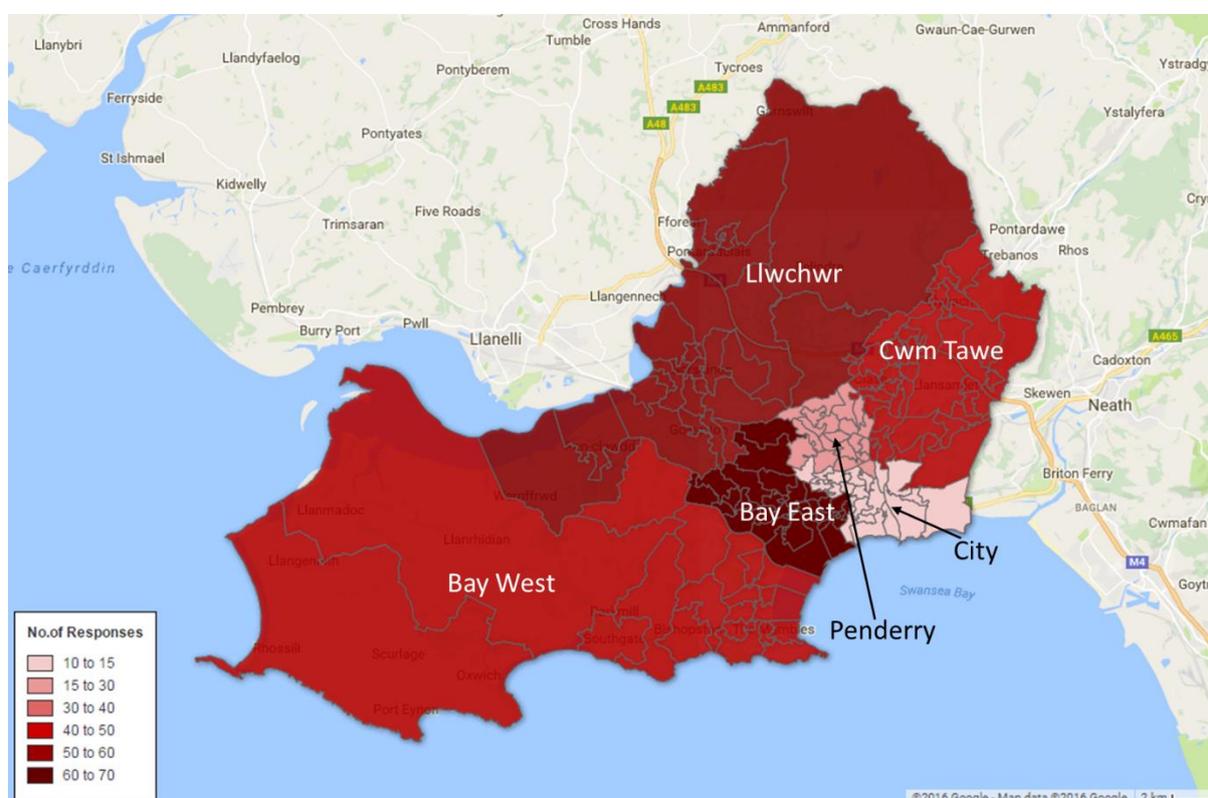
- An online survey which received 239 responses from people who live in the City and County of Swansea;
- Six workshops with 29 attendees;
- Stakeholder consultation;
- Secondary review of literature and evidence; and
- Four focus groups with groups with a specific interest, two with secondary school children, a group with adults with additional learning needs and two with young homeless.

Each of these research approaches is outlined in more detail below.

Online Survey

The online survey received 239 responses from people who live in the study area. The distribution of survey responses by community area (Bay East, Bay West, City, Cwm Tawe, Llŵchwr and Penderi) are shown in Figure 13. The questionnaire for the online survey is outlined in Appendix 1.

