



COUNCIL – 23RD OCTOBER 2019

SUBJECT: ANNUAL PERFORMANCE REPORT 2018/19

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES

1.1 The attached report is due to be considered by Cabinet on 16th October 2019. The recommendations of Cabinet will be reported verbally to Council on 23rd October 2019.

1.2 Members will be asked to consider the recommendations of Cabinet.

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Appendix: Report to Cabinet on 16th October 2019



CABINET – 16TH OCTOBER 2019

SUBJECT: ANNUAL PERFORMANCE REPORT 2018/19

REPORT BY: CORPORATE DIRECTOR OF EDUCATION & CORPORATE SERVICES

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to present to Cabinet the Authority's annual self-assessment of its performance, the Annual Performance Report for 2018/19, and to seek the views and approval of Cabinet prior to its presentation to Council on 23rd October and subsequent publication on the internet by 31st October 2019.

2. SUMMARY

- 2.1 The Annual Performance Report is a statutory requirement under the Local Government (Wales) Measure 2009, it forms an important part of the Council's performance framework. The Council is required to assess its own performance and provide the public with a balanced picture of that performance.
- 2.2 The Council must also report progress on the six Well-being Objectives it set for itself within the Corporate Plan 2018-2023. The annual report represents the first year's progress on the five-year plan.
- 2.3 The Wales Audit Office is required to check whether an authority has complied with the statutory duty and to issue a 'certificate of compliance' in response. The Annual Performance Report demonstrates to the Wales Audit Office how we have met our duty.

3. RECOMMENDATIONS

- 3.1 It is recommended that Cabinet comment on and approve the Annual Performance Report 2018/19 as set out in Appendix 1.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 The Council is under a statutory duty to publish its Annual Performance Report by the 31st October each year.

5. THE REPORT

5.1 Cabinet endorsed the Council's Corporate Plan (2018-2023) in April 2018, the Plan was reviewed a year later in June 2019 to ensure its continued relevance. There are six long term Well-being Objectives within the Plan that Cabinet have set for the life of the administration.

5.2 Each of the six Well-being Objectives has a series of outcomes which set out what the Council hopes to achieve on behalf of citizens. This Annual Performance Report is the first year report against those six objectives within the five-year Corporate Plan.

5.3 **Well-being Objective 1 – Improve education opportunities for all**

We have made good progress towards meeting this objective with a number of actions being completed. There are other areas where substantial preparatory work has been undertaken involving key stakeholders to ensure collaborative models are developed. It is still early days and much of our evidence is qualitative so we need to do more work to evidence impact on quality of life beyond exam results and specific indicators.

5.4 **Well-being Objective 2 – Enabling employment**

Despite the difficult economic conditions we have been able to make good progress on this objective. Much of the delivery for employment support is funded by Welsh Government or the EU. The current grants have either been at a standstill or have faced a reduction for the last few years. This is increasing the pressure on budgets as many are staff related costs and these have been increasing due to incremental pay rises, all of which has to be met by a standstill or reduced grant.

Although the objective is over 4-5 years, the benefits for upskilling and enabling people into sustainable and well-paid jobs has a clear link to improving quality of life and lifting people out of poverty. There are some very positive results to report on this year.

5.5 **Well-being Objective 3 – Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being**

At the end of the first year of this five-year objective, we think we have made partial progress against our outcomes. We know from monitoring services that we continue to make a positive impact on the people who access housing related services.

To achieve our outcomes, we continue to work proactively with local housing associations and other third sector partners to deliver services that make a real difference to people's lives.

5.6 **Well-being Objective 4 – Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimizes the adverse impacts on the Environment**

Evidence to date shows that during 2018/19, generally good progress has been made against several of the key outcomes. However, these are longer term programmes that will not show any radical or immediate changes within our communities at this early stage of planned works. This means that we may not

have seen many significant changes to date as the development of strategies and proposals have been the priority during these initial phases.

5.7 Well-being Objective 5 – Creating a county borough that supports a healthy lifestyle

This objective is judged to be progressing well. While it is difficult to demonstrate impacts on outcomes on a year-by-year basis, we are able to demonstrate good levels of service user and community participation across a broad range of interventions and initiatives.

The adoption of the Caerphilly Sport and Active Recreation Strategy (2019-29) in November 2018 is a significant milestone. It sets out the future purpose and direction for the provision of sport and active recreation in Caerphilly County Borough; it establishes the key principles and vision which will inform future decisions and actions over the next 10 years.

5.8 Well-being Objective 6 - Support citizens to remain independent and improve their Well-being

This objective is judged to be progressing well. In many areas, the outcomes have already been completed and are now considered the core business of the Social Services Directorate. In the remaining areas performance against the outcomes is on track to deliver this objective and most importantly, there are no emerging risks to report.

5.9 Conclusion

At the end of 2018/19 we can demonstrate that we have made progress against each objective. We are able to identify what has gone well, what we have learnt and where we need to improve.

Following a review of the objectives and outcomes within the Corporate Plan (2018-2023) earlier this year, we concluded that the six objectives remain relevant.

6. ASSUMPTIONS

6.1 Unless a specific objective is judged as delivered in its entirety, or an assessment of data and public consultation responses change direction significantly, it is assumed these Well-being Objectives will continue during the course of the remaining four years of the Corporate Plan.

6.2 The resources to deliver Well-being Objectives are assessed within the context of the current Medium Term Financial Plan. Resources will be assessed annually but may reduce as a consequence of changes in the Medium Term Financial Plan.

