

Poverty Strategy Consultation Responses

October 2017

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1. Introduction

Between 26th June and 6th October 2017, residents and stakeholders in Swansea were invited to give their feedback to the draft revised Tackling Poverty Strategy public consultation via a full online / paper survey, and an easy read online / paper survey (available in English and Welsh). Online Word documents were also available for people who could not access the surveys using screen reader. Hard copies were distributed to all libraries throughout the Swansea area and people were also able to give their feedback by email or over the telephone; this information and the links to the surveys were widely circulated to various groups, organisations, partners and stakeholders.

Engagement methods included:

- Development of 'Easy Read' versions of the strategies
- Workshop sessions run with the aim of engaging children and young people with issues around poverty and with the tackling poverty consultation by way of the Pupil Voice Forum and The Big Conversation mechanism
- Partner organisations engaging with their service users
- Promotion of the consultation at various events

This report provides an overview of all the responses received

2. Main Tackling Poverty Strategy Consultation Summary

Theme	Response
Include baseline data of poverty in Swansea / update the 2014 Swansea Poverty Profile to accompany the Strategy to provide a benchmark for monitoring and measuring success.	This will be followed up by the Poverty Forum.
Stronger links with economic development and employment opportunities.	This will be delivered through the development of a single employment support gateway, 'Swansea Working' and links to key investment opportunities.
Include references to Welfare Reform, in-work poverty, food poverty, transport poverty and rural poverty.	Actions within the Delivery Plan contribute to addressing these issues. The Poverty Partnership Forum will consider these issues in its priorities.
Consider how the council will support income maximisation and reducing income inequalities.	Actions within the Delivery Plan contribute to addressing these issues.
Consider people who are unable to work / or unable to work full time due to disability, physical or mental illness.	Actions within the Delivery Plan contribute to addressing these issues. The Poverty Partnership Forum will consider these issues in its priorities.
Include how to improve engagement, involvement, participation and coproduction in strategy development, delivery, monitoring and evaluation, including those experiencing poverty and communities of interest.	Actions within the Delivery Plan contribute to addressing these issues. The Poverty Partnership Forum will consider these issues in its priorities.
Include strengthening poverty awareness across services.	This is an action in the Delivery Plan.
Include delivering accessible services in communities.	The Transformation Team's 'Service Delivery in Communities' initiative is reviewing these options.
Provide clarity for how partners can engage with and support delivery.	Through the Poverty Partnership Forum.
Consider the impact of national, regional and local government policy on poverty.	This will be considered through the appropriate Governance Structures.
Improve use of accessible language and the Strategy layout.	The Strategy has been revised to incorporate this feedback.

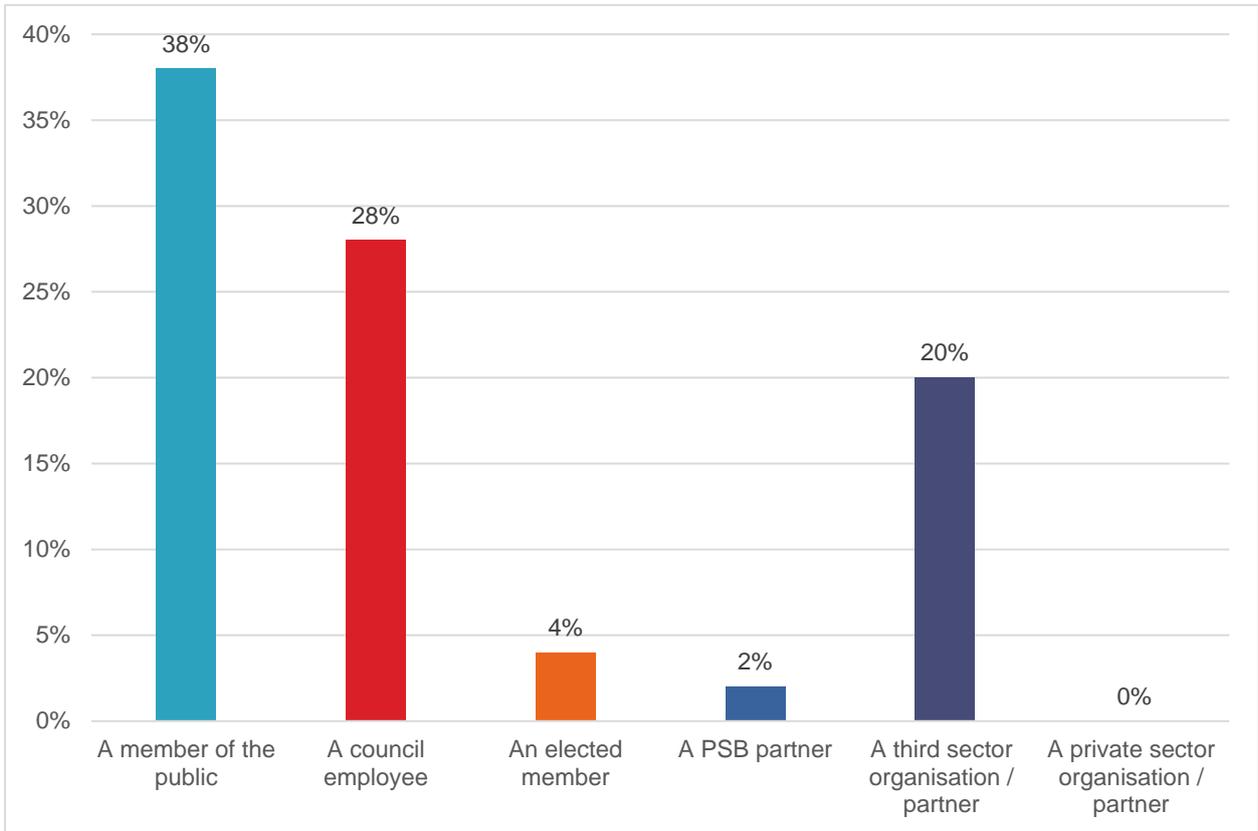
3. Summary (Full online / paper survey)

Any percentages shown have been rounded up or down to the nearest whole number.

