

Swansea Public Services Board: Assessment of Local Well-being 2022

Annex 1: Engagement and Survey

Introduction

This annex document outlines our overall strategy around engagement for the 2022 Assessment, details of the public well-being survey (autumn 2021) and our analysis of the key results. A copy of the original survey questions is also included at the end of this Annex.

Strategy

The Assessment is based primarily on statistical and research-based evidence but a context of lived experience helps to provide a balanced, meaningful assessment. This approach also aims to ensure that gaps are identified, seldom heard voices considered and the perspective of citizens included. This would supplement the technical detail in identified topics with people's experiences, therefore reflecting reality on the ground.

The Assessment primarily consists of a *situation analysis*, with the *response analysis* elements to be more prominent and taken forward for the Local Well-being Plan by May 2023, following the assessment's completion. The Co-production Network for Wales have also identified that the Assessment should focus on meaningful engagement, whilst the Well-being Plan process should be more involvement-based and a co-productive opportunity.

Engagement and Well-being Survey

For the assessment, a phased approach to engagement was planned. For Phase 1, an initial online survey ran from 7 September to 1 November 2021 – the questions are in Appendix A to this Annex. Whilst the survey was electronic-based, paper options were also promoted to support digital inclusion.

The survey sought to ensure that our understanding and definitions of the four well-being dimensions were appropriate, that the topics considered covered areas of interest raised by stakeholders, and to identify gaps. The survey asked respondents to identify which aspects of well-being (or topics) within each dimension were particularly important to them and what had been missed (via an 'other' write-in option). Under each dimension, people were also invited to tell their story or experience of about why particular aspects of well-being mattered to them.

Phase 2 of our approach (during October to November 2021) involved partners being encouraged to engage with individuals and groups, utilising existing events or processes where possible. Facilitated engagement was supported by 'easier to read' presentation tools with a toolkit provided to support partners – to help maximise overall engagement and reflect the diversity of our community as much as possible.

This activity was again undertaken on the basis of the survey questions and encouragement for people to share their stories about why well-being matters to them. However, during this time Swansea was particularly impacted by the effects of the COVID-19 pandemic, which placed many local services under exceptional pressure. In addition, working at home and measures to minimise contact with public have been in place at many organisations. Therefore opportunities for direct, face-to-face engagement were severely constrained.

However, despite these limitations, there were successful examples of engagement activity. During autumn 2021, the survey was promoted by Swansea Council for Voluntary Service (SCVS) at 'Possibilities for People' events. Pop-up engagement events, run by Swansea Environment Centre and supported by volunteers, were held during the student 'Welcome Week' / 'Fresher's Fayre'. The survey was also promoted in the Council's Tourism trade newsletter. Information gathered from these events have been incorporated into this analysis.

Phase 3 of our engagement (February to March 2022) consisted of the formal consultation on the draft Assessment. This is our means to check with stakeholders (public and organisations) that the Assessment is as accurate as possible, includes the important issues and identifies any gaps or errors. This information will also be built in to our overall analysis as well as creating an improved version of the Assessment of Local Well-being.

Results from the survey

The well-being survey received over 330 responses by November 2021. The majority (approximately 84%) of responses received were from members of the public, while a further 12% also identified as Council employees.

In response to the question, 'Do you agree or disagree that well-being in Swansea is likely to improve in the future?' (Figure 1), 40% of respondents disagreed with the statement in contrast to 33% who agreed that well-being in Swansea is likely to improve in the future (27% neither agreed or disagreed or did not know). This pessimism may reflect wider findings that personal well-being and perceived happiness has significantly declined in Swansea (and the wider UK) since the pandemic (Source: Annual Population Survey, ONS).

However, it is important to note that the findings cannot be said to be statistically representative of the wider population, and any quantitative findings from the survey should be treated as indicative only of what the wider population of Swansea might think.