7. LINKS TO RELEVANT COUNCIL POLICIES

7.1 Corporate Plan 2018-2023.

The current Corporate Plan 2018-2023 can be found on the internet. See link below:

Corporate Plan 2018-2023 Reviewed and updated for 2019/20 (PDF)

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The Well-being of Future Generations (Wales) Act 2015 requires a public body to set Well-being Objectives in order to maximise contribution to the social, economic, environmental and cultural well-being of an area. The Corporate Plan 2018-2023 is the vehicle which sets out our Well-being Objectives and how they contribute towards the national goals.
- 8.2 The Council is required to use the sustainable development principle in setting its well-being objectives and in delivering them. The Corporate Plan shows how the principle has been used in selecting the objectives. They have been chosen to consider the prevention of issues that may detrimentally affect well-being, each are considering the long-term factors that may improve or reduce well-being, the community view was used in setting the issues that local residents felt were important, the Corporate Plan considers how we act in collaboration with other bodies and how we integrate our activity across the authority and with partners. The detailed represented in the Annual Performance Report shows how we have continued to use the sustainable development principle in delivering our objectives.

9. EQUALITIES IMPLICATIONS

- 9.1 No specific Equalities Impact Assessment has been undertaken on this report; however the Local Government (Wales) Measure 2009 cites fairness and accessibility as part of the definition of what 'improvement' means. Page 57 of the Performance Report provides an update on equalities work for the year 2018/19. Delivery of the Well-being Objectives maximises our contribution to all the national well-being goals including 'A More Equal Wales'.

10. FINANCIAL IMPLICATIONS

- 10.1 Each Well-being Objective has a section identifying the resources needed to support delivery of the objective.
- 10.2 The resources to deliver the Well-being Objectives are assessed within the context of the current Medium Term Financial Plan.

11. PERSONNEL IMPLICATIONS

- 11.1 There are no personnel implications arising from this report.

12. CONSULTATIONS

- 12.1 This report has been sent to the Consultees listed below and all comments received are reflected in this report.

13. STATUTORY POWER

- 13.1 Local Government Measure 2009.

Author: Ros Roberts, Business Improvement Manager roberr@caerphilly.gov.uk

Consultees: Cllr Barbara Jones, Deputy Leader and Cabinet Member for Finance, Performance and Governance
Christina Harrhy, Interim Chief Executive
Richard Edmunds, Corporate Director for Education & Corporate Services
Mark S Williams, Interim Corporate Director, Communities
Dave Street, Corporate Director, Social Services
Steve Harris, Interim Head of Business Improvement and Section 151 Officer
Rob Tranter, Head of Legal Services
Keri Cole, Chief Education Officer
Sarah Mutch, Early Years Manager
Paul Warren, Strategic lead for School Improvement
Rhian Kyte, Head of Regeneration and Planning
Tina McMahon, Community Regeneration Manager
Shaun Couzens, Chief Housing Officer
Mark Jennings, Housing Strategy Officer
Marcus Lloyd, Head of Infrastructure
Rob Hartshorn, Head of Public Protection, Communities and Leisure Services
Gareth Jenkins, Assistant Director, Childrens Services
Jo Williams, Assistant Director, Adult Services
Kathryn Peters, Corporate Policy Manager
Anwen Cullinane, Senior Policy Officer Equalities and Welsh Language

Background: Corporate Plan 2018-2023 Reviewed and updated for 2019/20

Appendices: Appendix A - Annual Performance Report 2018/19



Annual Performance Report 2018/19



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TRAFODAETH CAERFFILI THE CAERPHILLY CONVERSATION



Reflections on the year 2018/19

From the Interim Leader of the Council, Cllr. Barbara Jones and Interim Chief Executive, Christina HARRY



It is with a great sense of pride that we provide this summary highlighting the many and varied achievements delivered by this council over the past 12 months.

We both agree that 2018/19 was once again a challenging year due to the ongoing financial pressures facing us, but this has done nothing to dampen the drive, enthusiasm and commitment of our staff and elected members who have a shared ambition to improve the lives of everyone within our community.

Over the last year we have also started our journey of transformation and the council has developed a blueprint which clearly sets out our direction of travel over the next few years.

This strategy is called '**#Team Caerphilly – Better Together**' and this reflects the team ethos that we are developing within the council and across the county borough as a whole.



Below we have outlined a few of the key developments during 2018/19 to provide a flavour of just some of the excellent work that is being delivered by #TeamCaerphilly!

- Caerphilly county borough council continues to play a leading role in shaping and delivering the aspirations of the **Cardiff Capital Region City Deal** partnership. The ambitious City Deal programme will deliver a far-reaching package of benefits to the region totalling £1.2 billion in investment. Jobs, regeneration and improvements to the transport network are key objectives of the partnership over the coming years.
- Cabinet gave the green light for **£110 million of investment** as part of Welsh Government's 21st Century Education and Schools programme in April 2018.
- Cabinet Members agreed to allocate £530,000 of savings to providing apprenticeship opportunities - **creating 23 apprenticeships** across a range of services.



- We approved plans to **tackle period poverty in schools**, with a task and finish group established to explore the options of introducing free female sanitary products into secondary schools for those in year 7 to 11.
- September saw the **vision for the future of housing** in the county borough agreed. This included a five year asset management strategy which outlines the overall approach that will be taken to ensure the councils housing portfolio continues to provide affordable, quality homes that meet customers' needs into the future.
- Ambitious objectives were announced to develop **new council housing** in the county borough, for the first time since 2003.
- July saw public consultation on the council's draft Sport and Active Recreation Strategy begin. The strategy set out a **10 year blueprint to get more people more active more often**. The strategy was formally adopted in November 2018.
- A number of sites in the Caerphilly county borough were awarded with the prestigious **Green Flag Award in recognition of their excellent facilities** and commitment to delivering great quality green space:
 - Morgan Jones Park
 - Ystrad Mynach Park
 - Brithdir Cemetery
 - Waunfawr Park
 - Parc Cwm Darran
 - Cwmcarn Forest
- In April we welcomed over 100 guests to a special event to **celebrate 100 years of the Royal Air Force**. Hosted in Penallta House the event saw the Lord Lieutenant of Gwent Brigadier Robert Aitken, Air Commodore Adrian Williams, local school pupils, members of the public and RAF representatives join together to celebrate the milestone birthday.
- The Childcare Offer for Wales was made available across the whole of the county borough saving working families up to **£4,725 in childcare costs**.
- In July we welcomed the start of works at Ty Du in Nelson. The completed site will provide **200 new homes** and more than **6000 sq m of employment space**.
- Our 4 star rated campsite at Cwmcarn Forest introduced **5 luxury glamping pods**. The site is also received another new addition when Caerphilly Adventures moved in to the site, offering rock climbing, abseiling, gorge walking, archery, mountain biking and surfing.
- Crowds descended on Bargoed to celebrate our annual **Armed Forces Day** in June. The event saw residents, business owners, invited guests and school pupils turn out to show their support.