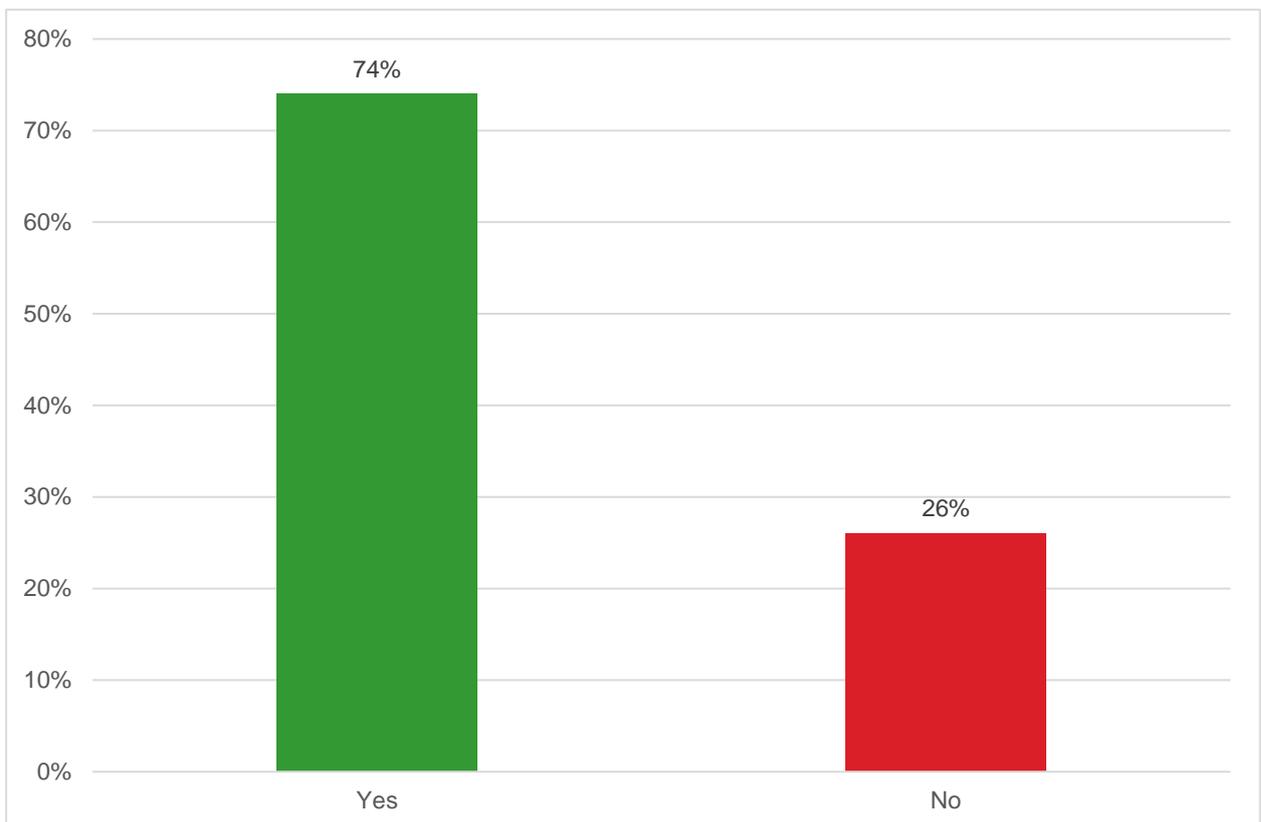
- A total of 46 survey responses were received.
- Over a third (38%, n = 19) of those who completed the survey were a member of the public.
- Almost three quarters (74%, n = 37) of the respondents said they had read the draft revised Tackling Poverty Strategy for Swansea.
- Most of them agreed that the strategy was easy to read (78%, n = 29) and understand (70%, n = 26), that it was well laid out (68%, n = 25), that it was of an appropriate length (65%, n = 24), and that it was informative (78%, n = 29).
- Over half (57%, n = 21) agreed that the strategy will ensure that "poverty is everyone's business" within the Council.
- Over half (62%, n = 23) agreed that the strategy is based on robust evidence of what works.
- Over half (62%, n = 23) agreed that the strategy makes clear links to economic policy.
- Just over half (51%, n = 19) agreed that the strategy makes it clear how progress will be monitored, measured and reported.
- When asked if they thought the strategy covered all the issues required, the majority (62%, n = 23) said 'No' it did not.
- Almost three quarters (73%, n = 27) agreed that the strategy sets out a clear definition of poverty.
- Over three quarters (78%, n = 29) agreed that our vision is appropriate.
- Just over half (51%, n = 19) agreed that our vision is achievable.
- Nearly half (49%, n = 18) agreed that our vision is going to make a difference to the people of Swansea.
- Almost half (44%, n = 22) said they would like to be involved in reviewing and monitoring the strategy.
- Over a third (38%, n = 19) said they would like to receive future communications about the strategy.

4. Full Online / Paper Survey Results

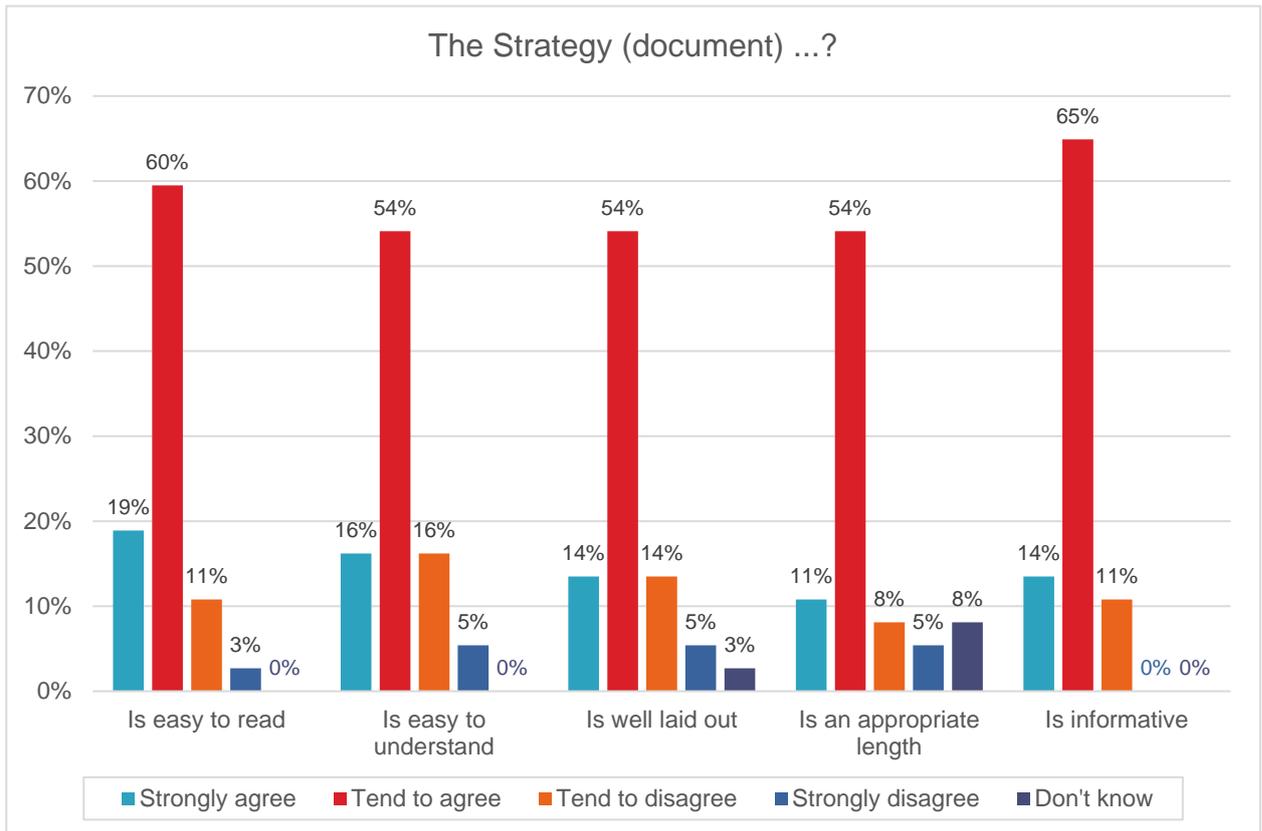
4.1. Are you?