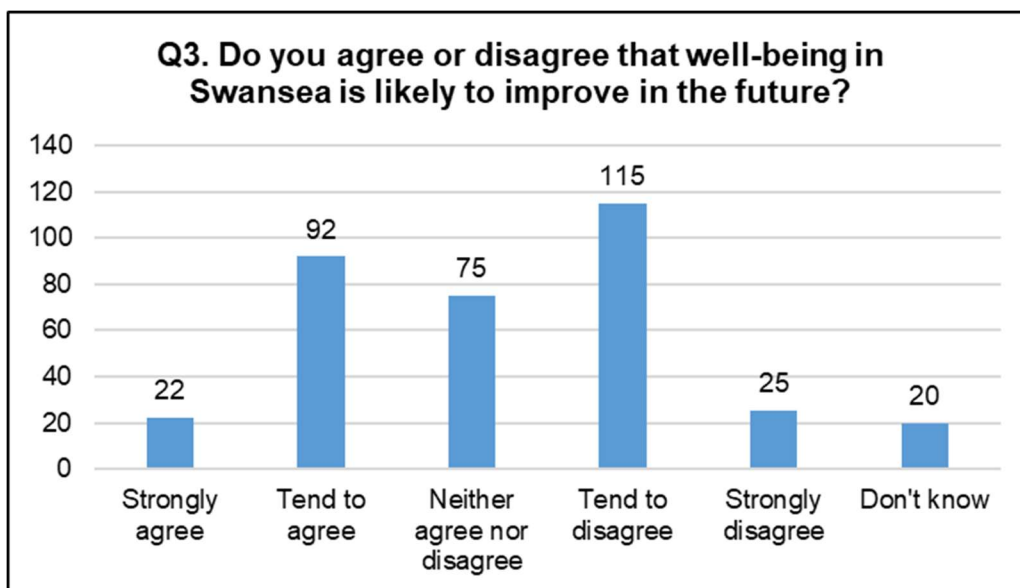


Figure 1: Overall well-being in Swansea

Each of the four main sections of the survey questionnaire followed a similar approach. Firstly respondents were asked to select which topics they felt were particularly important to that strand or dimension of well-being, from a defined list of topics but with an ‘Other (write-in)’ option also available. Secondly, respondents were invited to tell their story or experience about why that aspect of well-being mattered to them.

Selected quotes from the qualitative responses received have been included within the chapters of the final version of the main assessment document under relevant topic sections; the aim being to reflect local public opinion and strengthen the ‘lived experience’ elements of the assessment. In addition, further analysis of all responses has been undertaken with each written comment coded to one or more particular themes or topics, both within and outside that dimension – so showing where responses can reflect multiple aspects of well-being. Inevitably, the analysis undertaken here involves a degree of subjectivity.

Social well-being

Figure 2 illustrates the responses from question 6 which asked respondents to identify topic areas that they thought were particularly important in relation to Swansea’s social well-being. The topics of ‘mental health’ and ‘physical health’ were considered to be the most important by respondents, closely followed by ‘crime and safety’.

‘Other’ topic areas that respondents felt were important in relation to social well-being included supportive and cohesive communities, the environment and concerns around substance misuse. Other topics mentioned by respondents included disability, healthcare availability and concerns about discrimination and domestic violence. A number of respondents also suggested that all of the topic areas noted were important in relation to social well-being.