- Our IT department were presented with **two Gold Performance Awards** in recognition of the management of its address and street information databases.
- In June full council voted unanimously to support the national campaign **Lucy's Law**, which aims to ban and outlaw third party puppy farming.
- A **£4 million project to transform the Monmouthshire and Brecon canal** into an adventure hub was given the green light for EU funding.

- **'Lifetime loans'** were launched in July to help eligible, vulnerable homeowners in the county borough make their homes safe and secure.
- The council's Asbestos Training Team won the **2018 UK Asbestos Training Association (UKATA) Workforce Development Award** in July.
- **Transcend Packaging** moved its main production base into the Caerphilly county borough in 2018. The packaging company has secured a major contract with McDonalds to supply biodegradable paper straws instead of traditional plastic products.
- August saw us join a number of other councils in launching the **'Proud Councils'** network, which highlights the partnership work that councils across the region do to advance equality within South Wales and to celebrate the diversity across our communities. The launch was held as part of Pride Cymru's Big Weekend in Cardiff.
- Islwyn High School was awarded the title of **Best Educational Building in Wales**. The school was constructed by Willmott Dixon Construction Ltd and designed by a collaboration between our 'in-house' Building Consultancy Department and AHR Architects Ltd.

As stated, this really is just a snapshot of what has been delivered by the authority over the past year. We feel privileged to be able to lead this organisation and work alongside dedicated colleagues within the Corporate Management Team and Cabinet to improve the lives of our residents.

We know that further tough times lie ahead, but we are confident that by adopting our #TeamCaerphilly approach we can meet these challenges and continue to deliver excellent services in a bold and ambitious way.

Cllr. Barbara Jones

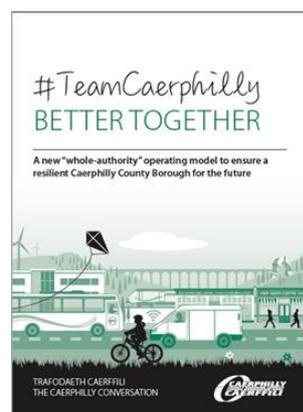


Interim Leader of
The Council

Christina Harrhy



Interim Chief Executive



TRAFODAETH CAERFFILI THE CAERPHILLY CONVERSATION



Introduction to our Well-being Objectives 2018/19

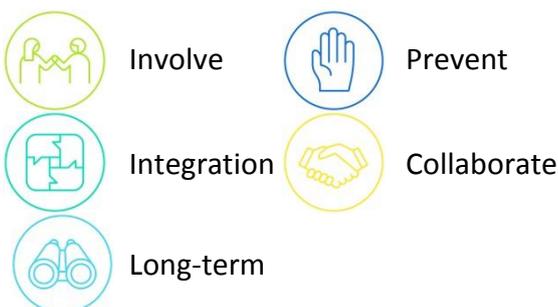
In 2018 we published our Corporate Plan for 2018-2023 with new longer-term Well-being Objectives, further details of which can be found on the Council's website;

www.caerphilly.gov.uk/CaerphillyDocs/Council-and-democracy/Corporate_Plan_2018-2023.aspx

The next few pages will tell you how we have performed against our intended outcomes under the following headings:

- How have we performed overall in 2018/19?
- What went well?
- What have we learnt and where do we need to improve?
- What impact are we making?
- What is our future focus?

We must use the sustainable development principle in everything that we do. Known as the five ways of working, we must consider the long term, understand causes to prevent problems occurring, collaborate and integrate with our partners and, importantly, involve our communities. How these principles were used to set each Well-being Objective can be found in Councils Corporate Plan 2018-2023 and relevant scrutiny reports for 2018/19.



Logo – provided by Future Generations commission

Our 6 Well-being Objectives

WBO 1	Improve education opportunities for all
WBO 2	Enabling employment
WBO 3	Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being
WBO 4	Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimizes the adverse impacts on the environment
WBO 5	Creating a county borough that supports a healthy lifestyle
WBO 6	Support citizens to remain independent and improve their well-being

For more detailed information on each Well-being Objective please click on the links above, which will take you the relevant Well-being Objective end of year Scrutiny reports.

Well-being Objective 1

Improve education opportunities for all

Our Well-being Statement

Over the past few years we have focused on improving young people's outcomes and non-vocational qualifications to provide more opportunities for further education or employment. This is still a priority, however we need to take a more holistic view of education through understanding issues in children's early years, for example how issues like poverty can affect attainment. Much has been done to develop a multi-agency approach and learn from relevant research, such as work on 'Adverse Childhood Experiences' (ACES).

We have also looked at how we can help those who are more vulnerable and unable to access a traditional pathway, as well as provide learning for young people and support for adults, to improve skills and provide more opportunities to enable employment. This objective is about preventing longer term issues for future generations that are associated with low

What are our outcomes?

1. Aim to reduce the impact of poverty within early years.
2. Raise standards of attainment.
3. Reduce the impact of poverty on attainment for both vocational and non-vocational qualifications to provide equality of opportunity.
4. Help those who are not able to follow a traditional attainment path.
5. Support learning that enables young and adult employment opportunities including a focus on 'future skills'
6. Improve 'digital skills' for all ages.
7. Improve the learning environment.
8. Safeguard all children and young people in order to create a climate for learning, particularly for those most vulnerable.

