

Social Services and Well-being (Wales) Act 2014

Population Assessment

Equality Impact Assessment Report

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to equality.

(a) This EIA is being completed for a...

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) Please name and describe below...

The Social Services and Wellbeing (Wales) Act 2014 came into force on 6 April 2016. Its aim is to provide a framework for local authorities and health, to engage with and empower citizens, to help them achieve independence and well-being, and where necessary, to obtain the support they need.

The Act establishes a Regional Partnership Board (RPB) for each of the 7 regions in Wales, mirroring Health Board footprints. Each RPB is required to respond to a combined population assessment report. Working in partnership, local authorities and the local health board must produce a combined population assessment of the whole local health board area (Western Bay region). The report must include an assessment of the range and level of services required to meet the identified need, including the range and level of preventative services.

The population assessment focuses specifically on identifying and meeting care and support needs, including the needs of carers and of the population in the Western Bay region. The findings of this exercise will inform the broader assessment of well-being as required under the Well-being of Future Generations (Wales) Act.

This EIA focuses on our process for the required population assessment to ensure that it is executed fairly and with due regard to our equality duties. This EIA is the first stage in the larger equality impact assessment that will accompany the development of the Regional Partnership Board's Area Plan.

(c) It was initially screened for relevance to Equality and Diversity on...04.08.16

(d) It was found to be relevant to...

Children/young people (0-18).....	<input checked="" type="checkbox"/>	Religion or (non-)belief	<input checked="" type="checkbox"/>
Any other age group (18+)	<input checked="" type="checkbox"/>	Sex	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Sexual orientation	<input checked="" type="checkbox"/>
Gender reassignment	<input checked="" type="checkbox"/>	Welsh language	<input checked="" type="checkbox"/>
Marriage & civil partnership.....	<input checked="" type="checkbox"/>	Poverty/social exclusion	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input checked="" type="checkbox"/>	Carers (inc. young carers)	<input checked="" type="checkbox"/>
Race	<input checked="" type="checkbox"/>	Community cohesion	<input checked="" type="checkbox"/>

Section 1 – Aims:

Briefly describe the aims of the initiative:

What are the aims?

To ensure compliance with the requirements of the SSWB Act's requirements by:

- ascertaining the current level of health and social care provision in the Western Bay region
- undertaking a thorough analysis of available data
- undertaking meaningful and inclusive engagement activities to obtain qualitative information
- including findings in a final assessment report and identify further required actions.

The purpose of the Population Assessment is to create an evidence base that will support the delivery of the statutory functions on both organisations and also inform planning and operational decisions.

The Population Assessment will be used to develop an Area Plan by the Regional Partnership Board for developing services across the Western Bay Region.

Who has responsibility?

- Western Bay Regional Partnership Board
- Western Bay Leadership Group
- Western Bay Programme Team
- Western Bay Population Assessment Steering Group membership
- Data Analysis Subgroup membership
- Communications and Engagement Subgroup membership
- Editorial Subgroup membership

Who are the stakeholders?

The overall population of the Western Bay region (both users and non-users of health and social care services).

Section 2 - Stakeholder information:

Please tick what information you know about your service users and provide details/evidence of how this information is collected.

Children/young people (0-18).....	<input checked="" type="checkbox"/>	Carers (inc. young carers)	<input checked="" type="checkbox"/>
Any other age group (18+)	<input checked="" type="checkbox"/>	Race	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Religion or (non-)belief	<input checked="" type="checkbox"/>
Gender reassignment	<input checked="" type="checkbox"/>	Sex	<input checked="" type="checkbox"/>
Marriage & civil partnership.....	<input checked="" type="checkbox"/>	Sexual orientation.....	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input checked="" type="checkbox"/>	Welsh language.....	<input checked="" type="checkbox"/>

What information do you know about your service users and how is this information collected?

The population assessment is relevant to all protected characteristic groups as all citizens are included within the scope of the exercise.

Information on the above named groups is gathered and presented by the Western Bay Programme's constituent partners within their respective Strategic Equality Plans and annual equality reports:

- <http://www1.bridgend.gov.uk/services/equalities/strategic-equality-plan.aspx>
- <https://www.npt.gov.uk/default.aspx?page=7628>
- <http://www.swansea.gov.uk/sep>

- <http://www.wales.nhs.uk/sitesplus/863/page/59057>
- www.swansea.gov.uk/statistics
- <http://www.bridgend.gov.uk/lgnl-level-2/statistics-and-census-information.aspx>
- <https://www.npt.gov.uk/default.aspx?page=626>

The Equality and Human Rights Commission's [How fair is Wales?](#) and [Is Wales Fairer?](#) reports also set out the national perspective in terms of entrenched inequalities, offering a useful insight into the challenges faced by particular groups and individuals.

The approaches to evidence gathering used:

The Western Bay Programme devised a two pronged approach to evidence gathering:

Data Analysis Subgroup

The Data Analysis Subgroup reviewed statistical outputs listed by the Local Government Data Unit and select output for inclusion in relation to the themes. The main aim was to produce standardised sets of ten quantitative topic reports for each of the three local authority areas which include social services and wellbeing data for the editorial group to synthesise into a regional report.