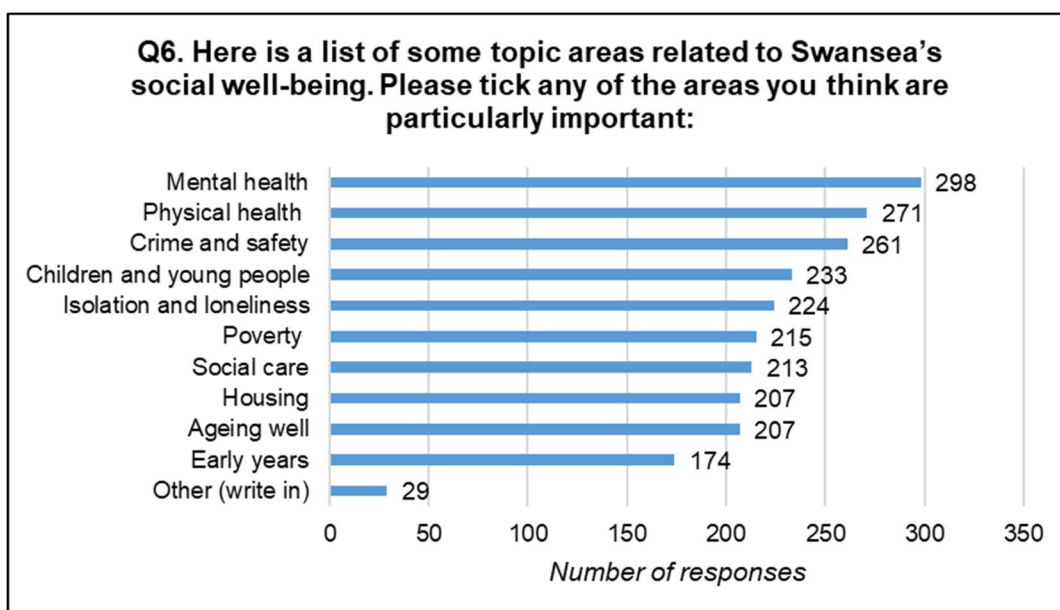


Figure 2: Topic areas in Social Well-being

Following further analysis of responses to the story/experience question in the Social well-being section of the survey (Q7: *Thinking about the one most important area of social well-being to you, tell us your story or experience about why this matters*), the most common themes mentioned were broadly in relation to the following topics (within the social dimension):

- Mental health
- Physical health
- Early years
- Housing
- Access to necessary services, opportunities and resources
- Isolation and loneliness
- Adult social care
- Substance misuse
- Recorded crime
- Ageing well

When looking at broad correlations between responses to question 7 and topics within the other three dimensions of well-being in the Assessment, the most commonly noted in response to this question were in relation to the following:

- Community participation (cultural dimension)
- Good living standards (economic dimension)
- Sport and health (cultural dimension).

Economic well-being

Figure 3 identifies topic areas respondents thought were particularly important in relation to Swansea's economic well-being. Income and employment related issues were considered of key importance followed by skills and transport issues. 'Other' issues raised felt to be important to economic well-being were cleanliness, social enterprise, work/life balance and alternative economic models, life skills development, retail and tourism, childcare availability, COVID-19 enforcement and 5G/wireless impacts on well-being.

Respondents demonstrated they understood the importance of an integrated approach, raising climate change and circular economy, social care considerations and cultural and community cohesion issues.

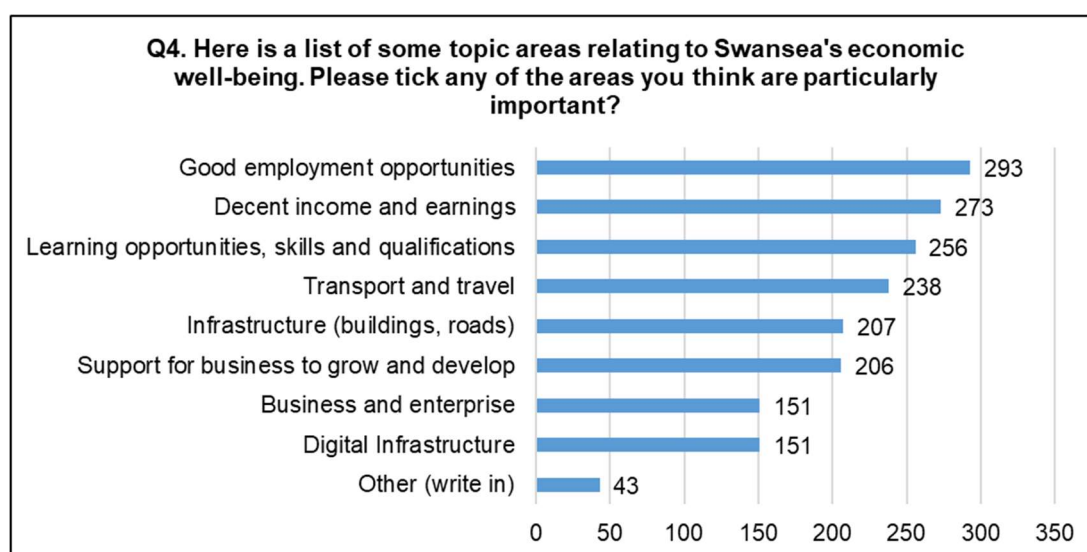


Figure 3: Topic areas in Economic Well-being

Further analysis of responses to the story/experience question in the Economic well-being section of the survey indicates that the most common themes mentioned within these responses were broadly in relation to the following topics (within the economic dimension):

- Swansea's business base
- Swansea's economic infrastructure
- Good living standards

When looking at broad correlations between responses to question 5 and topics within the other three dimensions of well-being in the Assessment, the most commonly noted in response to this question were in relation to the following:

- Sustainable transport and active travel (environmental dimension)
- Income below minimum standards (social dimension)
- Access to necessary services, opportunities and resources (social dimension).