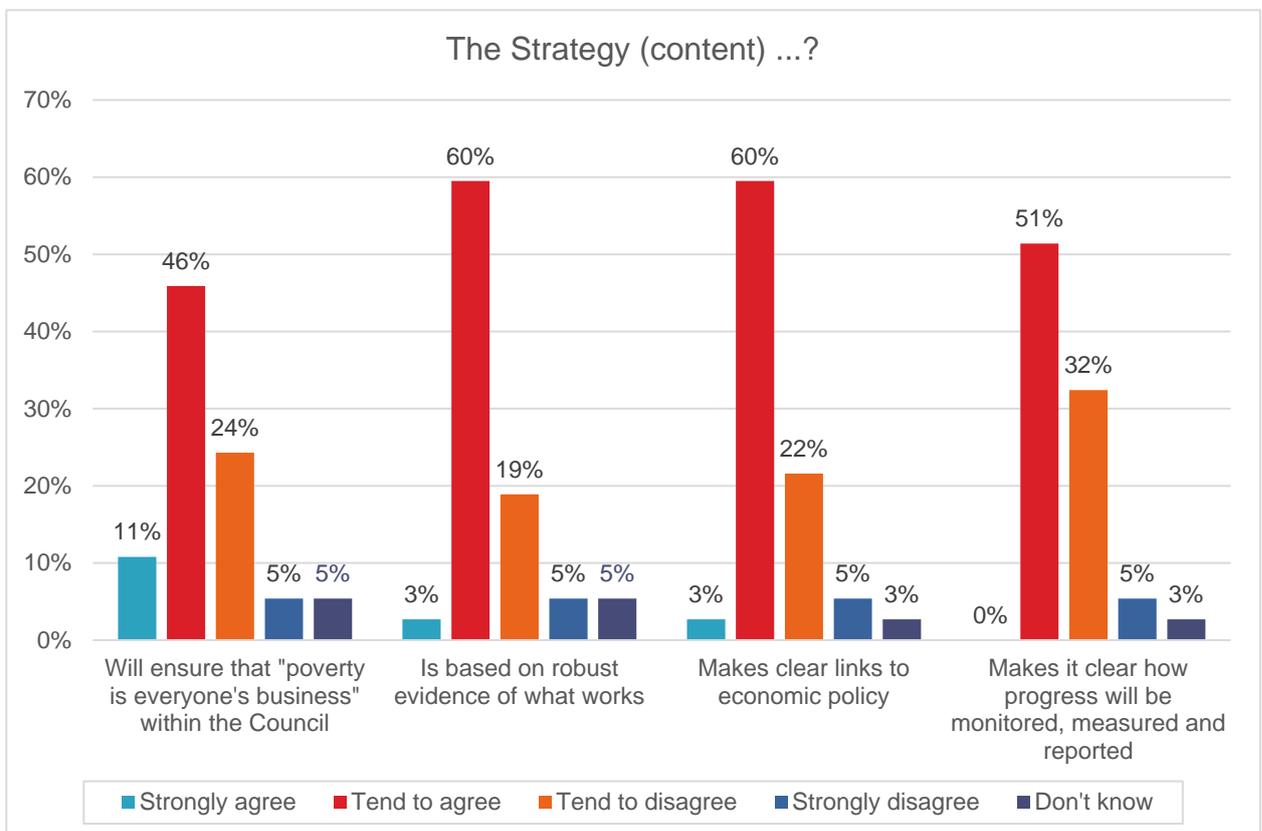
4.2. Have you read the City and County of Swansea's draft revised tackling poverty strategy for Swansea?



4.3. Thinking about the strategy, do you agree or disagree with the following...?



4.4. Thinking about the strategy, do you agree or disagree with the following...?



Respondents were invited to comment if they disagreed with any of the above.

Common Themes

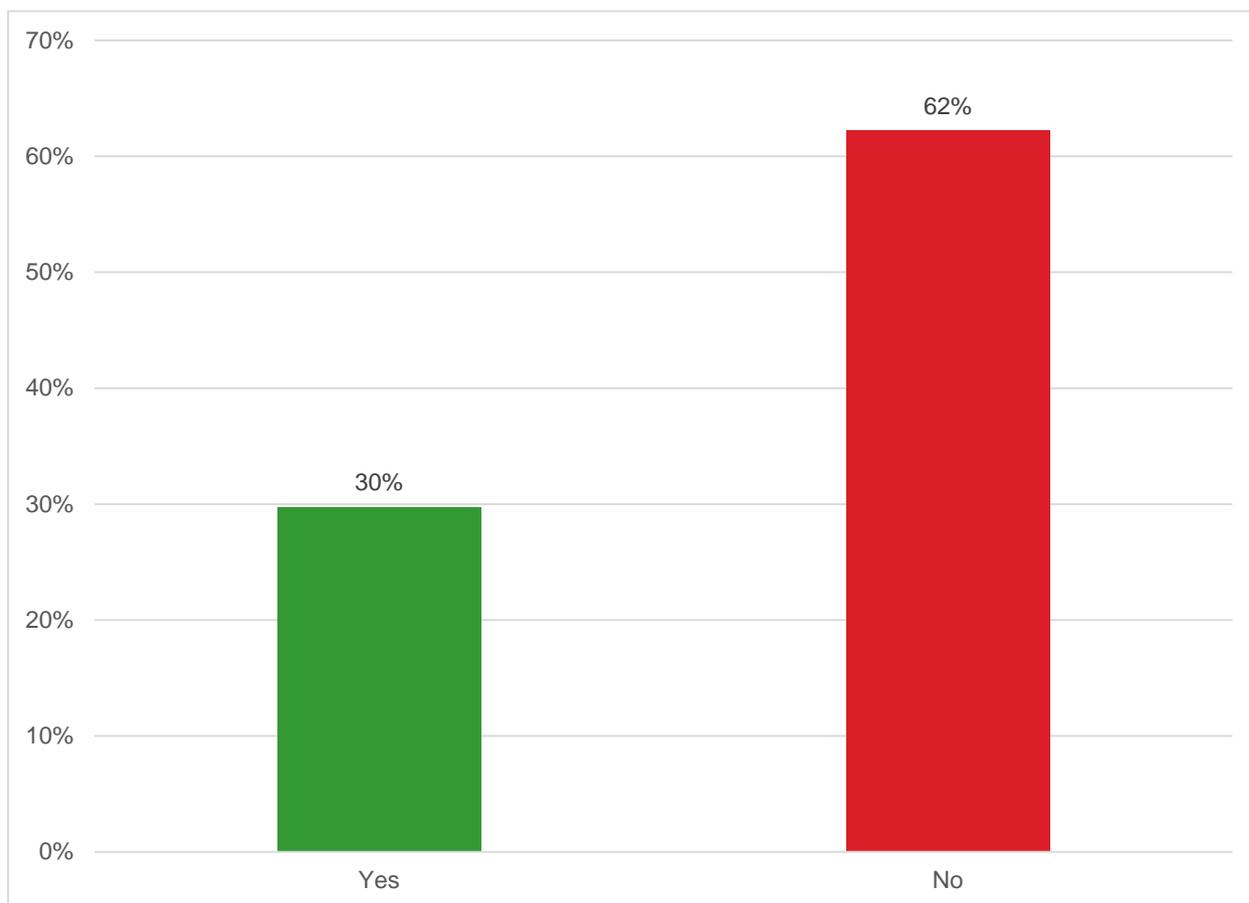
All comments given were analysed and a number of common themes emerged, including:

- **Stronger links with economic development** (Mentioned 6 times)
No reference to Council's Economic Policy, only Corporate Plan. Absence of links to wider economy. City Deal and tidal lagoon tender process. Contracts should have a clause insisting a percentage of local people are given jobs.
- **Monitoring & measuring success** (Mentioned 7 times)
Doesn't outline how Strategy / Delivery Plan will be monitored, who will monitor it, measures of success, or timescales.
- **Inaccessible language used/layout** (Mentioned 4 times)
Appears to be written for professionals not the wider community e.g. use of jargon / assumed knowledge / too complicated. Layout needs clear contents, summary statements and strong easy to identify headings. Too long, needs breaking down.
- **Impact of national, regional and local government policies on poverty** (Mentioned 3 times) i.e. need to poverty proof Council's own policies.
- **Stronger links with the third sector** (Mentioned twice)
e.g. Evidence of lack of support and communication between the third sector and the Council.

However, although a number of the issues mentioned in this section were mentioned on one occasion only, these were issues that recurred in comments at other points throughout the survey and also in responses which were submitted separately from the survey, e.g.:

- changing cultures/changing attitudes
- lack of reference to Welfare Reform,
- lack of reference to in-work poverty,
- the need for more evidence and statistics
- comments referring to engagement involvement, participation and co-production in terms of the strategy development, delivery, monitoring and evaluation (particularly those experiencing poverty, service users, third sector organisations, those working on the ground and ward members.)
- learning from/adopting best practice from other local authorities.

4.5. Do you think the strategy covers all the issues required?



Those who said 'No' were asked to explain what issues they felt were not covered.