Communications and Engagement Subgroup

A key aspect of this group's remit is a scoping exercise to obtain findings of previous engagement (involving Third Sector partners) since October 2014. Information gathered has been collated to form an initial qualitative evidence base. To support this and further inform the ongoing assessment, and subsequent area plan, further engagement with people with protected characteristics to be undertaken.

Any Actions Required?

- Hold engagement activities to explore the perception of the wellbeing of people who need care and support and their carers (utilise the work that is already commissioned as part of the work for the Wellbeing of Future Generations (Wales) Act 2015)
- Continue to collect and analyse data on the make-up and needs of service users to ensure as full a picture as possible is available.

Section 3 - Impact on Protected Characteristics (See guidance):

Please consider the possible impact on the different protected characteristics. This could be based on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

	Positive	Negative	Neutral	Needs further investigation
Children/young people (0-18)	➡ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group (18+)	➡ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	➡ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	➡ <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage & civil partnership	➡ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	➡ <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	➡ <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief	➡ <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	➡ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	➡ <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Welsh language	➡ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	➡ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about your answers above, please explain in detail why this is the case.

It is anticipated that the Population Assessment will give us an overview of the current care and support needs of the people living in the Western Bay area as well as an indication of where further work needs to be undertaken to meet the needs of our population in the future.

The population assessment must be structured around a series of themes, eight of which have been identified as core themes by Welsh Government:

- Children and young people
- Older people
- Health/physical disabilities
- Learning disability/autism
- Mental health
- Sensory impairment
- Carers who need support
- Violence against women, domestic abuse and sexual violence

A further two themes have been identified as key for Western Bay and evidence has been gathered on these too:

- Secure Estate
- Safeguarding and Deprivation of Liberty Safeguards

The population assessment includes data and engagement analysis across all population groups. There are specific topic papers for children and young people and older people, carers, health and disability, mental health and sensory impairment – these relate specifically to the protected characteristics of children and young people, any other age group, disability and carers including young carers. There is also specific reference to relevant published welsh language data.

In terms of the other protected characteristics of race, religion/belief, gender reassignment, marriage and civil partnership, pregnancy and maternity, sex and sexual orientation, they are not specifically referenced in the assessment but would be included in the data, e.g. people with a disability would share other protected characteristics (age and sex at the very least)

All protected characteristics would be addressed specifically when people need care and support, although gathering data on these groups may prove difficult as people are under no obligation to disclose their religion/belief, race, sexual orientation, whether they are married or in a civil partnership, are pregnant or on maternity leave or whether their gender now is different to that assigned to them at birth (gender reassignment).

The impact of the development of a population assessment on protected characteristics is not straightforward. Evidence already gathered while seeming to be positive for a particular characteristic requires further investigation due to more extensive impacts that may not have been initially considered, e.g. the impact on people with a disability would be positive but further investigation would be needed to explore the impact on those people who have a disability and are gay. In such instances further investigation would be required as part of the ongoing development of the Area Plan or at operational/delivery level.

Following the assessment which will serve as a robust tool to highlight the gaps in care and support services, the regional Area Plan will be developed (and is required by Welsh Government by April 2018) to address developments in current and new services that are required.

During the development of the regional Area Plan, the impact on the protected characteristics will be clearer and can be populated fully. At the time of the assessment, further investigation was required to ascertain whether the outcomes would have an impact on the protected characteristics.

What consultation and engagement has been undertaken (e.g. with the public and/or members of protected groups) to support your view? Please provide details below.

As part of the assessment, targeted focus groups relating to the 10 themes were undertaken; drop in sessions in communities attended by a wide range of stakeholders including members of the public and a public online survey was available to all members of the population including those receiving care and support.

There was a range of questions asked of the respondents ranging from general opinions on wellbeing and more specific questions on their experiences of care and support services.

A summary of the methodology, a breakdown of the respondents via these engagement activities and a list of all the sources of information can be found as **Appendix 1** to this Equality Impact Assessment. The key messages from the engagement activities will be summarised and included in each chapter of the final Population Assessment Report and will be used to support the recommendations of the report. The complete engagement report will also be available on request as a technical report supporting the Population Assessment's findings.

The key findings from the primary engagement have identified the below themes as important to people living in our communities :

- Information and communication
- Social networks
- Feeling safe and secure in community
- Transport
- Short term respite
- Access to healthcare, especially NHS services
- Housing
- Environmental cleanliness, safety
- Welfare and financial information

Post engagement

Evidence that has been gathered through the various activities has been collated into the draft population assessment. There remain areas that require further investigation as previously identified but these are considered better addressed through the ongoing development stage of the area plan.