Environmental well-being

Figure 4 illustrates the responses from Question 9 which asked respondents to identify areas that they thought were particularly important in relation to Swansea's environmental well-being. Respondents noted the importance of all of the topics with 'waste and recycling' and 'nature' the most common.

'Other' topics that respondents felt were important in relation to environmental well-being included sustainable transport and active travel, green spaces, the cleanliness of public spaces and concerns about noise. A number of respondents also noted that all of the topic areas were important in relation to environmental well-being.

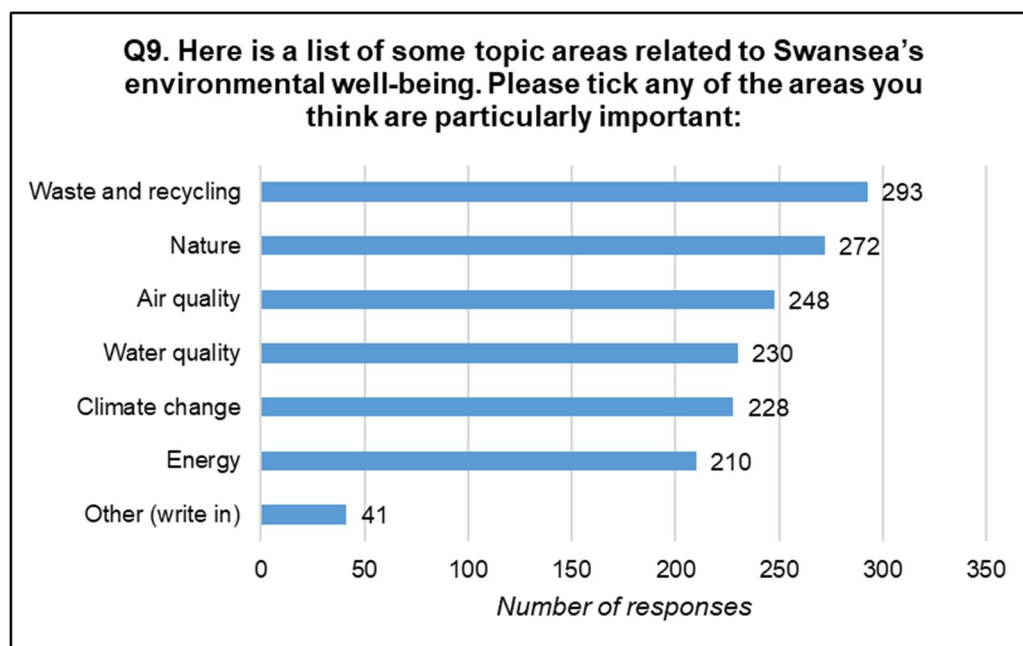


Figure 4: Topic areas in Environmental Well-being

Further analysis of responses to the story/experience question in the Environmental well-being section of the survey indicates that the most common themes mentioned within these responses were broadly in relation to the following topics (within the environmental dimension):

- Sustainable waste management
- Managing green infrastructure and place-making
- Climate change
- Air quality
- Energy generation and use
- Biodiversity and ecosystem resilience

When looking at broad correlations between responses to question 10 and topics within the other three dimensions of well-being in the assessment, the most commonly noted in response to this question were in relation to the following:

- Cultural assets (cultural dimension)
- Mental health (social dimension)
- Physical health (social dimension).

Supplementary surveys

Direct in-person surveys based on this approach were undertaken during the student 'Welcome Week' / 'Fresher's Fayre' in autumn 2021, via pop up events at the universities and Quadrant shopping centre. The events were run by Swansea Environment Centre and supported by volunteers. This survey asked respondents *'Thinking about the one most important area of environmental well-being to you, tell us your story or experience about why this matters'*.

Information gathered from these surveys has been amalgamated into a separate analysis. When considering the responses in relation to identified topics within the environment dimension of the well-being assessment, the most common themes mentioned within these responses were broadly in relation to the following topics:

- Sustainable waste management
- Biodiversity and ecosystem resilience
- Water resources
- Air quality
- Climate change
- Managing GI and place-making
- Sustainable transport and active travel

When looking at broad correlations between responses to this survey and topics within the other three dimensions of well-being in the assessment, the most commonly noted in response to this question were in relation to the following:

- Mental health (social dimension)
- Cultural assets (cultural dimension).