Common Themes

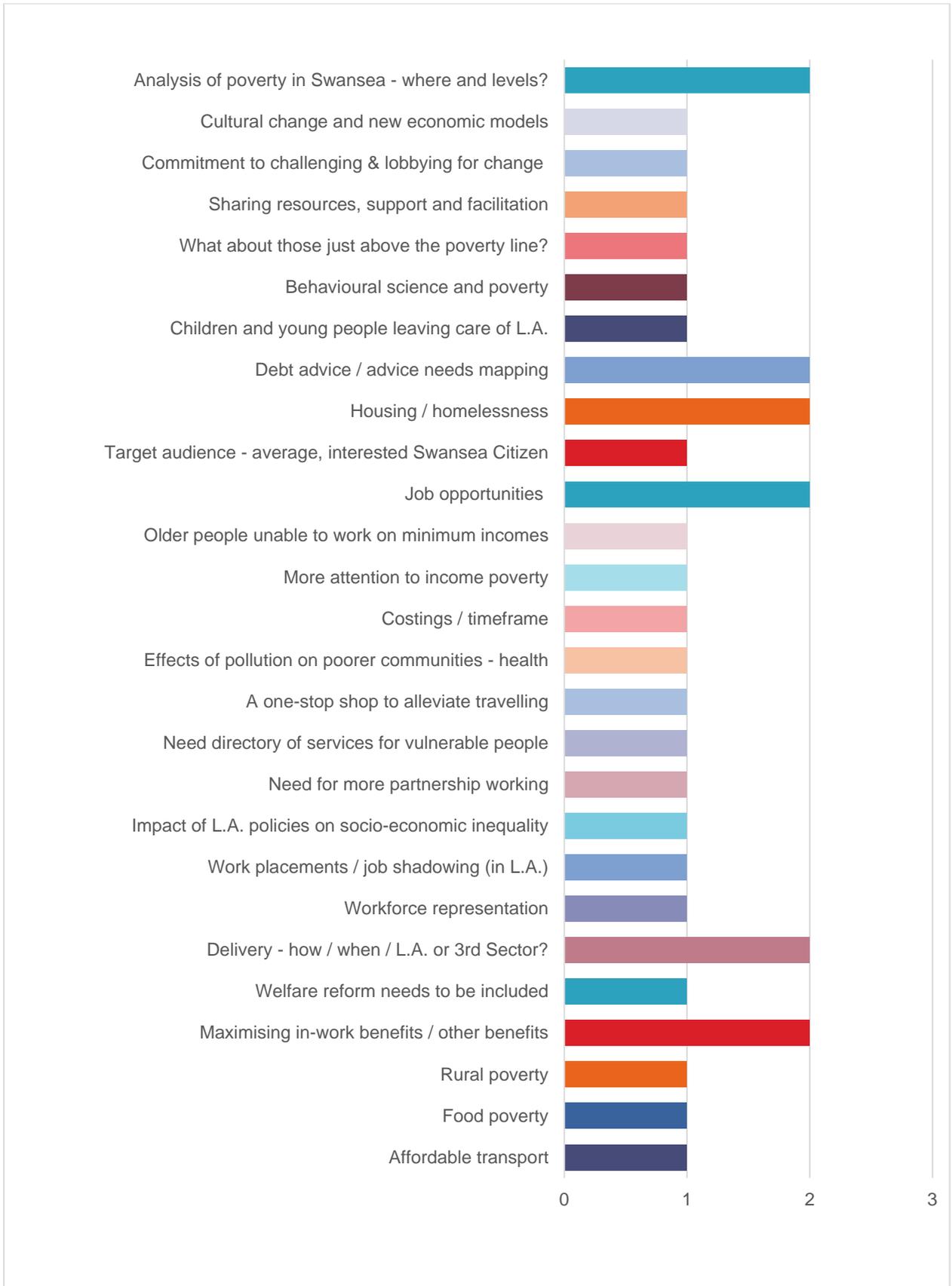
All the comments given were analysed and a number of common themes emerged, including:

Analysis of poverty in Swansea - where and levels? (Mentioned twice)

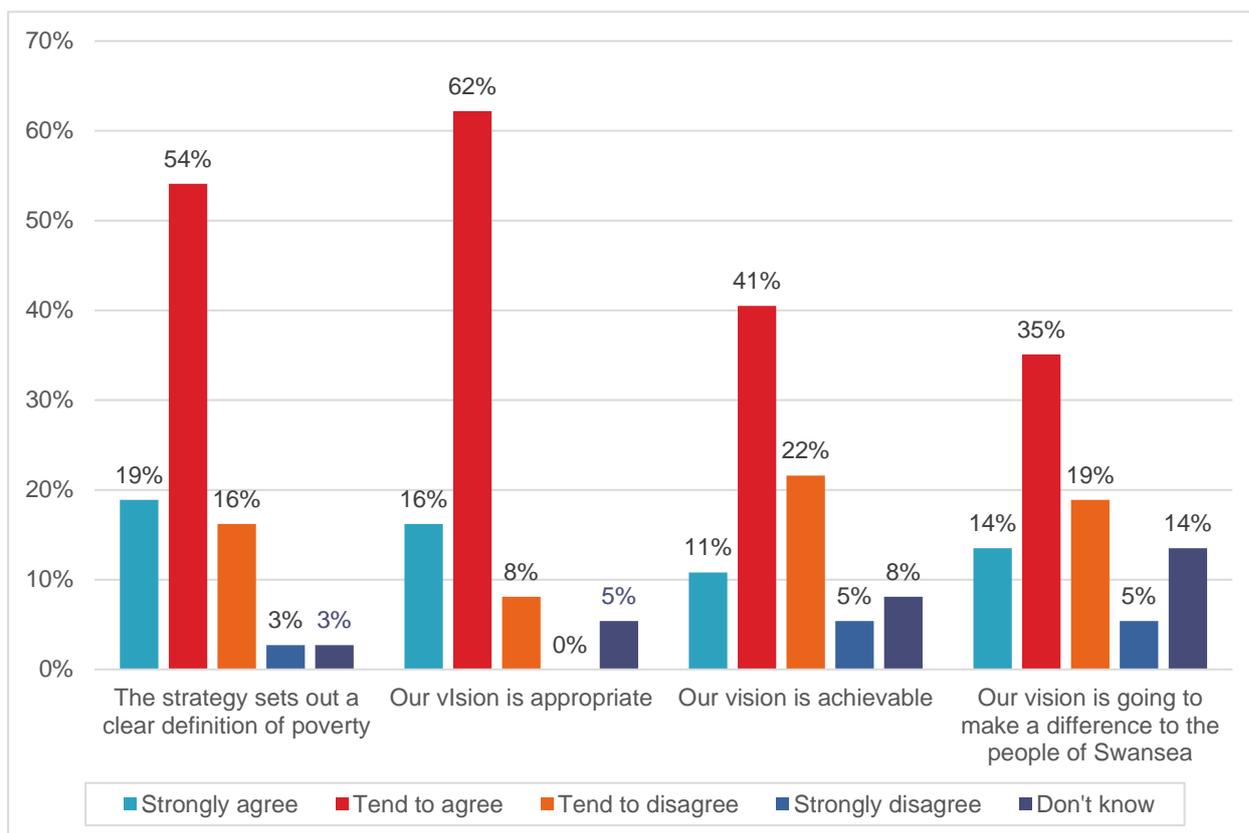
- **Debt advice / advice needs mapping** (Mentioned twice)
- **Housing / homelessness** (Mentioned twice)
- **Job opportunities** (Mentioned twice.)
- **Delivery - how / when / Local Authority or Third Sector?** (Mentioned twice)
- **Maximising in-work benefits / other benefits** (Mentioned twice)

This was the one area in the survey where the majority of respondents commented negatively. Although, the majority of the issues identified were mentioned once in this section of the document, similar issues were identified in other sections of the survey and also in additional comments that were submitted separately to the survey.

The chart below provides a summary of issues highlighted:



4.6. Do you agree or disagree that...?



Common Themes

All the comments were analysed. No overall themes were dominant in this section, although lack of funding/financial restraints/cuts to service were a concern in terms of achieving successful outcomes.