Figure 13 Survey Responses by Community Area



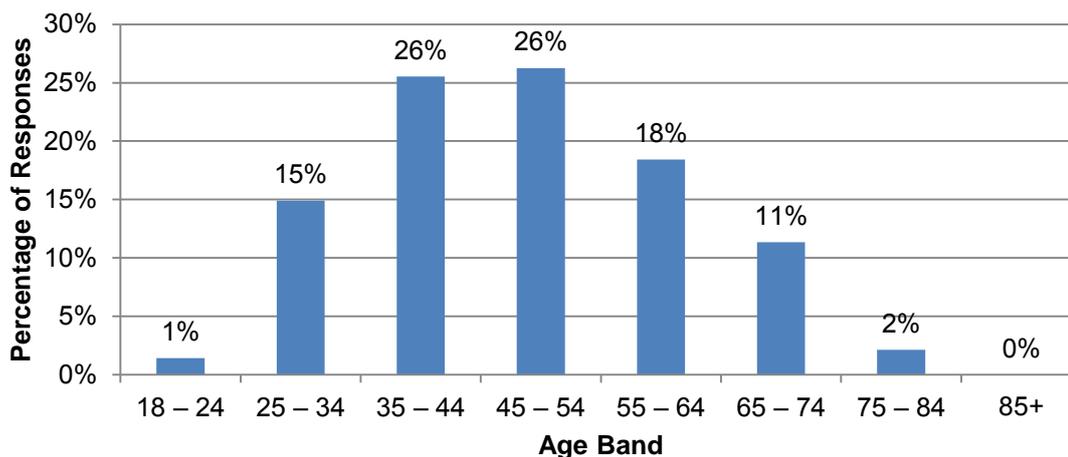
Source: Survey Data and presentation by Miller Research (UK) Ltd. using Google Map Data (2016).

The map shows that the highest number of respondents lived in the Bay East area (63 responses), closely followed by Llŵchwr (50 responses). The Cwm Tawe and Bay West

community areas accounted for 46 and 43 survey responses respectively, whilst the community areas of Penderi and City were the least well represented by the survey responses, with 16 and 14 responses respectively.

Three quarters (76 per cent) of survey respondents were female and one quarter male (24 per cent) – suggesting that males are underrepresented in the sample compared with the general population. Figure 14 illustrates the distribution of age bands from the survey responses with 26 per cent coming from each of the 35-44 and 45-54 age bands. However, only one per cent of responses came from 18-24 year olds and two per cent from those aged 75 or above.

Figure 14 Percentage of Survey Responses by Age Band



Source: Analysis of survey responses by Miller Research (UK) Ltd.

Workshops

In the council area, six half-day drop-in workshops were carried out, attracting a total of 29 attendees. Table 1 details the number of attendees by location. The workshops were delivered in accordance with National Principles of Public Engagement in Wales.²⁴ The aim of this consultation was to engage with a wide range of participants to gain their perspective on well-being in each community area.²⁵ The workshop discussion guide is in Appendix 2.

Table 1 Swansea Region Workshop Groups and Attendees

Community Area	Community Location	Number of Attendees
Bay East	Sketty Park Community Centre	3
Bay West	Pennard Parish Hall	4
City	St Phillips Community Centre	7
City	Townhill Community Centre	11
Cwmtawe	Morryston Community Centre	2
Llwchwr	Canolfan Gorseinon Centre	2

Source: Miller Research (UK) Ltd.

²⁴ National Principles of Public Engagement in Wales

[http://www.participationcymru.org.uk/media/288784/national_principles_for_public_engagement_aug1_.pdf]

²⁵ Scope of participants included: General public; Older people; People in need of care and support; Carers (i.e.: those who provide care and support to family and friends); Citizens with health problems, physical/learning disabilities or autism and mental health conditions; Citizens with sensory impairment (with carers/translators); People with protected characteristics under the Equality Act 2010; Other group(s) including: Young farmers (representing the rural community); Housing association tenants.

The workshops, which were structured around the themes of the WCFG Act, lasted approximately an hour in duration. Workshop attendees were asked to self-complete a short demographic questionnaire as part of the consultation.