GWELLA... CYFLAWNI... YSBRYDOLI
IMPROVING... ACHIEVING... INSPIRING

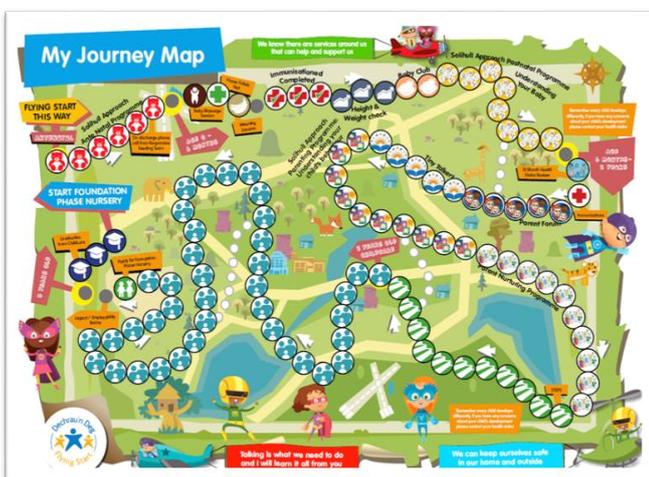


How have we performed overall in 2018/19?

We have made good progress towards meeting our well-being objective with a number of actions being completed. There are a number of areas where substantial preparatory work has been undertaken involving key stakeholders to ensure collaborative models are developed. It is still early days and much of our evidence is qualitative so we need to do more work to evidence impact on quality of life beyond national exam results and specific indicators.

Our actions would not be as effective or be achievable if delivered by single teams and without a culture of collaboration and partnership working across the service and its partners. This has been a focus over previous years to ensure that a wide range of contributions and perspectives shape strategy and implementation.

This has led to a co-production approach to the development of several pilots to ensure we all make the best use of our resources, an example of which is in the Flying Start Journey Map:



‘My Journey Map’ was designed by the Parent Network and has an accompanying booklet to help parents chart children’s milestones in their development. This is being shared and distributed across relevant Health Service areas



We launched our ‘Shared Ambitions’ Strategy this year establishing a vision for improving Education across Caerphilly county borough.

“Working together to deliver the best outcomes for our children”

This strategy will help to deliver the Well-being Objective, improving outcomes and life chances for our learners.

The Shared Ambitions Strategy will help to deliver outcomes 2, 3,6,7,8 and can be found at [Shared Ambitions](#)

What went well?

There has been significant work to support well-being of children and young people in schools including changing attitudes and knowledge of the impact of the home environment on children's well-being. Well-being can mean different things to different people and could be physical, mental or emotional. Improving the well-being of our children and young people, staff and school leaders is part of helping everyone achieve the best outcomes possible.

The psychology of well-being is complex and impacts on many aspects of young people's lives. This means our programmes to help young people can also be complex. These programmes are often referred to as 'attachment aware or relationship aware', these are about the psychology and understanding of how young people develop relationships and how this can impact on their well-being.

When adults who work with children or young people train to become 'relationship aware' they are in a better position to help them. An example of this is a working partnership between Educational Psychology and our Health Colleagues on a system called WARRN (Wales Applied Risk Research Network).

When a young person is at risk from a health point of view, for example, if they have suffered trauma from self-harm, they could return to school, where the school may be unaware of the event or be uncertain how to support the person who has experienced the trauma. We have explored how we can improve this process to make better connections between the various agencies mindful of the young person's needs so they can continue at school with the relevant support, and this is progressing well.

As well as how to create trauma informed schools, the majority of Caerphilly county borough Schools have received 'Adverse Childhood Experience awareness training.

We have secured capital funding for development of Welsh medium school places which will help to meet the growing demand for Welsh medium education. We have also secured capital funding for both English and Welsh medium childcare provision across the county borough. The model to develop childcare provision in purpose built environments on school sites will support transition for young children as well as give parents improved well-being with the security of knowing their child's needs can be met without transport or disruptive transition between locations for education and childcare.

In addition capital grant funding was also secured for the development for a community hub for athletics and sporting provision at Rhiw Sir Dafydd Primary School site.

Over recent years we have successfully delivered the 21st century schools Band A programme which was £56.5 million on seven significant state of the art school builds. The successful management of the project expanded the number of schemes delivered.

Families First is an early intervention/prevention programme which supports families with a variety of needs. Each Local Authority shapes the Programme based on local need and is one of our steps to tackling poverty.

18 projects delivered comprehensive family and young people support to non-Flying Start families. Following support, **94%** of individuals report improved family relationships; **98%** of participant parents reported improved ability to support their child's learning and development needs and **99%** of individuals report an improvement in family resilience.

Despite an increase in 2017/18, trends over time indicate that work to reduce the number of young people not in education, employment training (NEET) is working as we reduce from 2.5% to 2.2% which was **40** out of 1853 year 11 pupils.

Inspire 2 Work has supported:

- 160** NEET young people (age 16-24)
- 95** have gained qualifications,
- 40** have gained employment and
- 9** have progressed to further learning opportunities
- 500** people visited the **LIVE VACANCY EVENT** as part of **National Apprenticeship Week**

Other employment support such as our Inspire 2 Work is making very good progress.

To improve digital competency in schools the Education Achievement Service (EAS) recruited six Caerphilly Learning Network schools to lead on the development of Information Communications Technology (ICT) and digital competence across the region.



Estyn Inspections indicate good provision for ICT across Caerphilly schools and we have recently re-established the ICT Digital Skills Team consisting of ourselves, EAS and schools representation.

This is a developing area and we need to implement a single plan to ensure that delivery of service by all partners is comprehensive and avoids duplication.

Attainment at Foundation Phase remains above the Wales average, the slight decline in 2018 is less than the Wales rate. Since 2016, attainment at Key Stage 2 has been above the Wales average.