The content of the draft Population Assessment will be tested before being finalised using three key existing groups, engaging a wide range of stakeholders. These are:

- ABMU's Stakeholder Reference Group – 5th January 2017
- Third Sector Network – 25th January 2017
- Western Bay Regional Citizen's Panel – 17th February 2017

As this assessment has been undertaken on a collaborative basis with the Health Board and Local Authorities and as each organisation has its own practices in respect of producing accessible documentation, some compromise has been necessary in the range of accessible formats offered. However, work has been undertaken to ensure the Population Assessment is as accessible to as many people as possible, for example, the introductory and sensory impairment chapters are being published in an interactive format on the

<p>website, written format as a downloadable PD, as well as translated to British Sign Language and audio book.</p>
<p>Any actions required (to mitigate adverse impact or to address identified gaps in knowledge).</p> <ul style="list-style-type: none"> ● Review impact on protected characteristics of the population assessment and subsequent regional Area Plan. ● The outcome of the engagement activities to form part of the development of the Regional Partnership Board's Area Plan

Section 4 - United Nations Convention on the Rights of the Child (UNCRC):

<p>In this section, we need to consider whether the initiative has any direct or indirect impact on children. Many initiatives have an indirect impact on children and you will need to consider whether the impact is positive or negative in relation to both children's rights and their best interests</p>

<p>Swansea's 'Super Survey', Bridgend's 'Big Youth Voice' and Neath Port Talbot's Children's 'Views Survey' will be a valuable resource in establishing the current position from a Children and Young People perspective. The ABMU HB 'Youth Panel' will be a further engagement mechanism in future.</p>
<p>Actions (to mitigate adverse impact or to address identified gaps in knowledge).</p> <ul style="list-style-type: none"> ● To take account of the above engagement mechanisms when progressing the regional Area Plan

Section 5 - Monitoring arrangements:

Please explain the arrangements in place (or those which will be put in place) to monitor this initiative:

<p>Monitoring arrangements:</p> <p>Regional Partnership Board responsibility</p>
<p>Actions:</p> <ul style="list-style-type: none"> ● Monitoring arrangements to be confirmed as part of the ongoing development of the area plan.

Section 6 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

Outcome 1: Continue the initiative – no concern	<input checked="" type="checkbox"/>
Outcome 2: Adjust the initiative – low level of concern	<input type="checkbox"/>
Outcome 3: Justify the initiative – moderate level of concern	<input type="checkbox"/>
Outcome 4: Stop and refer the initiative – high level of concern.	<input type="checkbox"/>

Action Plan:

Objective - What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	Outcome - How will we know we have achieved our objective?	Progress
The perception of the well-being of people who need care and support and their carers to be investigated as part of engagement activities commissioned as part of work on Wellbeing of Future Generations (Wales) Act 2015	Steering Group	December 2016	Completed Report	Completed
Continue to collect and analyse data on the make-up and needs of service users to ensure as full a picture as possible is available.	Directors of Social Services in each local authority and the Director of Strategy in the Health Board	Ongoing	The review of the assessment will be informed by more up to date data on the make-up and needs of service users	
Review impact on protected characteristics of the population assessment and subsequent regional area plan.	Regional Partnership Board	April 2018	EIA for the Area Plan will be undertaken	
The outcome of the engagement activities to form part of the development of the Regional Partnership Board's Area Plan	Regional Partnership Board	April 2018	Area Plan will be published	
To take account of the CYP engagement mechanisms when progressing the regional Area Plan	Regional Partnership Board	Before April 2018	EIA for the Area Plan will be undertaken	
Monitoring arrangements to be confirmed as part of the ongoing	Regional Partnership Board	April 2018	Area Plan will be published	

development of the area plan.				
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Appendix 1

Miller Research Engagement Report Methodological Approach

Inception

The first stage of the project was the inception meeting (incorporating both SSWA and FGWBA) to discuss the final approach to conducting the well-being assessment and developing a qualitative evidence base of local well-being within towns and communities across and within the local authorities of Bridgend, Neath Port Talbot and Swansea. The meeting was held with the lead officers in each local authority for the respective Public Service Boards and the Western Bay Collaborative. The main purpose the meeting was to clarify and agree the overall methodology to be employed for the commission, enabling the move from the conceptual plan created in our proposal to real life fieldwork.

The main components of the project were defined through this meeting and included:

- An analysis of secondary sources of qualitative evidence and information derived from citizen engagement and the integration of this evidence into this assessment of well-being in the population;
- Scoping interviews with a range of stakeholders to raise awareness of the project and its work, to help shape the design of key lines of enquiry, secure secondary sources of information and support for dissemination of information;
- The structure and potential location of the workshops and focus groups, taking into account the 18 local areas identified by the three local authorities, and the need to provide a highly local opportunity for the public to participate. The balance of workshops and focus groups was changed as a consequence of this discussion to provide more sessions in communities and fewer in schools. A topic guide was developed and agreed as the basis for discussion in these sessions;
- Dissemination channels for the on-line survey would be via the Public Service Board leads and their contacts.

Primary consultation: Workshops and Focus Groups

The engagement processes tabulated and discussed in more detail below are designed to cater for the different preferences and capabilities of the broad categories of persons to be consulted through the project, in accordance with National Principles of Public Engagement in Wales. Immediately following the initial meeting with the client team, we finalised the various materials required to conduct the consultation. This included:

- Bilingual topic guides for focus groups and one-to-one interviews;
- Bilingual discussion prompts, feedback forms and other materials for the workshops;
- Bilingual online survey questionnaire.
- Bilingual Promotional Posters

The following table provides a summary of the number of people engaged via the primary engagement through drop-in workshops, focus groups with specifically targeted groups and individual interviews.