Secondary Review of Literature and Evidence

The secondary review of literature and evidence included:

- Credible qualitative research and analysis relevant to the well-being of citizens in the area. For example, evaluations, ethnographic studies and case studies;
- Qualitative evidence gathered from service user engagement, service evaluation or research into local issues, of relevance to local well-being;
- Qualitative evidence obtained from citizen and service user surveys of relevance to local well-being.²⁶

Potential sources of evidence were identified through consultation with policy leads identified by PSB members and the Western Bay Engagement Officers Group; as well as other documented evidence collected from a variety of sources and formats.

Focus Groups

Focus groups were held in two secondary schools in the council area (one English medium and one Welsh medium). The aim was to gather views of young people from the ages of 10-12 (primary school) and 16 (secondary school), including those with special educational needs and those who are looked after children (LAC).

Each focus group comprised eight to ten students and lasted approximately thirty to forty-five minutes. All fieldwork was carried out with close attention to the National Standards for Children and Young People's Participation guidelines²⁷, ensuring full safe-guarding procedures were followed.

Two focus groups were also held with special interest groups in the council area, which included adults with additional learning needs and young homeless individuals. A similar format was followed for these groups, but with an amended discussion guide to align with their specific requirements.

²⁶ This list is paraphrased from page 18 of *Shared Purpose: Shared Future - Public services boards: Guidance on the use of evidence and analysis*, available from: <http://gov.wales/docs/dpsp/publications/160225-spsf-5-non-stat-guidance-part-4-wfh-act-en.pdf>

²⁷ <http://www.pupilvoicewales.org.uk/secondary/about-us/national-children-and-young-peoples-participation-standards-for-wales/>

Appendix 3 Online Questionnaire

Western Bay Online Survey: Assessment of Well-being and Care and Support

Introduction

Miller Research has been appointed by Neath Port Talbot County Borough Council, on behalf of Bridgend CBC, Neath Port Talbot CBC, the City & County of Swansea and ABMU Health Board to conduct an assessment of people's well-being and care and support needs within the Western Bay region. Funding for the assessment has been provided by the Welsh Government on a regional basis.

Part of the research includes a short survey of people living in Bridgend, Neath Port Talbot and Swansea.

We thank you in advance for taking the trouble to complete this survey. It should not take more than ten minutes to complete.

Please note that all responses are anonymous, and will be reported collectively with responses received from all other people living in the region. Individual responses will not be shared with the Councils, the Health Board or any other agency (including Welsh Government).

All respondents will be entered into a prize draw for an organic veg box delivered to your home every month for three months, as a thank you for their time.

About you

1. Please could you provide your home postcode _____
2. Are you completing this survey as:
 - A member of the public
 - A member of staff in a Local Authority or Health Board
 - A representative of a Third Sector organisation
 - An independent provider of care services
 - Another interested party/group (please give details _____)

Understanding of Well-being

The main reason for this survey is to understand people's perceptions of 'well-being': what it means, and what contributes to well-being. There are no right or wrong answers, and all answers are kept completely confidential. Just answer each question as honestly as you can. If you get stuck on one question, move on to the next one but please keep going until the very end!

3. Have you heard of the term 'well-being' before today?

Yes

No

In one sentence, please could you describe what you think the term 'well-being' means? (Just think about what it means to yourself, not what it might mean to others)_____

It has been said that 'Well-being is made up of the environmental, economic, social and cultural factors that determine a person's quality of life'.

4. Thinking of economic or financial well-being:

- (a) What do you think this means or refers to?
- (b) What things in your life contribute most to your, personal economic or financial well-being (e.g.: having a job or a decent standard of living)?
- (c) What TWO things do you think could improve your level of economic well-being?

5. Thinking of social well-being:

- (a) What do you think this means or refers to?
- (b) What things in your life contribute most to your, personal social well-being (e.g.: feeling active and healthy or having friends)?
- (c) What TWO things do you think could improve your level of social well-being?

6. Thinking of environmental well-being:

- (a) What do you think this means or refers to?
- (b) What things in your life contribute most to your, personal environmental well-being (e.g.: having access to clear, pollution-free open spaces)?
- (c) What TWO things do you think could improve your level of environmental well-being?