Attainment at Key Stage 3 is still below the Wales average, although the rate of improvement is above the Wales rate. The attainment detail below with more narrative can be found in our Shared Ambition Strategy which can be found at www.caerphilly.gov.uk

Caerphilly 2018 Attainment Datasheet

The table below sets out the Council and Wales Average performance across each of the key stages over the last four years:

- ❖ Foundation Phase (FP) Pupils Aged 3-7
- ❖ Key Stage 2 (KS2) Pupils Aged 7-11
- ❖ Key Stage 3 (KS3) Pupils Aged 12-14
- ❖ Key Stage 4 (KS4) Pupils Aged 14-16
- ❖ Key Stage 5 (KS5) Pupils Aged 16-18

Trend		2015	2016	2017	2018	1 Year improvement
Foundation Phase FPI	Caerphilly	89.2	88.6	88.9	86.7	-2.2
	Wales	86.8	87.0	87.3	82.6	-4.7
KS 2 CSI	Caerphilly	87.4	90.4	90.1	89.7	-0.4
	Wales	87.7	88.6	89.5	89.5	0.0
KS 3 CSI	Caerphilly	80.3	82.0	84.1	87.8	3.7
	Wales	83.9	85.9	87.4	88.1	0.7
KS 4 L2 Threshold E/W & M	Caerphilly	52.6	53.0	49.9	46.9	-3.0
	Wales	57.9	60.3	54.6	55.1	0.5
KS 5 L3 Threshold	Caerphilly	97.7	97.1	96.8	97.5	0.7
	Wales	97.0	98.0	97.1	97.6	0.5

Note: There have been changes to the Key stage 4 examinations since 2017 which make true like for like comparisons difficult.

What have we learnt and where do we need to improve?

Attainment at Key Stage 4 shows a faster rate of decline than that across Wales. Performance is still below the Wales average, with the gap widening. We need to improve our performance at Key Stage 4 and place a further emphasis on the performance of boys and pupils identified as receiving free school meals across all phases of education.

In terms of school support we want to reduce the number of secondary schools requiring the highest levels of support (classified as amber and red) and

reduce the number of secondary schools in Estyn Statutory Categories and in 'Estyn Review' following statutory inspection.

We will be improving our data collection, tracking and monitoring for vulnerable pupils, so we can make more effective use of the data to improve their performance and ensure higher quality educational experiences.

What impact are we making?

Our data shows there is an increase in demand from parents across the county borough for Welsh medium schools. When we looked at the impact of increasing places in Welsh medium schools we identified that the impact would be an increase in the need for child care too.

So we jointly pooled our resources within departments, schools and the third sector to bid for money to increase both Welsh medium school places and Welsh Medium child care provision.

As a result we have been successful in getting funding to provide additional childcare across the county borough by 2021 totalling **£5.1million** investment. We have also secured funding totalling **£5,458,495** for infrastructure so we can increase places in Welsh medium schools through a range of building options.

We secured **£850,000** to further expand places in childcare in our Welsh medium school settings. This significant Welsh Government investment over the coming years will increase places and accessibility and provide purpose built structures to meet the needs of all children and young people. This will contribute towards the national well-being goal of a 'Wales of thriving Welsh language'.

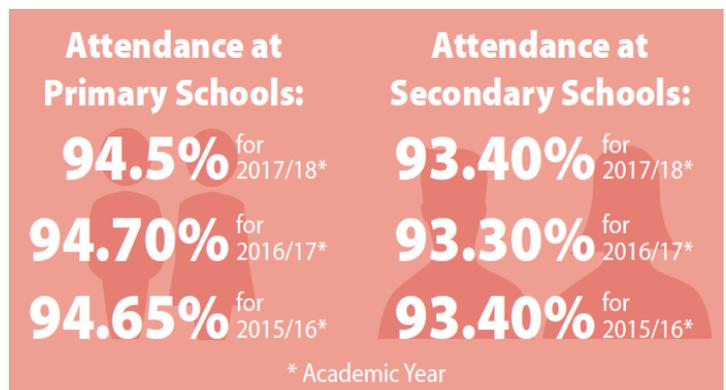
Our Families First programme showed 3,874 of 4,317 (**90%**) participants reported improved emotional and mental well-being over the two year period. **97%** of children improved their speech, language and

communication skills and **96%** of families felt they could contribute to changes in their lifestyles and behaviours.

The Welsh Government free child care offer saw funded placements increase from **550** placements (April to August 2018) to **1190** funded placements (September 2018 to March 2019) reducing the cost of childcare to eligible working families. The majority of applications are from parents earning less than £26,000 per year, helping families' access employment and tackling poverty.

Attendance at both primary and secondary schools improved in the Local Authority rankings. Secondary attendance improved from 21st in 2016-7 to **18th** in 2017-18. Primary attendance improved from 17th in 2016-17 to **14th** in 2017-18.

Primary results remain stable over the past 4 years and Secondary has increased slightly overall since 2015 but this is still just below the All Wales average, so we know there is more to do.



We have contributed to the implementation of an initiative called **SPACE** (Single Point of Access for Children's Emotional Well-being) for multi-agency discussion on mental health referrals for children and young people. This model will have a single referral so that families only have to tell their story once and this will identify the most suitable service. This aims to reduce duplication and prevent numbers of families sitting on multiple waiting lists.

What is our future focus?

- Review the quality of provision for vulnerable groups and tracking of outcomes to ensure high quality education experiences.
- Improve attainment at Key Stage 4, attendance and exclusions across Caerphilly schools through delivering our Shared Ambitions Strategy
- Delivering Band B of the 21st Century Schools programme following the success of our Band A 21st Century Schools programme
- Undertake a review of Post 16 and Single Sex provision across Caerphilly county borough and further improve our surplus places position
- Prepare the organisation and our schools to ensure the requirements of the new Additional Learning Needs (ALN) Act can be met so that all children with additional needs can be appropriately supported.
- Engage stakeholders in shaping future delivery.

We have **assessed** our objective based on the Future Generation Commissioner's 'Journey Checker'. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty. At this time we believe we are **being more adventurous** in delivering this objective and are moving closer to 'owning our ambition', which means we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.