However, although a number of the issues mentioned in this section were mentioned on one occasion only, these were issues that recurred in comments at other points throughout the survey and also in responses which were submitted separately from the survey, e.g.:

- need for a cultural shift
- need for staff training
- lack of support for those on the ground tackling poverty
- income poverty – key
- lack of data
- maximising income e.g. promoting benefit entitlement

4.7. Is there anything that you feel should have been included in Our Vision?

Common Themes

There were a wide range of responses to this question, in terms of themes the following emerged:

- **Maximising Income / reducing Income inequalities** (mentioned 3 times)
- **Access to quality advice / debt advice** (mentioned twice)

However, as previously, there were a number of themes mentioned here which recurred through the survey:

- impact of policies on poverty
- in-work poverty not mentioned
- how success will be measured
- involvement of volunteers and third sector
- funding?/ sustaining / building on what currently works
- what about those who are unable to work / or unable to work full-time due to disability/physical or mental illness
- Target everyone that needs support

4.8. How can we most effectively work in partnership with communities to help deliver our Poverty Strategy?

Common Themes

All comments given were analysed and a number of common themes emerged. The most dominant theme was:

- **The importance of engaging / listening to / involving communities (both geographical and communities of interest) / those with direct experience of poverty / with schools / the need to direct resources at this.**

Additional themes

- **Improving communications with, and recognising the important role of well-established, trusted, grass root organisations / utilising their experience / relationships they have established**
- **Base work in communities.**
- **Involving councillors/developing understanding of the particular issues in their wards**

The following issues were highlighted in other sections of the surveys and also in other responses that were submitted separately:

- Involving people with direct experience of poverty in its co-production
- Importance of debt advice e.g. employ debt advisors
- Changing culture/ changing attitude e.g. staff
- Ensuring diversity in Swansea council's workforce

4.9. How could we best interact with you/your services users in terms of future engagement/involvement? We would welcome any suggestions of the best way of doing this and/or information of any mechanisms you may already have in place to do so.

Common Themes

In general, no dominant themes emerged with the exception of:

- **Accessibility** e.g. The need to meet in local accessible locations / 'having a one stop shop approach, vulnerable people are often unable to access services that could help their situation' (also links to affordable transport)

The following issues were also highlighted in other sections of the surveys and also in other responses that were submitted separately:

- Raising staff awareness
- Listening to people:
- Co-production

The following table contains the full list of comments from the respondents:

4.10. Is the strategy clear about how we would like to work in partnership with others? Are there any potential partnerships you think we may have missed?

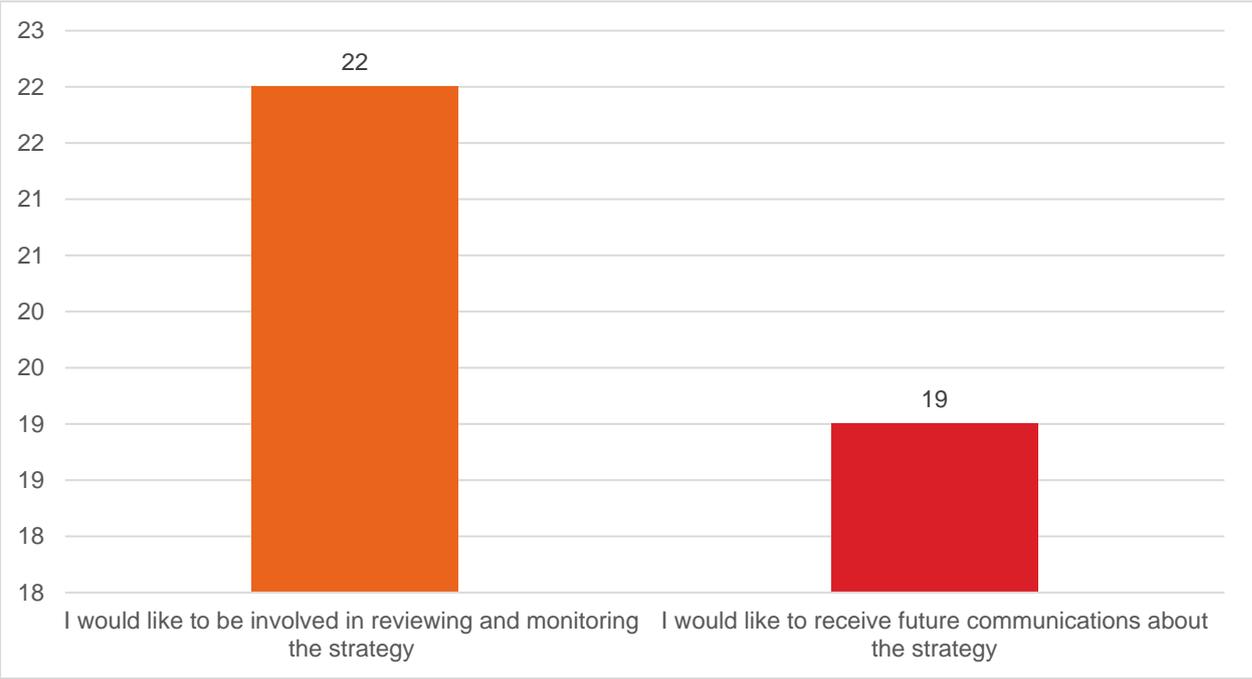
Common Themes

- More clarity as to how Swansea Council intends to work with partners / Partnership meetings - clear outcomes assigned to individuals and followed up regularly.

However, as previously, there were a number of themes mentioned here which recurred through the survey:

- Transport Poverty e.g. Partnership with the Transportation Department to identify areas of particular transport poverty and how this might be best tackled

4.11. If you would like to be involved in reviewing and monitoring the strategy or sent communication about the strategy's progress please select the correct option below...



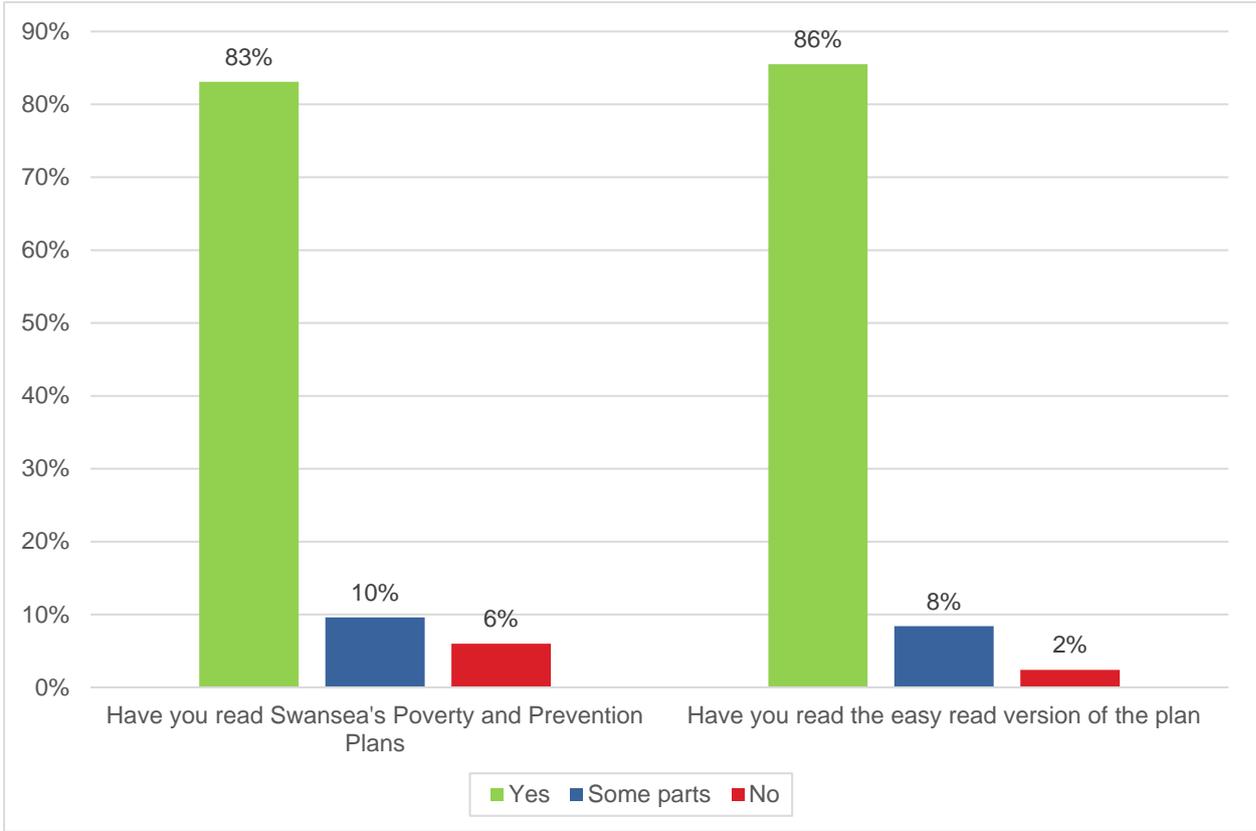
5. Summary (Easy read survey)

The Easy Read version combined both the draft revised Tackling Poverty strategy and the Prevention Strategy.