7. Thinking of cultural well-being:

- (a) What do think this means or refers to?
- (b) What things in your life contribute most to your, personal cultural well-being (e.g.: volunteering opportunities or having the opportunity to learn/use Welsh)?
- (c) What TWO things do you think could improve your level of cultural well-being?

Well-being and where you live

Thinking about the area where you live, please consider how your area contributes to your personal well-being:

8. Please provide some examples of things in your local area which you would say contribute to your well-being. This could include anything from the local people to the cleanliness of the streets.

9. Please could you give examples of any barriers or things in your local area which you think undermine your well-being?

10. Please could you describe any changes that you think could be made to your local area or specific actions that could be taken, which would help increase your level of well-being?

Care and support

11. Do you, or the person you are completing this survey on behalf of, currently receive any care and support services?

By this, we mean care provided by staff who are paid to help you (for example: Social Services, a Care Home, or someone employed by you/your family using a Direct Payment).

- Yes
- No

- Rather not say

If yes, what kind of care/support services do you receive? _____

12. Overall, how satisfied are you with the care/support services you receive?

- Extremely satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Extremely dissatisfied

Please give reasons for your answer _____

13. Have you felt sufficiently involved in decisions made about your care/support?

- Yes
- Sometimes
- No
- Don't know

Please give reasons for your answer _____

14. Would you describe yourself as a carer of someone who needs support?

- Yes
- No
- Rather not say

15. If yes, do you feel you receive adequate support to carry out your role as a carer?

- Yes
- Sometimes
- No
- Don't know

Please give reasons for your answer _____

Feedback and follow-up

16. Would you be interested in receiving feedback about the information we are collecting as part of this research?

Yes

No

17. Would you be willing to be contacted again in the future as part of any follow-up work about well-being?

Yes

No

18. Would you like to be entered into the prize draw to win an organic veg box delivered to your home every month for three months?

Yes

No

If you answered yes to questions 16, 17 and/or 18 please provide your email address _____

Please be assured that we will only contact you to provide feedback and/or about follow-up work and/or if you have won the prize draw, and not for any other reason.

More information about you:

To help us ensure we are providing services fairly to everyone who needs them we would be grateful if you could answer a few more questions about yourself. It is important to consider the impact of well-being and care and support services on all citizens, which is why we collect monitoring information based on the protected characteristic groups covered by the Equality Act 2010.

Completion of the part of the survey is not required as part of the questionnaire. You do not have to answer any of the questions if you do not wish to do so. Alternatively you can choose to answer some and not others by choosing 'prefer to say'; in response to questions you would prefer not to answer.

Information that could identify you as an individual will not be shared with any other parties.

Ethnic Origin

- White
- English /Welsh /Scottish /British /Northern Irish
- Irish
- Gypsy/ Irish Traveller
- Roma
- Other white background (please state below) _____
- Asian or Asian British
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background (please state below) _____
- Mixed / Multiple Heritage
- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed background (please state below) _____
- Black
- Caribbean
- African
- Other black background (please state below) _____
- Other ethnic group (please state below) _____
- Prefer not to say

Gender

- Male Female Other
- Prefer not to say

Gender Identity

Do you identify as Transgender? Yes No

Prefer not to say

Disability

Do you consider yourself to be a disabled person?

Yes No

Prefer not to say

If yes, please could you describe the nature of your disability_____

Prefer not to say

Relationship Status

Civil partnership

Married

Co-habiting

Single

Other (please state below)

Prefer not to say

Religion / Belief

No Religion

Christian

Buddhist

Hindu

Jewish

Sikh

Muslim

Other (please state below) _____

Prefer not to say

Sexual Orientation

Gay /Lesbian

Bisexual

Heterosexual / Straight

Other (please state below) _____

Prefer not to say

Are you a Welsh speaker?

Yes

No

I'm learning Welsh

Prefer not to say

Which of the following age groups do you fall into?

Under 16

16 – 17

18 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 – 74

75 – 84

85 +

Prefer not to say

Many thanks for completing this survey

Please be reminded that all responses are anonymous, and individual responses will not be shared with the Councils, the Health Board or any other agency (including Welsh Government)?