CASE STUDY

We are one of the first Authorities to pilot a new programme called '**Roots of Empathy**'. This is an exciting and practical way of promoting emotional well-being for younger children.

To give a simplified explanation, a practitioner (maybe a teacher) will bring their baby to the class room for young children to observe, and learn through observing interaction with the baby, asking what makes the baby smile. What makes the baby sad? Can the children recognise emotions and the reasons for them? The purpose is to help young children grow empathy and understanding of behaviour through observing behaviours in others. This could help them in their relationships with their classmates or in their home environment.

Word of mouth feedback is very positive, however as practitioner training is extensive we are carrying out a detailed evaluation and will be able to tell you more about the results of this next year.

Well-being Objective 2

Enabling employment

Our Well-being Statement

This objective is about enabling people to be ready for jobs to help prevent longer term problems that are associated with low skills and lack of employability. We want to contribute towards overall issues that affect employment within the local economy.

For those further from the job market we offer many related support programmes to help get in a position to be work ready. Low level mental health need, low motivation, lack of confidence and other factors play a part in getting a person to a position where they are ready to train, or write a CV, or attend an interview. We have to recognise that we cannot, as a Local Authority, solve unemployment issues as national economic growth is one of the key determinants in the availability of jobs, though we continue to do deliver as much support as we are able.

Employment is still seen as one of the main routes out of poverty so it is important that we look at ways we can equip people for 'sustainable' and 'well paid' employment.

Education is a key factor in this and we have outcomes to improve our standards of attainment within our Education Objective (WBO1).

What are our outcomes?

1. Aim to reduce the impact of poverty by supporting people into better employment prospects.
2. Meet the targets of the European Social Fund programmes of getting people skilled and into work.
3. The Council will use the value of its third party spend to bring greater social and economic regeneration to the communities we serve.
4. Use investment in the housing stock to increase the number of skilled, qualified workers and tackle worklessness by providing apprenticeship, training and work placements with our in-house workforce and building contractors.
5. Ensuring local delivery of work programmes aligns and maximises opportunities from the Cardiff Capital Region City Deal.

LLE GWYCH I WNEUD BUSNES
A GREAT PLACE TO DO BUSINESS



How have we performed overall in 2018/19?

Despite the difficult economic conditions we have been able to make good progress on this objective. Much of the delivery for employment support is funded by Welsh Government or the EU. The current grants have either been at a standstill or have faced a reduction for the last few years. This is increasing the pressure on budgets as many are staff related costs and these have been increasing due to incremental pay rises, all of which has to be met by a standstill or reduced grant.

Although the objective is over 4-5 years, the benefits for upskilling and enabling people into sustainable and well-paid jobs has a clear link to improving quality of life and lifting people out of poverty. There are some very positive results to report on this year.

What went well?

Our ambitious **Programme for Procurement** endorsed by Cabinet (May 2018), gives greater opportunity for more ethical procurement of the local supply chains. Examples are; 3 suppliers working on our Housing and WHQS programme retained **17** jobs, created **41** new full time employments opportunities within 3 businesses and **9** apprenticeships were secured.



All three contractors also purchased **100%** of their materials with Caerphilly based suppliers; further supporting the local economy. A number of local community initiatives were supported including the sponsorship of local rugby and sports teams, donations to CCBC Armed Forces day and the Christmas Food Bank appeal. This would not be achieved without an innovative approach to Procurement and local Small Medium Enterprises (SME's)



We have supported a good number of people into employment. The Communities for Work (CfW) programme continue to be a huge success with a range of support offered to tackle specific barriers. Working alongside Communities for Work is the new Welsh Government funded Communities for Work Plus programme, which started in April 2018. One of the benefits of the plus programme is the ability to support anyone regardless of eligibility, this means employment support is available to all residents of the county borough.

One particular area to note is our growing joint planning with the early years programme, Flying Start. This is building links with parents who are currently economically inactive. Positive links with local Job Centres, including regular daily and weekly attendance at Job Centres by Employment Mentors, has ensured that they remain our primary source of referrals into the employment programmes.

We have co-located all our staff to deliver different employment and community empowerment work in joint locations within communities, and this provides more informal opportunities for engagement, such as walking groups and coffee mornings, amongst those who may be less likely to engage with more traditional employment outreach activities.

The Bridges into Work 2, Inspire 2 Work (I2W) and Working Skills for Adults 2 partnership working is extremely successful especially at networking events and employability events. Outreach meetings in libraries are working well and making access to support easier for participants living around the county borough.

What is Communities for Work?
It is a programme that gives intensive mentoring support for those who have been unemployed for 12 months or more within the most deprived areas (formerly known as Communities First areas) in Caerphilly. It is funded by the EU European Social fund.

What is Communities for Work Plus?
It is a new Welsh Government funded employability support aiming to “fill the gaps” with mentoring-based help for people who do not meet the formal criteria to access other programmes.

The **Cardiff Capital Region City Deal (CCR)** unveiled its five-year business plan for South-East Wales last year with the overarching economic objective to create **25,000** new jobs and leverage **£4billion** in private sector investment. One of our aims is to ensure the skills programmes we deliver locally supports and benefits from the Cardiff City Region City Deal. To date, the CCR Graduate Scheme is the only scheme that has been piloted as part of the skills programme, although more are being developed. While there is no specific fund set aside for skills as part of the City Deal (there was a cost estimate made for an earlier version of the Skills for the Future programme that has