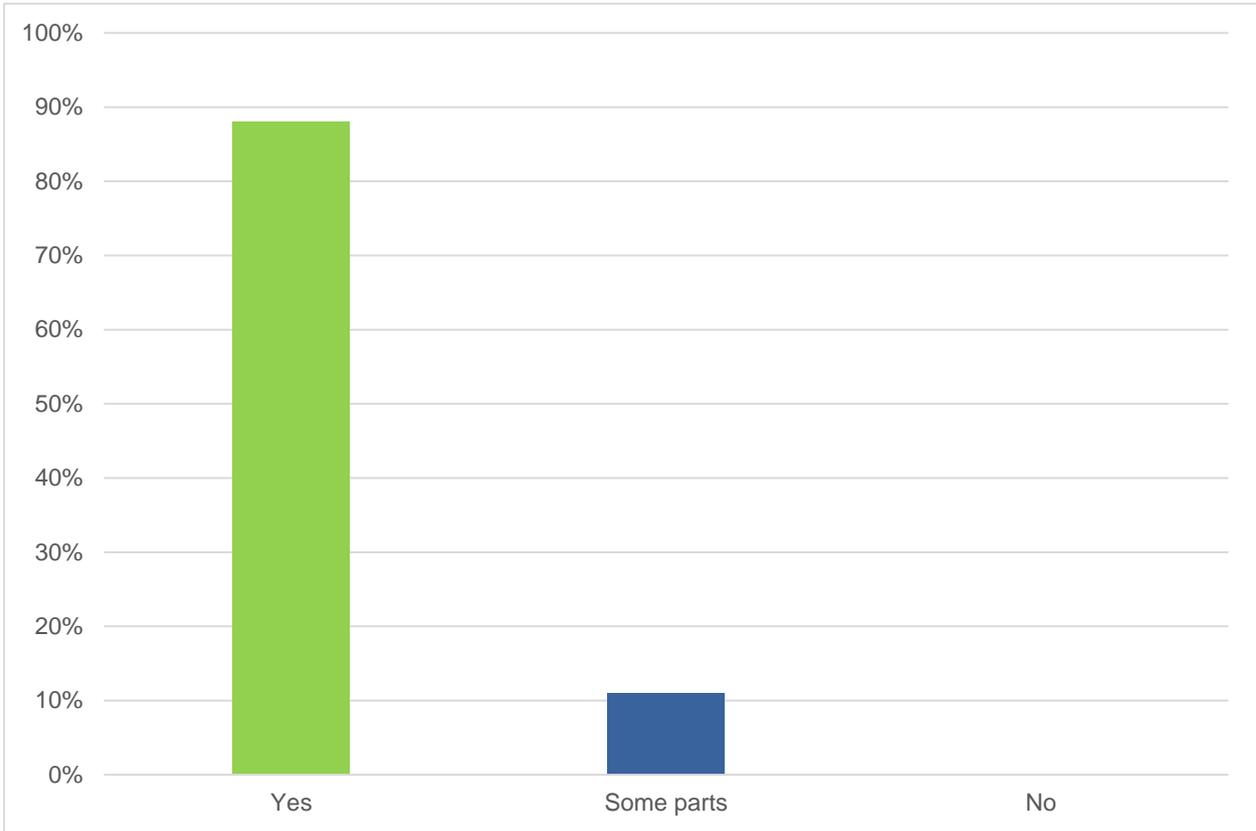
- A total of 82 survey responses were received.
- The majority of the respondents (86%, n = 71) said they had read the easy version of the plan.
- 88% (n = 73) agreed that the plan was easy to understand.
- 80% (n = 66) said they agreed with the plan.
- Almost three quarters (69%, n = 57) thought it was clear in the plan how Swansea will work in partnership with others.
- Just over half the respondents (52%, n = 43) said they would like to be kept updated on how the plan is being delivered.

6. Easy Read Survey Results

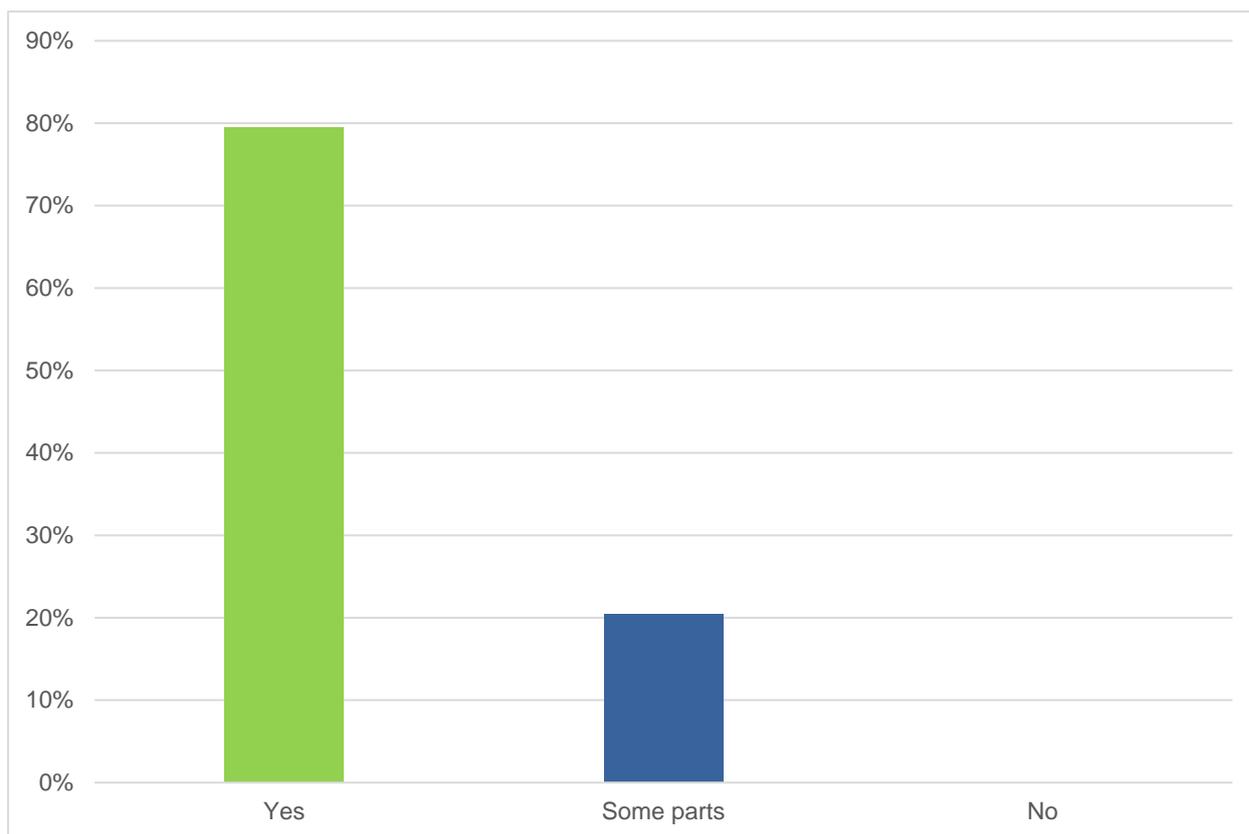
6.1. Have you read Swansea's Poverty & Prevention Plans?