If you have any further questions regarding this research, please feel free to contact Claire Kerby at Miller Research on 01873 851888 or email clairek@millers-research.co.uk

Appendix 4 Workshop Discussion Guide

Introduction

Introduce the assessment, its aims and context:

- Research commissioned by Bridgend CBC/NPT CBC/City and County of Swansea and the findings from the consultation will inform the development of an action plan to improve well-being in Bridgend/NPT/Swansea;
- Everything said will be confidential and comments will not be attributed to either individuals or the groups/institutions they represent;
- Emphasise that there is no right or wrong answer and that we are just looking for people to be open and honest about their views on well-being;
- Request that participants avoid talking over each other;
- Obtain consent to record the focus group;
- Explain that we are happy to provide feedback on the outcomes from the consultation and will discuss opportunities for this at the end of the session;
- Ask for everyone's first name.

Understanding of well-being

If the group includes current users of care and support services, discussion should be in the context of:

- *What participants think of the care and support they receive*
- *What would help/what needs to change so their quality of life could be improved*
- *What participants feel would prevent their needs from escalating*
- Explain we want to talk about 'well-being'
- Explore their initial comments / responses
 - Have they heard this word used before?
 - What do they think it means?
 - Encourage description – (possibly describing 'well-being' to a non English speaker, or to someone from another planet²⁸)
 - If someone has 'lots of well-being', what does this mean? What does it mean if someone doesn't have much well-being?
- List examples of ways in which well-being is created (use images cut from magazines to help /enrich as appropriate or needed, and if time permits)

¹This kind of 'projective technique' is commonly used in qualitative research as a way of stimulating responses. It can help 'deflect responsibility' for what people say, giving the speaker greater confidence to voice their views.

- Explore feelings about what well-being ‘means’ if we break it down into different parts (Show flash cards with each of the aspects of Well-being written on them (i.e. economic, environmental, social, cultural):
- Spontaneous responses on seeing all four:
 - Which has most meaning to them / seems the easiest to understand and why (*write comments on flip chart paper*)?
 - Which has least meaning / relevance to them / seems the most difficult to understand?
 - Regarding those that fall ‘in the middle’: what is ‘more / less difficult’ to understand about them?
- Show written definition and explore levels of comprehension (what they think it means), and relevance to themselves²⁹
- If the group includes current users of care and support services, discussion should be in the context of:
 - What participants think of the care and support they receive
 - What would help/what needs to change so their quality of life could be improved
 - What participants feel would prevent their needs from escalating

Explain discussion will now focus on each of the four types of well-being mentioned above, starting with the one felt to have the most resonance. (*Note that we must record individual ‘votes’ – i.e.: who precisely thinks each ‘type’ has the most resonance.*)

NB: please note that the order of the following sections (i.e.: social, economic, environmental and cultural) will vary according to how each group votes. The content to follow reflects the need to identify citizen values, aspirations and priorities, needs (and solutions) and current assets, as referred to in non-statutory guidance on The Well-being of Future Generations (Wales) Act.³⁰

Social Well-being

- Refer to flip chart comments and re-cap on what they have said
- What else could social well-being refer to?
- If necessary, use some prompts as follows:
 - Role of friends/ family / members of the community / support workers and cares
 - Feeling independent, having control over life, having access to information, services and facilities
 - Feeling active and healthy
 - Managing stress well / satisfactorily

²⁹ For example “The environmental, economic, social and cultural factors that determine a person’s quality of life” (a ‘working definition’ provided by City & County of Swansea)

³⁰ <http://gov.wales/docs/dpsf/publications/160225-spsf-5-non-stat-guidance-part-4-wfh-act-en.pdf>

- Rarely / only occasionally drinking alcohol
- Having opportunities e.g.: for learning, work
- Of the things that have been discussed, what is most important to them?³¹
- Which of these things do they have now? I.e.: what things in their life currently contribute to their own social well-being?³²
- What things do they think could improve their level of social well-being?³³