Secondary Data Analysis

The method of assessing the secondary sources of information has been through using the principles and modified methodology of Rapid Evidence Assessment. REAs provide a balanced assessment of what is already known about a policy or practice issue, by policy using systematic review methods to search and critically appraise existing evidence. In this case the evidence is not formally published, but relates to public sector based evidence, and the 'search' methodology has therefore been to source information from stakeholders. REA is suitable when policy makers wish to make decisions within a short timeframe based on the best available evidence within that time and when a map of evidence in a topic area is required to determine whether there is any existing evidence.

REA is an appropriate method for answering non-impact questions such as those that assess what people need or what people think and their experiences. The question in this REA has been framed as:

What are the issues of well-being that the public has raised with public sector bodies through engagement and consultation exercises in the last three years? The question is confined to evidence that references the population of Swansea, Bridgend and Neath Port Talbot local authority areas. Analysis has also been undertaken in respect of reference to the nine client categories identified within the Social Services and Well-being Act. The intervention is through engagement and consultation with the public, reported as qualitative evidence of their needs, views and experiences.

Given the unusual nature of this review an iterative and pragmatic approach was taken to give some structure to the review. A total of over 130 documents were received that included some references to other documents that may be available, engagement work currently underway or and links to documents on websites. These ranged from completed documents that had full and comprehensive analysis of engagement or consultation activity, supported by Equality Impact Assessment through to documents that appeared to be unanalysed lists of points noted through engagement or consultation processes. The quality of the documents was therefore highly variable. There was a need for a pragmatic approach to inclusion of material within the review, bearing in mind that in many, though not all, cases engagement and consultation was not the primary purpose of the document or report.

The first stage of reviewing these documents was therefore to consider specific exclusion criteria, and this was undertaken following an initial review of the received documents. The following documents were therefore excluded from the analysis:

- Documents that did not include evidence of engagement and consultation. A number of documents were provided that indicated they may have been formulated with the engagement of the public, but the specific views of the public were not explicitly

differentiated in the documents. In some cases, these documents had been provided as background material only.

- Documents that contained only quantitative data
- Documents containing only raw qualitative data with no context or analysis were excluded: it is outside of the scope of this project, for the project team to analyse such data
- References to engagement that is still in progress and not formally reported have been excluded.

A simple weighting has been applied to each document to provide a sense of the relative quality of the remaining evidence included in the review.

Level 1 evidence: broad range of engagement methods, information on demographics included, EQIA; good volume of participants

Level 2 evidence: good volume of participants; broad range of methods

Level 3 evidence: significant gaps in the underpinning information

It is important to note that this may not be a reflection of the actual quality of the engagement that has taken place, more a reflection on the way that it has been reported, and the weight given by document authors to presenting engagement and consultation information in their documents.

A summary of the qualitative data information was extracted from each document and has subsequently been subject to:

- High level identification of key themes and development of a coding frame
- Coding of data against the frame
- Prioritisation of issues by frequency of reference
- Narrative developed from the coding of data

Due to the nature of the information and the wide variety of formats and reporting arrangements this has also been a pragmatic and iterative process, and as far as possible inclusive to enrich the analysis. It is also to be noted that this is secondary analysis of qualitative information already reviewed and coded by others as part of the process of recording and reporting engagement and consultation activity. It is therefore appropriate only to draw high level inferences from this material.

Miller Research Engagement Report - Breakdown of respondents to engagement activities

Attendance	Drop-ins /Focus Groups in schools	Online Survey	Pre-existing groups
Learning Disability & Autism	24	0	23
Sensory Impairment	1	10	34
Secure Estate	0	0	0
Carers Who Need Support	2	26	16
Health and Physical Disability	13	28	6
Violence against women, Domestic Abuse and Sexual Violence	3	0	2
Mental Health	10	8	14
Older People (65+)	34	27	44
Children and Young People (under 18)	56	0	13
Total	143	65	152

Table 1 Attendance of citizen groups in Bridgend area

Attendance	Drop-ins /Focus Groups in schools ^{*1}	Online Survey ^{*, **2}	Pre-existing groups
Learning Disability & Autism	3	0	10
Sensory Impairment	0	1	15
Secure Estate	0	0	0
Carers Who Need Support	0	15	8
Health and Physical Disability	8	3	6

¹ * Numbers referred to people who identified as

² ** the Survey was removed from the Bridgend County Council website after a few days ³ ** The online survey was removed from the City and County of Swansea website after 2 days ⁴ As defined in the Practitioners' Manual for public engagement

Violence against women, Domestic Abuse and Sexual Violence	0	0	0
Mental Health	1	0	8
Older People (65+)	3	1	21
Children and Young People (under 25)	13	0	0
Total	28	20	68

Table 2 Attendance of citizen groups in Neath Port-Talbot area

Attendance	Drop-ins /Focus Groups in schools *	Online Survey*	Pre-existing groups
Learning Disability & Autism	2	0	5
Sensory Impairment	0	3	0
Secure Estate	0	0	0
Carers Who Need Support	0	26	10
Health and Physical Disability	3	8	0
Violence against women, Domestic Abuse and Sexual Violence	0	0	7
Mental Health	3	5	0
Older People (65+)	2	10	23
Children and Young People (under 25)	21 (incl. ALN)	0	0
Total	31	52	50