6.2. Was the plan easy to understand?



6.3. Did you agree with the plan?



6.4 Is there anything else you would like to say about the plan?

Common Themes

All the comments given were analysed and a number of common themes emerged, including:

- **Education / school** e.g. Need to look at progression routes / raising awareness within schools for pupils and teachers / combatting stigma & bullying / difficulties associated with additional costs of school/education (Mentioned 9 times)
- **Timescales/Delivery** e.g. How will the plan be achieved? / How long will it take? / Need To prioritise. (Mentioned 7 times).
Note: the Easy Read version of the Poverty & Prevention plan did not include the delivery plan/s
- **Funding** e.g. Where is the funding to come from? (Mentioned 5 times)
- **Housing** e.g. Need for secure housing of a decent standard (Mentioned 3 times)
- **Jobs** e.g. more job opportunities, linked to those who are disadvantaged (Mentioned 3 times)

The following issue is highlighted in other sections of the survey:

- More needed in relation to older, non-family adults

6.5. What would be the best way to make sure this happens with yourself or the people you work with?

Common Themes

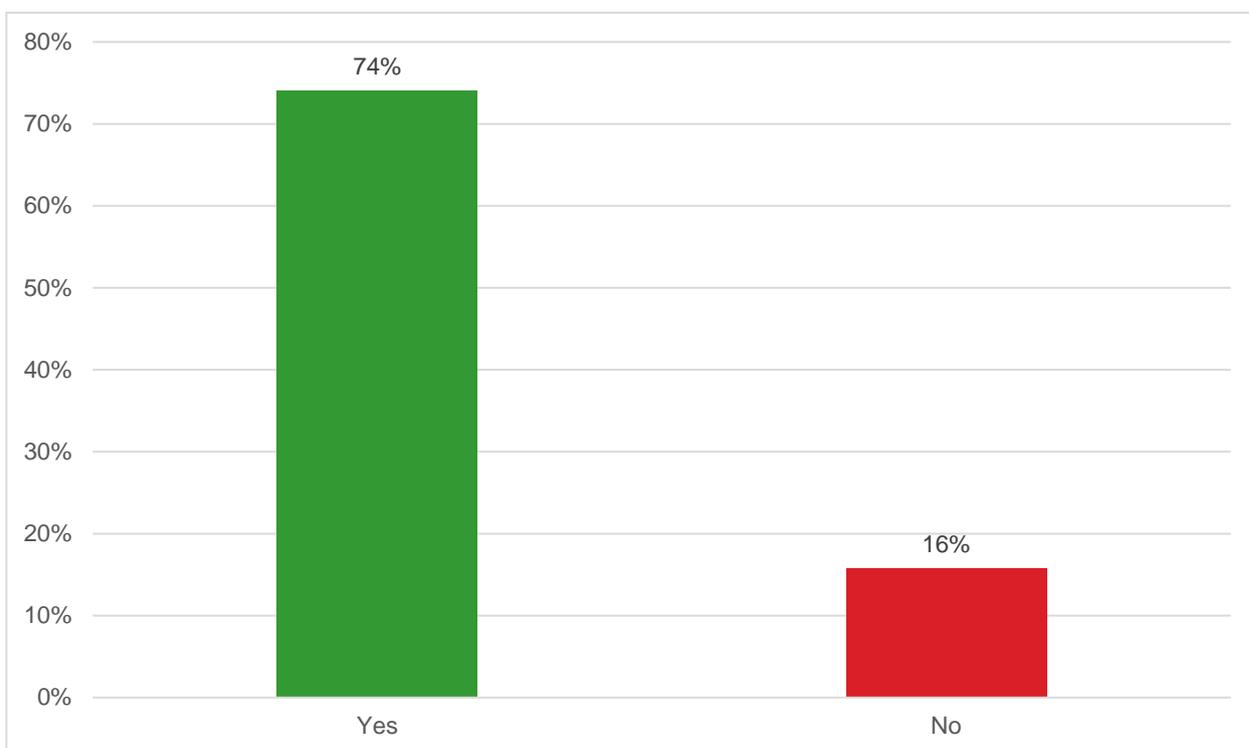
A number of common themes emerged, including:

- **Disseminating information widely/publicising what is being done/raising awareness e.g. work within schools / major workplaces**
- **Working together/communicating with each other** e.g. More visible work, making communication easier between the public and the council
- **Need to listen to a variety of voices** e.g. Ensuring there is variety when choosing voices, asking people who are experiencing poverty.
- **The importance of mechanisms such as the Pupil Voice Forum/The Big Conversation in giving children and young people a voice in issues that affect them**

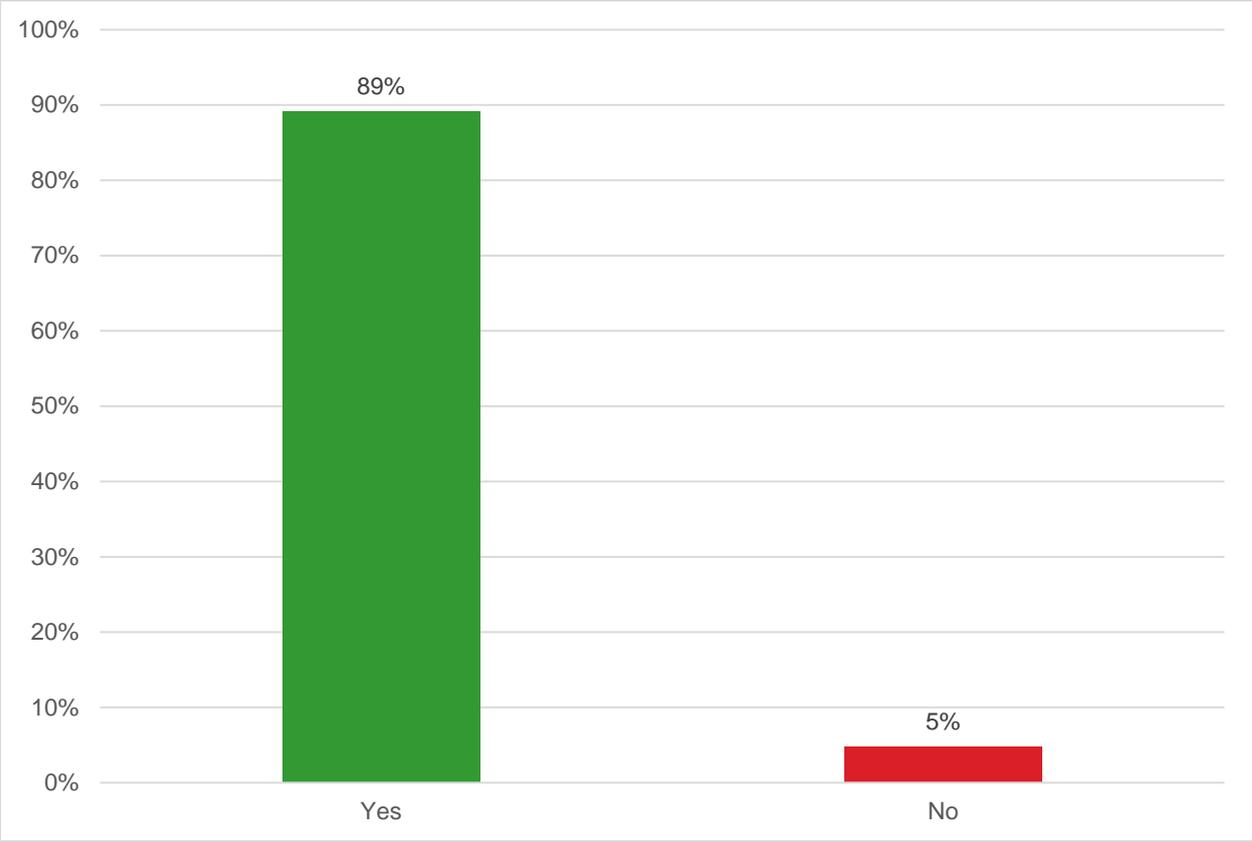
The following issue is highlighted in other sections of the surveys and also in other responses that were submitted separately:

- **Accessibility** e.g. people need accessible platforms where their voices can be heard, easy-to-access service, events in accessible venues across Swansea