Economic well-being

- Refer to flip chart comments and re-cap on what they have said
- What else could economic well-being refer to?
- If necessary, use some prompts as follows:
 - Having an 'ok' standard of life'
 - Having a job (they enjoy)
 - Having the education / skills needed for work
- Of the things that have been discussed, what is most important to them?³⁴
- Which of these things do they have now? i.e.: what things in their life currently contribute to their own economic well-being?³⁵
- What things do they think could improve their level of economic well-being?³⁶

Environmental well-being

- Refer to flip chart comments and re-cap on what they have said
- What else could environmental well-being refer to?
- If necessary, use some prompts as follows:
 - Being conscious of recycling, energy use and caring for the environment.
 - Having access to clear, pollution-free open spaces.
- Of the things that have been discussed, what's most important to them?³⁷
- Which of these things do they have now? I.e.: what things in their life currently contribute to their own environmental well-being?³⁸
- What things do they think could improve their level of environmental well-being?³⁹

Cultural well-being

³¹ This covers the need to identify citizen values, aspirations and priorities.

³² This covers the need to identify citizen assets.

³³ This covers the need to identify citizen needs and possible solutions (WFGA) and the needs of an area and what services are needed to meet those needs (SSWA).

³⁴ This covers the need to identify citizen values, aspirations and priorities.

³⁵ This covers the need to identify citizen assets.

³⁶ This covers the need to identify citizen needs and possible solutions (WFGA) and the needs of an area and what services are needed to meet those needs (SSWA).

³⁷ This covers the need to identify citizen values, aspirations and priorities.

³⁸ This covers the need to identify citizen assets.

³⁹ This covers the need to identify citizen needs and possible solutions (WFGA) and the needs of an area and what services are needed to meet those needs (SSWA).

- Refer to flip chart comments and re-cap on what they have said
- What else could cultural well-being refer to?
- If necessary, use some prompts as follows:
 - Volunteering
 - Going to the cinema / bingo / theatre
 - Being a member of religious institution
 - Going out (or taking part) in enjoying music / performances of some kind (e.g. concert, opera, dance, ballet) and/or trips to historical or cultural sites
 - Making use of local library
 - Taking part in sport
 - Being involved in Welsh culture and tradition/having the opportunity to learn/speak Welsh.
- Of the things that have been discussed, what's most important to them? ⁴⁰
- Which of these things do they have now? I.e.: what things in their life currently contribute to their own cultural well-being? ⁴¹
- What things do they think could improve their level of cultural well-being? ⁴²

How the local area helps their well-being

- What services and facilities does the local area provide that contributes to their well-being?
- Which of these are most / less important and why?
- If they could only have a few of these services, which would they keep and why?
- Apart from themselves, who benefits from these services? How?
- **Finally**, returning to their initial questionnaire, how could they themselves move further 'up' the smiley ratings? What would they have to do, and what help would they need?
- Any closing thoughts?

Feedback and follow-up

Would they be interested in receiving feedback about the information we are collecting as part of this research?

(If yes, take email address/phone number)

Would they be willing to be contacted again in the future as part of any follow-up work about well-being?

(If yes, take email address/phone number)

Thank and close

Appendix 5 Sources used for Secondary Analysis

⁴⁰ This covers the need to identify citizen values, aspirations and priorities.

⁴¹ This covers the need to identify citizen assets.

⁴² This covers the need to identify citizen needs and possible solutions.

Document Information	Type of Data	Number of people engaged/ consulted	Geographical Area(s) Covered	Engagement/ Consultation method	Social Care and Well-Being Act Categories
Welsh Dads Survey 2016. Both Parents Matter Cymru. Both Parents Matter	Qualitative and Quantitative	219	Wales	Survey of members	All Groups
Joint Transport Plan for South West Wales	Qualitative and Quantitative	45 responses	Western Bay	Written feedback on consultation document	All Groups
Carers Information and Consultation Strategy ABMU 2013-16	Qualitative and Quantitative	Not stated	Western Bay	Questionnaires and events	Carers Who Need Support
Summary of engagement with carers and young carers in Swansea (6 documents/extracts)	Qualitative	Not provided	Swansea	Questionnaires and workshops	Carers Who Need Support