Table 3 Attendance of citizen groups in Swansea area

Attendance	Drop-ins /Focus Groups in schools *	Online Survey*, **³	Pre-existing groups
Learning Disability & Autism	1	0	8

³ ** The online survey was removed from the City and County of Swansea website after 2 days⁴ As defined in the Practitioners' Manual for public engagement

Sensory Impairment	1	3	19
Secure Estate	0	0	0
Carers Who Need Support	1	33	6
Health and Physical Disability	2	15	2 (from RNIB)
Violence against women, Domestic Abuse and Sexual Violence	2	0	0
Mental Health	0	3	5
Older People (65+)	4	16	0
Children and Young People (under 25)	12	0	7
Total	23	70	47

Locations and names of targeted groups attended

Bridgend:

- Bridgend Deaf Club
- Bridgend carers centre
- Age Connect
- Stroke Association
- Mental health Matters
- Interviews:
 - Lisette Saunders - HM Prison Parc
 - Sue Richard - Cruse Bereavement
 - Kay Harries - ex Age Connect

Neath Port Talbot:

- Young at Heart group (Deaf group with non-verbal members)
- Age Concern
- NPT Carers Services
- Interviews:
 - Mark Lazarus - Hillside Secure Home
 - Karyl Carter - Stroke association

Swansea

- Gofal
- People First
- RNIB
- Young Single Homeless project
- Swansea Young Adult carers
- Swansea Women's Aid
- Interviews
 - Lynne Sanders – Swansea Women's Aid
 - Nicola Russell-Brooks - Age Cymru

Table 4: Dates and locations of the drop-in workshop and focus groups in Bridgend

Venue	Date and time	Number of attendees
Ogmore Valley Life Centre	Monday 26/09, 2pm – 7pm	1
Porthcawl Pavilion	Tuesday 27/09, 9am - 1pm	7
Blaengarw Workmen's Hall	Tuesday 27/09, 3pm – 7pm	0
St Michael's Crypt, Maesteg	Friday 30/09 , 9am – 1pm	3
Bridgend Life Centre+	Friday 30/09, 3pm – 7pm	13
Pencoed Miners Welfare Hall	Saturday 1/10, 9am – 1pm	2

Engagement with children and young people:

1 ALN school: 7 students

1 welsh secondary school: 6 students

Table 5: Dates and locations of the drop-in workshop and focus groups in Neath Port Talbot

Venue	Date and time	Number of attendees
Croeserw Community Enterprise Centre, Cymmer	Monday 28/09, 9am – 1pm	2
Gwyn Hall, Neath	Saturday 1/10, 2-6pm	12
Cymlllynfell Welfare Hall	Monday 3/10, 9am -1pm	0
Dove Workshop, Neath	Monday 3/10, 2pm- 6pm	1
Pontardawe Arts Centre, Pontardawe	Wednesday 5/10, 9am – 1pm	5
St Paul Centre, Port Talbot	Wednesday 5/10, 3pm- 7pm	5

Engagement with children and young people:

1 ALN school: 10 students

1 primary school: 6 students

1 Welsh secondary school: 5 students

Table 6: Dates and locations of the drop-in workshop and focus groups in Swansea

Venue	Date and time	Number of attendees
Townhill Community Centre	Wednesday 28/09, 9am–1pm	11
Canolfan Gorseinon Centre	Wednesday 28/09, 3 – 7pm	2
Pennard Parish Hall	Thursday 29/09, 3 – 7pm	4
St Phillips Community Centre	Friday 30/09, 2pm – 6pm	7
Sketty Park	Tuesday 4/10, 9am – 1pm	3
Morrison Community Centre	Friday 7/10, 2pm – 6pm	2

Engagement with children and young people:

1 Welsh secondary school: 8 students

2 secondary schools: 6 and 8 students

One-to-one interviews

The individual depth interviews were planned as an essential part of the methodology to ensure we obtained the views of ‘harder to reach’ or ‘seldom heard’⁴ citizens. These were people who may be difficult to identify in the first instance, challenging to engage with⁵, and who may struggle with the structure of a focus group or workshop because of their particular vulnerabilities.

As the project progressed, the need for the one-to-one interviews diminished. Two were still carried out for very particular reasons, but generally the individuals who we had thought would prefer an individual depth interview were happy to attend workshops with others. Depending on the number of others present, we sometimes then allocated them one of the two moderators present so that their conversation could remain confidential. However when we were not able to engage with a group we tried to undertake interviews with stakeholders. They gave us a more general overview of the relationship, satisfaction service users have with social services as well as the barriers and the issues they face dealing with social services.

Development and dissemination of bilingual online consultation survey

⁴ As defined in the Practitioners’ Manual for public engagement

⁵ Secure estate, children and young people facing bereavement

We designed an online survey in order to extend the scope of the consultation further. Whilst traditionally used as a quantitative method of information gathering, we developed more open-ended questions relating to the main thematic areas of well-being and some specific questions in relation to social care for the purpose of obtaining additional qualitative feedback.