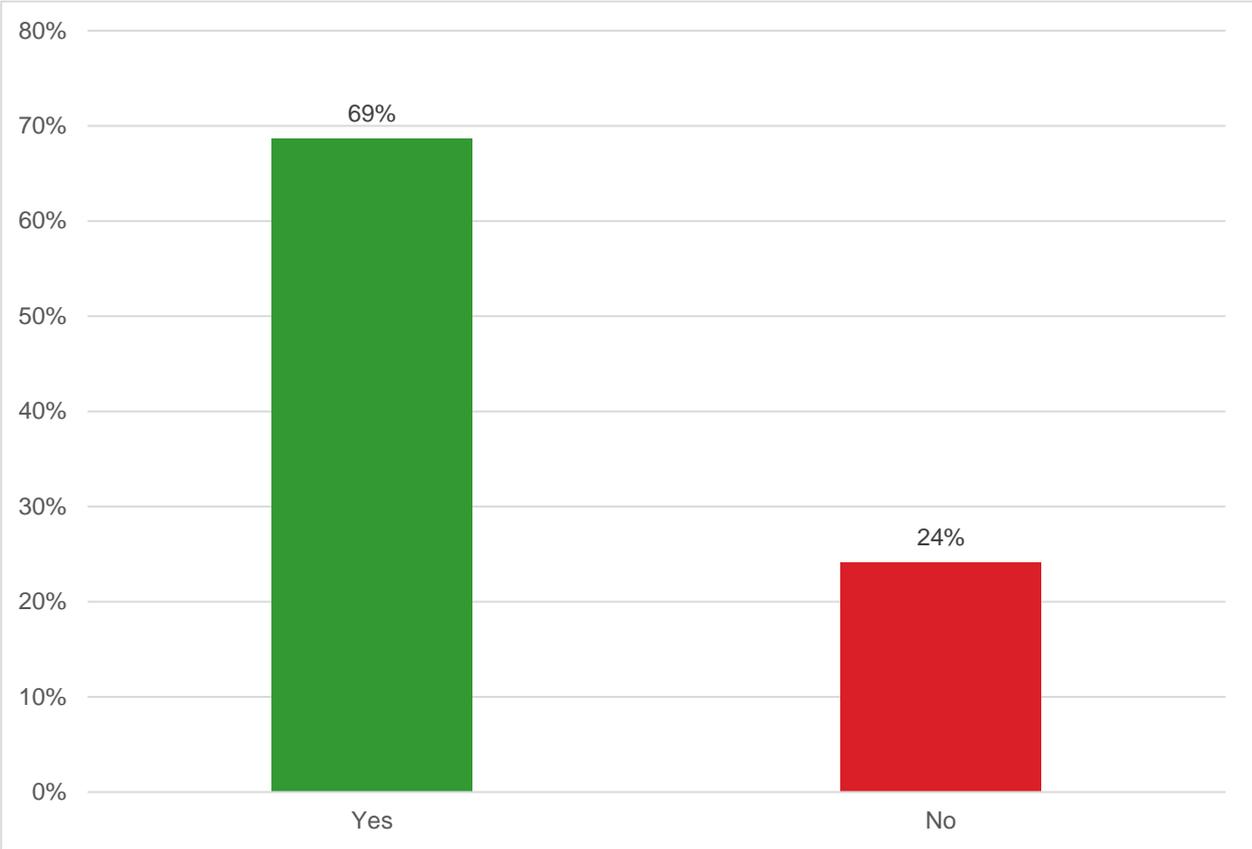
6.6. Do you already have a way to make sure you or the people you work with can have a say?



6.7. Would you like support to develop ways for people to have their say?



6.8. Do you think it is clear in the plan how Swansea will work in partnership with others?



6.9. Is there anything else you think would help Swansea to develop better ways to work in partnership with others?

Common Themes

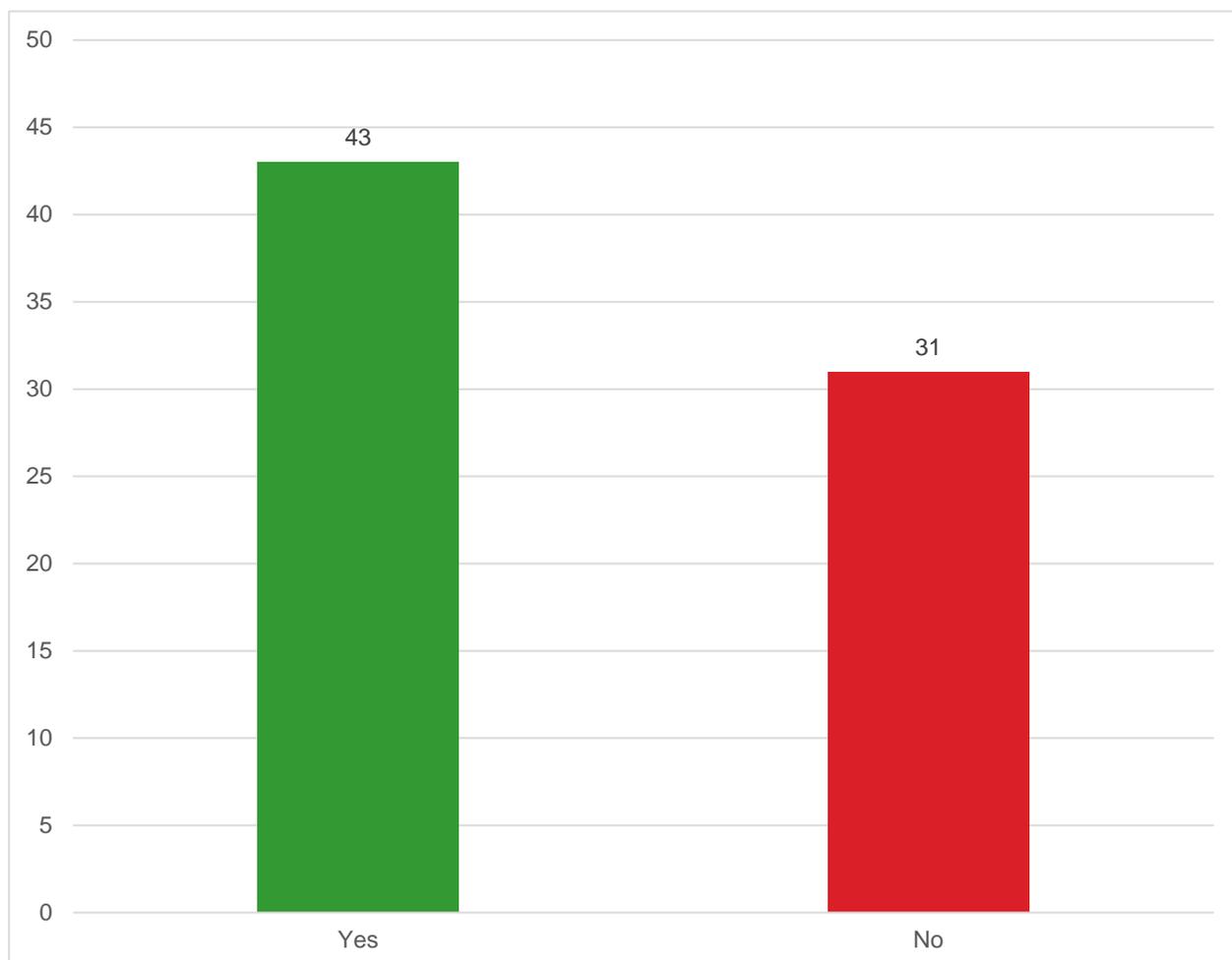
A number of common themes emerged, including:

- **Work in / with the community**
- **Ensuring there is support in place to help people**
- **Giving more people a voice**
- **More role models needed for young people to raise aspiration for what is achievable**
- **Use social media**

The following issue is also highlighted in other sections of the surveys:

- **Barriers to partnership working e.g. competition for funding and resources**

6.10. Would you like us to keep you updated on how the plan is being delivered?



7. Non-survey Feedback

A number of detailed submissions were received by other means from various respondents, all submissions have been analysed and common themes identified. Key themes from across all forms of consultation responses have been identified and included in the summary table (see page 3)