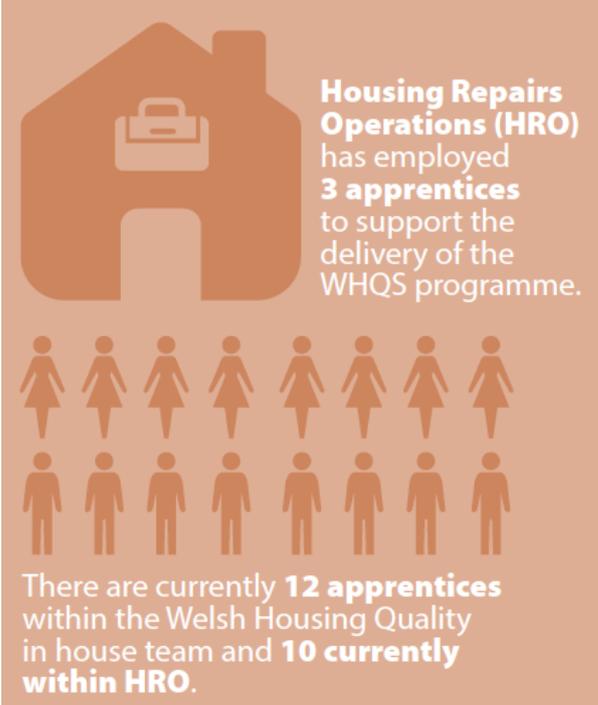
evolved significantly), there will be initiatives that will deliver outputs from the original business case, such as apprenticeship starts, upskilling etc.

These will focus more on the approach and prioritisation outlined in the CCR Industrial and Economic Growth Plan.

<https://www.cardiffcapitalregion.wales/wp-content/uploads/2019/02/ccr-industrial-and-economic-growth-plan-english.pdf>

The Nurture Equip and Thrive (NET) project has started very well and has developed excellent links with the Housing Team. NET provides advice and guidance to those people in employment who are suffering in-work poverty due to under employment in order to obtain additional hours or a second income

One of the main Wales Housing Quality Standards (WHQS) programme contractors has employed two members of staff that were previously unemployed for over 26 weeks, employed **3** apprentices and provided **4** work experience placements during 2018/19.



Housing Repairs Operations (HRO) has employed **3 apprentices** to support the delivery of the WHQS programme.

There are currently **12 apprentices** within the Welsh Housing Quality in house team and **10 currently within HRO.**

We are working closely with CADW to develop their 5-year masterplan for investment in Caerphilly Castle, to develop the visitor economy further for the benefit of the town and the region. Regular meetings are now scheduled between the two organisations to ensure we work together towards achieving the goals set out in our plans for that area.

Caerphilly has been identified by Welsh Government's Valleys Task Force as a Strategic Hub and the Council is working collaboratively with the Valleys Task Force to drive forward economic growth in the town

What have we learnt and where do we need to improve?

Engagements for Priority 1 (adults 25+) within the **Communities for Work (CfW)** and **Communities for Work Plus (CfW+)** programme remain under target. This has been a problem since the start of the programme as participants within this priority group (especially those within the "Economically Inactive" category) have proved particularly difficult to engage and often have the most complex barriers to work.

It has become apparent that this is a problem across a range of employment programmes and across Wales in general. However staff are always considering new and innovative ways to address this issue and we are planning a greater and more effective use of social media to promote the projects, the opportunities available and some of our various successes

Within the **Bridges into Work 2, Inspire 2 Work and Working Skills for Adults 2** programmes, referrals are slow at the moment, but that seems to be across the board as partners are reporting similar issues. For example, the waiting lists for additional support in mental health are incredibly long, support in this area is limited across the county borough. This is a challenge when looking at how the employment support programmes could work better.

Transport also remains a significant barrier for participants, with a lack of transport to accommodate early starts and shift patterns often resulting in participants being unable to take up opportunities.

Delivery of our Well-being Objective number 4 (Improving Transport) will have an impact on enabling employment as it aims to provide a more integrated and effective transport network and address transport challenges.

Our **Employment Mentors** work hard to build relationships with employers across the county borough, resulting in a range of opportunities including placements and paid employment, it has been recognised that this process has taken place on an ad hoc basis so far, with links being made as and when a participant has required a relevant opportunity; a more joined-up approach is required. So we have recruited a new Business Liaison Officer with the aim that this role will be able to implement a more joined-up approach and provide a more consistent offer to employers, with the aim of truly linking the needs of unemployed participants to labour market demand across the county borough.

What impact are we making?

Our **Programme for Procurement** is already impacting the way in which we do business. It enables opportunities for local jobs directly and through our wider supply chains. It supports wider environmental issues such as the reduction of plastics through our supply chain and carbon reduction in the use of environmentally friendly products.

Recent figures gathered through the Welsh Government Community Benefit Measuring Tool show that, in the case of the WHQS contractor's for every £1 spent by the council £2 was reinvested in the Welsh economy. This 'multiplier effect' comes as a result of contractors employing people from Wales who then reinvest the money back into our communities.

The amount of people we are helping to get into the job market or providing opportunities to enable people to gain qualifications to improve their job potential and well-being is shown below:

Communities for Work - 246 people have been supported into employment across both programmes. Below is the breakdown of the main work programmes for 2018/19

Communities for Work Priority 1 (Adults aged 25+)	Annual Target 2018/19	Annual Outcome 2018/19
Engagements	240	104
Job Entries	24	39
Priority 3 (Young People/NEETs aged 16-24)		
Engagements	96	106
Job Entries	48	62

Communities for Work Plus	Annual Outcome 2018/19
Engagements	401
Job Entries	145
Vocational Training	147
Basic Skills	24
Work Placements/ Paid Opportunities	6
Preparation for Employment	32
Volunteering	30

Bridges into Work 2	Annual Outcome 2018/19
Participants Supported	145
Qualifications Gained	95
Voluntary Placements Completed	57
Gaining Employment	25

What is our future focus?

We are working with partners Mott MacDonald/The Urbanists who have developed a place-making plan which aims to have a dramatic effect on Caerphilly town centre. This will improve the town's overall visitor offer and help Caerphilly Castle become a Tier One Visitor attraction. We will help the town centre diversify so it no longer just focuses on retail. In an environment where retail is under pressure across the UK, diversifying the town's offer will allow the town to become more resilient to this change.