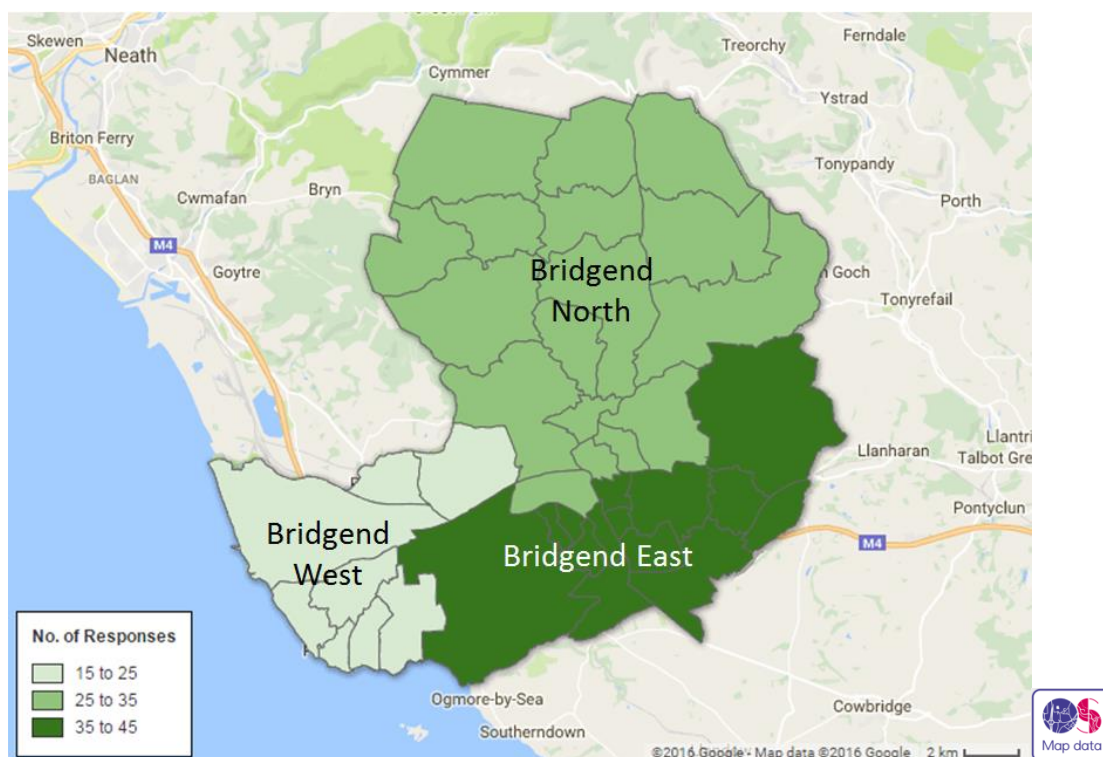
The survey was posted on-line for the period 9th September 2016 until 14th October 2016, in the medium of Welsh and English. A total of 637 responses were obtained in English, and 3 in Welsh.

The map below illustrates the number (total of 76) and geographical area of responses received from all those giving a Bridgend postcode.

Among the participants who gave us their postcode we identified 23 from Bridgend North, 34 from Bridgend East and 19 from Bridgend West (

Figure 1).

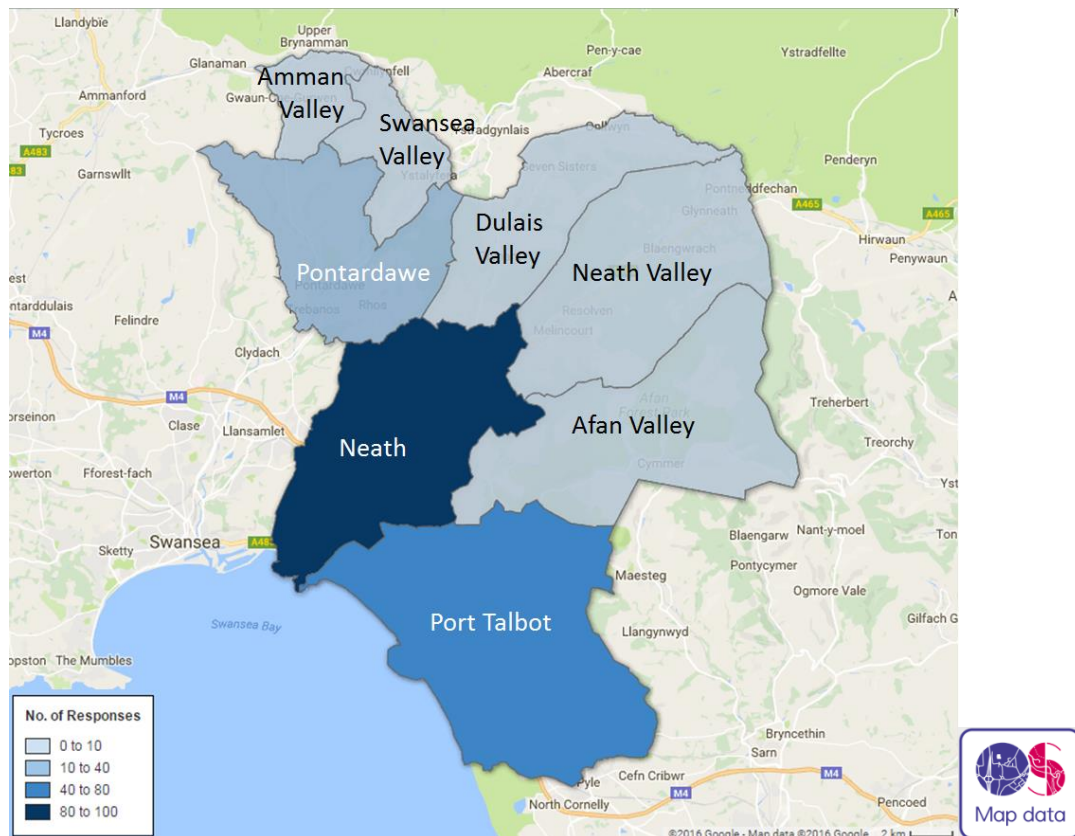
Figure 1: Number of survey respondents per community area