The survey also asked the question *'Here is a list of some topic areas related to Swansea's environmental well-being. Please tick any of these you think are particularly important'*. Similar to the responses to this question in the main well-being survey, a number of respondents noted that all of the topic areas were important in relation to environmental well-being with 'waste and recycling', 'nature' and 'climate change' being the most commonly selected topics.

Cultural well-being

Figure 5 details the responses from Question 11 which asked respondents to identify areas that they thought were particularly important in relation to Swansea's cultural well-being.

The topics of 'cultural assets' along with 'community participation and volunteering' were considered of key importance by respondents closely followed by 'arts and heritage'.

Additional 'other' topic areas that respondents felt were important in relation to cultural well-being included accessibility of cultural assets and events in the community. A number of respondents also noted that all of the topic areas were important in relation to cultural well-being.

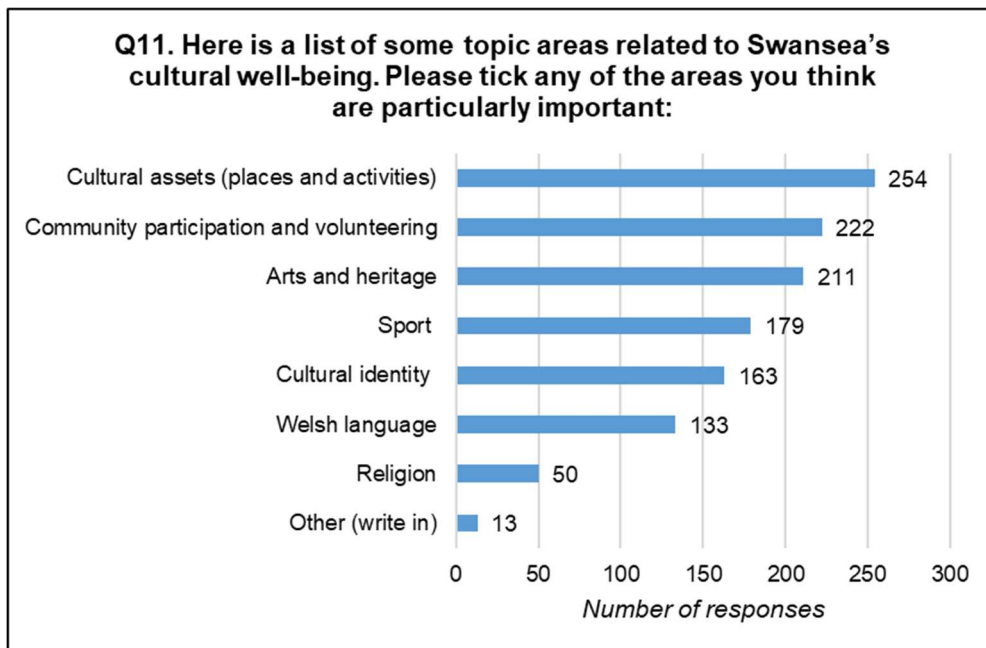


Figure 5: Topic areas in Cultural Well-being

Further analysis of responses to the story/experience question in the Cultural well-being section of the survey indicates that the most common themes mentioned within these responses were broadly in relation to the following topics (within the cultural dimension):

- Arts, culture and tourism
- Community participation
- Welsh language
- Cultural assets

When looking at broad correlations between responses to question 12 and topics within the other three dimensions of well-being in the assessment, the most commonly noted in response to this question were in relation to the following:

- Community cohesion (social dimension)
- Good living standards (economic dimension)
- Managing green infrastructure and place-making (environmental dimension)
- Isolation and loneliness (social dimension).

Appendix A: WELL-BEING SURVEY, September 2021

If you require this survey in an alternative format e.g. Large Print, please contact Swansea.PSB@swansea.gov.uk

SWANSEA PSB WELL-BEING ASSESSMENT 2022

Swansea Public Services Board is a partnership of public services who work together with businesses, community and voluntary groups and citizens to improve Swansea's well-being. This means making

'Swansea a better place for people and for the planet, both now and in the future'.