Welsh Assembly Government Consultation on Higher Education Regulations	Qualitative only	not stated	Western Bay	not stated	Carers Who Need Support
Summary Valuing Carers Snapshot Survey Draft 2016	Qualitative and Quantitative	66	Western Bay	Questionnaire	Carers Who Need Support
Commissioning Review Physical Disability	Qualitative only	Not stated	Swansea	Workshops	Health and Physical Disability
Swansea Review of Social Work Model. Feedback from disabled people.	Qualitative only	not stated	Swansea		Health and Physical Disability
South Wales Programme Report of Engagement Questionnaire 2013 and extract of report from Public Meetings (2 Documents)	Qualitative and Quantitative	859 from ABMU from a total of 1207	Wales	online and paper questionnaire	Health and Physical Disability

Community Health Council Response to Changing for the Better and Report of the Analysis of the Survey (2 documents)	Qualitative and Quantitative	123?	Western Bay	questionnaire	Health and Physical Disability
Changing for the Better The Results: Powerpoint extract	Qualitative only	Not referenced	Western Bay	Workshops	Health and Physical Disability
Western Bay Learning Disability Strategy Consultation 2014`	Qualitative only	Not directly referenced	Western Bay	Workshop	Learning Disability & Autism
Learning Disability Commissioning Strategy Review, Co-production Process 2015-16 (19 Documents provided, but with no clear overview).	Qualitative only	Not directly referenced	Swansea	Workshop	Learning Disability & Autism
Adult Mental Health In-patient Consultation; Have your say day 2014 and 2015	Qualitative only	Not provided	Western Bay	Stakeholder workshop and questionnaire	Mental Health

Western Bay Area Planning Board Substance Misuse Commissioning Strategy 2016-20	Qualitative only	Not stated	Western Bay	Workshop	Mental Health
Swansea Commissioning Plan for Mental Health Services 2011-14 (3 documents)	Qualitative only	Not directly referenced	Swansea	Stakeholder workshop	Mental Health
Mental Health Commissioning Review Co-production Process 2016 (2 documents)	Qualitative only	Not directly referenced	Swansea	Workshop and Stakeholder review	Mental Health
Fair Treatment for the Women of Wales - submission	Qualitative only	300 members across Wales - not clear specifically how many approached from Swansea and Neath Port Talbot	Western Bay	On-line questionnaire	Multiple Groups

<p>Commissioning review of residential care, domicilliary care and day care (residential care only currently available). Five documents.</p>	<p>Qualitative</p>	<p>Not provided</p>	<p>Swansea</p>	<p>Workshop</p>	<p>Older People</p>
<p>The older people's listening project (covers Cwm Taf Health Board area, but provides a useful methodology). Published by Interlink.</p>	<p>Quantitative only</p>	<p>n/a</p>	<p>Wales</p>	<p>Bespoke methodology</p>	<p>Older People</p>

<p>Western Bay: Delivering Improved Community Services: Ageing Well in Bridgend Consultation Report (Qualitative Survey); Neath Port Talbot A Great place to live in older life; Ageing Well Survey (Swansea) 4 documents</p>	<p>Qualitative only</p>	<p>Bridgend: 294 Swansea: 73</p>	<p>Western Bay</p>	<p>Various</p>	<p>Older People</p>
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<p>Commissioning Strategy for Care Homes for Older People 2016 – 2025</p>	<p>Qualitative only</p>	<p>Not stated</p>	<p>Western Bay</p>	<p>Consultation on draft strategy:</p> <ul style="list-style-type: none"> • Consultation event which took place on the 15th July and was attended by a range of stakeholders including Local Authority, Health Board and Third Sector staff, care home providers, older people’s councils and carers. • E-survey published online via a variety of forums • Direct emails and phone calls feeding back views 	<p>Older People</p>
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Evaluation of Intermediate Care: Formative Report 2016	Qualitative only	20 primary users and 7 carers	Western Bay	1:1 Interview	Older people
Accessing and Paying for Social Care in Wales: A People's Perspective	Qualitative and Quantitative	Not directly referenced	Western Bay	Review of evidence and independent additional research	Older People