Source Google map ©Crown Copyright and database right 2016. Ordnance Survey 100023405

The map below illustrates the number (total of 193) and community areas of responses received from all those giving a valid Neath Port Talbot postcode. Among the participants who gave us their postcode we identified 5 from Afan Valley, 2 from Amman Valley, 9 from Dulais Valley, 84 from Neath, 3 from Neath Valley, 23 from Pontardawe, 59 from Port Talbot, and 8 from Swansea Valley community area (Figure 3).

Figure 3: Number of survey respondents per community area



Source: Google map - Contains OS 1:25 000 scale colour Raster data

Miller Research Engagement Report - Sources of Information

Reference Number	Document Information	Type of Data	Number of people engaged/ consulted	Geographical Area(s) Covered	Engagement/ Consultation method	Social Care and Well-Being Act Categories
1	Shaping Bridgend's Future; Consultation Report: Budget Consultation 2015	Quantitative, with Qualitative element	989 responses to the survey, 495 interactions at the community engagement events across the county borough, 167 interactions from Twitter and 85 interactions from Facebook, 334 interactions using social media.	Bridgend	Questionnaire Public Meetings Social Media	All Groups
2	Overarching Consultation on Council's Budget Setting Process	Qualitative only	Neath Port Talbot Staff; Partners	Neath Port Talbot	Overarching Public Consultation; Internal Consultation; Partnership Event; Stakeholder Consultation; Written responses	All Groups

3	New Social Work Model: outcome of consultation on new service model 2014	Qualitative and Quantitative	A total of 35 responses to the engagement exercise were received; 16 were from people who attend services, 4 from a carer/relation of someone who attends a service, 9 from a member of staff and 6 from 'other'.	Neath Port Talbot	Questionnaire	All Groups
4	Neath Port Talbot Strategic Equality Plan 2015-19	Qualitative	not stated	Neath Port Talbot		All Groups
5	Local Development Plan 2011-16 Adopted 2016	Qualitative only	Not stated	Neath Port Talbot	Consultation on draft plans	All Groups
6	Neath Port Talbot Rights of Way Improvement Plan	Qualitative and Quantitative	182 responses; some corporate responses	Neath Port Talbot	Written feedback on consultation document	All Groups
7	Report to Social Care, Health and Housing Cabinet Board Market Position Statements 2015	Qualitative	All	Neath Port Talbot	Web and open workshop	All Groups
8	Welsh Dads Survey 2016. Both Parents Matter Cymru. Both Parents Matter	Qualitative and Quantitative	219	Wales	Survey of members	All Groups
9	Joint Transport Plan for South West Wales	Qualitative and Quantitative	45 responses	Western Bay	Written feedback on consultation	All Groups

					document	
10	Bridgend Carers Survey April 2015	Qualitative and Quantitative	105	Bridgend	Questionnaire to service users	Carers Who Need Support
11	Consultation outcome of the joint carers commissioning strategy 2015 / 18. 2015	Qualitative only	2 organisations (not stated); 1 individual	Neath Port Talbot	Written or on- line submission	Carers Who Need Support
12	Neath Port Talbot Joint Commissioning Strategy 2015-18	Qualitative element	Not stated	Neath Port Talbot	Questionnaire; Have Your Say Event	Carers Who Need Support
13	Carers Information and Consultation Strategy ABMU 2013-16	Qualitative and Quantitative	Not stated	Western Bay	Questionnaires and events	Carers Who Need Support
14	Summary of engagement with carers and young carers in Swansea (6 documents/extracts)	Qualitative	Not provided	Swansea	Questionnaires and workshops	Carers Who Need Support
15	Welsh Assembly Government Consultation on Higher Education Regulations	Qualitative only	not stated	Western Bay	not stated	Carers Who Need Support
16	Summary Valuing Carers Snapshot Survey Draft 2016	Qualitative and Quantitative	66	Western Bay	Questionnaire	Carers Who Need Support