An Assessment of Local Well-being brings together evidence about issues which impact quality of life in Swansea. This information is used to develop a Local Well-being Plan and well-being objectives that drive joint action to tackle challenges in Swansea. The evidence also influences the decision making and priorities of Public Services Board partners.

In 2017, Swansea PSB published its first Assessment of Local Well-being which you can read here. This aimed to gain a balanced understanding of quality of life in Swansea and how we can improve it. We are now looking to update and build on this important evidence base. Facts and statistics are important but we also need to understand what life is really like for people in Swansea.

We want to understand what matters for individuals in Swansea today and what this means for our economy, our society, our environment and our culture. This survey asks the people of Swansea to help us understand the things that matter most to them and their community. By sharing your experiences and stories, you can help us focus on and improve what matters most in Swansea.

Q1 Are you...

- A member of the public
- A council employee
- An elected member
- A PSB partner
- A third sector organisation/partner organisation (please write in)
- A private sector organisation/partner organisation (please write in)
- Other (please write in)

Q2 Postcode:

INTRODUCTION

Well-being is about people's quality of life, and how this is connected to the environment in which we live, the economy in which we work, the society we enjoy and culture we share.

We want to understand how you feel about the well-being of your community and what matters most to you thinking about environmental, economic, social and cultural well-being in Swansea.

Q3 Do you agree or disagree that well-being in Swansea is likely to improve in the future?

- strongly agree
- agree
- neither agree disagree
- disagree
- strongly disagree
- don't know

OUR ECONOMY AND WELL-BEING

Swansea's economic well-being is about how we generate prosperity through enterprise, not for profit and public sector activity. The infrastructure and transport that supports us and how we educate and train people so they can access decent work and financial security throughout life.

Q4 Here is a list of some topic areas related to Swansea's economic well-being. Please tick any of the areas you think are particularly important:

- good employment opportunities
- decent income and earnings
- business and enterprise
- support for business to grow and develop
- learning opportunities, skills and qualifications
- infrastructure, e.g. buildings, roads
- digital infrastructure
- transport and travel
- Other (write in)

Q5 Thinking about the ONE most important area of economic well-being to you, tell us your story or experience about why this matters?

OUR SOCIETY AND WELL-BEING

Swansea's social well-being focuses on people's mental and physical health and how we care for each other. How safe, connected and comfortable we feel in our communities and if we have independence, equality and respect.

Q6 Here is a list of some topic areas related to Swansea's social well-being. Please tick any of the areas you think are particularly important:

- physical health
- mental health
- early years
- children and young people
- ageing well
- isolation and loneliness
- crime and safety
- social care
- housing
- poverty
- Other (write in)

Q7 Thinking about the ONE most important area of social well-being to you, tell us your story or experience about why this matters?

All regions in Wales are required to undertake a Population Needs Assessment. The aim of this is to gather information and opinions on issues relating to health and social care to help plan for the future and make services better. Responses to the following question will be very useful in helping to inform the assessment for our region.

Q8 Do you use health and/or social care services? Or do you care for someone who does? If so, please tell us what you think works well, and what could be improved.

OUR ENVIRONMENT AND WELL-BEING

Swansea's environmental well-being focuses on how Swansea impacts and is impacted by nature, climate change and pollution. As well as how we use the planet's resources, generate and consume energy and look after the built and natural spaces we live in.

Q9 Here is a list of some topic areas related to Swansea's environmental well-being. Please tick any of the areas you think are particularly important:

- nature
- air quality
- water quality

- climate change
- waste and recycling
- energy
- Other (write in)

Q10 Thinking about the ONE most important area of environmental well-being to you, tell us your story or experience about why this matters?

OUR CULTURE AND WELL-BEING

Swansea’s cultural well-being focuses on the way we live our lives, the community connections we make, the Welsh language, traditions, beliefs and values we share. It celebrates our heritage, our landscape and the sports, leisure, arts and recreational activities we enjoy.

Q11 Here is a list of some topic areas related to Swansea’s cultural well-being. Please tick any of the areas you think are particularly important:

- cultural assets (places and activities)
- arts and heritage
- sport
- Welsh language
- community participation and volunteering
- cultural identity
- religion
- Other (write in)

Q12 Thinking about the ONE most important area of cultural well-being to you, tell us your story or experience about why this matters?

Q13 Is there anything else you would like to tell us about well-being in Swansea?

Q14 onwards: *Further contact and Equalities information questions.*