17	Bridgend Carers Centre Help Shape Our Future Services Survey	Qualitative and Quantitative	Qualitative extract only provided	Bridgend	Survey of members	Carers Who Need Support
18	Hillside Secure Children's Home Care and Social Services Inspection 2014	Qualitative only	Not stated	Neath Port Talbot	Inspection	Secure Estate
19	Crucial Crew submission to apse awards	Qualitative only	All Year six pupils in NPT. Numbers not given.	Neath Port Talbot	Multi-agency crucial crew days	Children and Young People
20	Play Sufficiency Assessment Late 2015 / early 2016. 2 documents.	Qualitative and Quantitative	Questionnaire that were submitted by 171 children/young people and 108 parents. • Summary of focus group responses	Neath Port Talbot	Questionnaire and Focus Group	Children and Young People
21	CSSIW fostering inspection report - March 2016	Qualitative only	Range of stakeholders; no children approached	Neath Port Talbot	Face to face interviews	Children and Young People
22	Aberavon Community Consultation 2016	Qualitative only	315 Year 9; community stakeholders in Aberavon; some organisational responses, but not listed	Neath Port Talbot	Questionnaire; Focus Groups; 1:1	Children and Young People
23	Commissioning Review Physical Disability	Qualitative only	Not stated	Swansea	Workshops	Health and Physical Disability
23a	Swansea Review of Social Work Model. Feedback from disabled people.	Qualitative only	not stated	Swansea		Health and Physical Disability

24	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
25	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
26	Changing for the Better The Results: PowerPoint extract	Qualitative only	Not referenced	Western Bay	Workshops	Health and Physical Disability
27	Western Bay Learning Disability Strategy Consultation 2014`	Qualitative only	Not directly referenced	Western Bay	Workshop	Learning Disability & Autism
28	People First Bridgend Submission	Qualitative only	9	Bridgend	Workshop	Learning Disability & Autism
29	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
30	Mental Health Commissioning Strategy for Neath Port Talbot	Qualitative only	Not stated	Neath Port Talbot	A number of events for users, families	Mental Health

	2014-17				and carers	
31	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
32	Western Bay Area Planning Board Substance Misuse Commissioning Strategy 2016-20	Qualitative only	Not stated	Western Bay	Workshop	Mental Health
33	Bridgend Mental Health Commissioning and Delivery Plan 2015-18	Qualitative only	Not directly referenced	Bridgend	Not specified	Mental Health
34	Swansea Commissioning Plan for Mental Health Services 2011-14 (3 documents)	Qualitative only	Not directly referenced	Swansea	Stakeholder workshop	Mental Health
35	Mental Health Commissioning Review Co-production Process 2016 (2 documents)	Qualitative only	Not directly referenced	Swansea	Workshop and Stakeholder review	Mental Health
36	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

37	Report to Social Care, Health and Housing Cabinet Board Consultation on withdrawal of subsidy paid to Coastal housing	Qualitative only	30	Neath Port Talbot	Booklet	Older People
38	Report to Social Care, Health and Housing Cabinet Board - Direct Service – Community Integrated Model 2016	Qualitative	<p>7 Staff meetings have taken place·</p> <p>8 Public briefings have been given at a number of representative forums and events across the County Borough including, Neath, Port Talbot and Pontardawe (open to all stakeholders)</p> <p>· 9 Client Carer meetings have taken place</p> <p>1 Meeting with education partners</p> <p>· 3 meetings with third sector partners</p> <p>99 out of 146 service users across Older Persons services. Were involved in the consultation feedback sessions.</p>	Neath Port Talbot	<p>7 Staff meetings have taken place·</p> <p>8 Public briefings have been given at a number of representative forums and events across the County Borough including, Neath, Port Talbot and Pontardawe (open to all stakeholders)</p> <p>· 9 Client Carer meetings have taken place</p>	Older people

					<ul style="list-style-type: none"> · 1 Meeting with education partners · 3 meetings with third sector partners 99 out of 146 service users across Older Persons services. Were involved in the consultation feedback sessions.	
39	Commissioning review of residential care, domiciliary care and day care (residential care only currently available). Five documents.	Qualitative	Not provided	Swansea	Workshop	Older People
40	The older people's listening project (covers Cwm Taf Health Board area, but provides a useful methodology). Published by Interlink.	Quantitative only	n/a	Wales	Bespoke methodology	Older People

41	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	Qualitative only	Bridgend: 294 Swansea: 73	Western Bay	Various	Older People
42	Commissioning Strategy for Care Homes for Older People 2016 - 2025	Qualitative only	Not stated	Western Bay	Consultation on draft strategy: • 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	Older People

					forums • Direct emails and phone calls feeding back views	
43	Evaluation of Intermediate Care: Formative Report 2016	Qualitative only	20 primary users and 7 carers	Western Bay	1:1 Interview	Older people
44	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
45	Ageing Well In Bridgend Consultation Report	Quantitative only		Bridgend	Questionnaire	Older People

46	Survivor feedback from the draft Violence Against Women, Domestic Abuse and Sexual Violence strategy 2016	Qualitative only	Not stated	Neath Port Talbot	Face to face	Survivors of Domestic Abuse
47	Service User Views of Substance Misuse Services	Qualitative only	8	Western Bay	Workshop	Mental Health