Implementing some of the main projects within the place-making plan will encourage more activity in the visitor economy, bring more dwellings to the town centre and provide more opportunities for non-retail businesses to prosper. For example:

- A new landmark public transport interchange at the site of the current bus/rail station
- A quality hotel development at Park Lane, Caerphilly
- CADW implementing their 5-year masterplan to turn the castle into a Tier One destination
- A new mixed use development at Pentreban Street, Caerphilly
- Developing our residual land at Caerphilly Business Park
- Identifying opportunities for expansion at Castle Court Shopping Centre
- Developing a restaurant quarter around the Twyn area of the town

This will bring benefits to the wider community; provide local job opportunities; allow local businesses to benefit from new local supply chains; and bring construction opportunities when these projects are developed.

Understanding the issues of planning at a town and county borough level will help to stimulate business growth, and ensure we are joining up with relevant programmes like the Cardiff Capital Region City Deal.

A new programme of external works is about to take place in Lansbury Park housing estate, Caerphilly. We will work closely with the contractors to create training and placement opportunities. Work is underway to schedule an 'Induction to Construction' event which is designed specifically to raise awareness of the many employment opportunities on offer within construction and engage people who may not have thought of a career in that sector.

We will continue to work through our action plan and address the challenges that we have identified.

We have **assessed** our objective based on the Future Generation Commissioner's 'Journey Checker'. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty. At this time we believe we are **owning our ambition** in delivering this objective, which means we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.



CASE STUDY

Reducing the impact of poverty has always been a collaborative effort, for example, employment staff from Communities for Work and Communities for Work Plus are working more effectively in partnership with the programme for young children (0-4 years of age) called 'Flying Start', to build links and involve parents who are currently not in employment or unemployed. As a result of work led by the teams and mentors, a group of parents from Graig-y-Rhacca who attended a 'train the trainer' training course have developed their own session/course based on their own real life experiences. They are planning to deliver this to other parents who have completed the Flying Start 'STEPS' course, to motivate them towards employment.

If you need help or support for getting back to work – click here



<https://www.caerphilly.gov.uk/Services/Jobs-and-training/Help-to-get-back-to-work/Community-Regeneration-Employment-Support>

Or you can call **01685 844353**



Well-being Objective 3

Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being

Our Well-being Statement

Research has consistently demonstrated a strong link between housing, health and well-being. The issues we are trying to address are complex and multifaceted and cannot be addressed through one single action. There are over 79,157 dwellings in the county borough, of those 10,717 are Local Authority housing, 4,000 are Social Landlord, 54,711 are owner-occupied and 9,730 privately rented*. The type of housing in these sectors varies widely. There are currently over 4,500 households waiting on the common housing register and demand is far outstripping supply. The most recent assessment of the housing market showed a requirement for affordable homes with the largest requirement being for single person accommodation.

Studies have shown that the number of incidents of poor mental health is higher for social housing tenants than it is for homeowners. Social Landlords in the county borough have noted an increasing number of new tenants with mental health conditions who require support, in order to sustain their tenancies.

In response to changes in legislation the council has increased services to address homelessness. Despite the additional services that have been put in place the number of people requiring assistance with homelessness has still increased. Relieving this issue will not only greatly assist those affected but will also reduce costs to the Council, the Criminal Justice System and the Health Service.

Many households in the county borough are on low incomes and struggling to adequately heat their homes leading to fuel poverty, which makes people more susceptible to poor health and reduced well-being. By providing advice and making homes more energy efficient, including the development of new energy efficient homes, we can help reduce the overall level of fuel poverty. Social landlords support the health and well-being of people in their own homes via the delivery of adaptations, to promote independent living.

**Latest Dwelling stock estimates by tenure March 2019 Stats Wales.*

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YOUR HOMES, YOUR FUTURE



What are our outcomes?

- 1a. All council housing is improved to meet the Welsh Housing Quality Standard (WHQS) by 2020.
- 1b. Implement an Asset Management Strategy to maintain the condition of the housing stock following WHQS attainment.
2. Increase the provision of new, affordable, social housing that meets the 'Lifetime Homes' principles and identified needs, whilst supporting the governments' innovative housing programme.
3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes.
4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes in the private sector back into use.
5. Tackle the determinants of poor health and well-being by improving housing conditions in the private sector.
6. Prevent homelessness and tackle rough sleeping.
7. Sustaining tenancies by providing a range of housing related services.
8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.

How have we performed overall in 2018/19?

At the end of the first year of this five-year objective, we think we have made partial progress against the overall objective. We know from monitoring services that what we have delivered throughout the year that we continue to make a positive impact on the people who access these services. For example the income maximisation work being undertaken by Tenancy Support Officers has helped to increase household income and sustain people's tenancies, older and vulnerable tenants have been provided with housing support services within their homes, homelessness prevention activities have impacted positively on reducing rough sleeping,

Energy efficiency works to the housing stock have contributed towards addressing fuel poverty and reducing carbon emissions. Adaptations have also helped disabled people to maintain independence in their homes.

To achieve our outcomes, we continue to work proactively with our housing association and other third sector partners to deliver services that make a real difference to people's lives, e.g. providing new affordable housing to meet identified housing needs and advice and assistance to help people manage their finances.

Ongoing budget pressures facing Local Government and the requirement to satisfy the Council's Medium Term Financial Plan priorities may impact on our ability to improve on current levels and standards of service delivery in some areas and to identify additional resources to invest in new services to meet the changing needs and aspirations of our service users.

What went well?

Good progress has been made against each of the eight outcomes which underpin this objective.



Some examples of achievements to date include:

- The WHQS investment programme is on track to be completed by the target date of December 2020.
- We know from tenant surveys that customer satisfaction is reasonably high.



We also know from research carried out by Carmarthenshire Council and Swansea University that the improvements made to tenants' homes as part of the WHQS programme have a positive impact on health and well-being.

We have spent approximately **£2m** providing a range of adaptations to enable disabled people to live independently in their own homes, including funding services provided by Care & Repair our third sector partners.

We have assisted council housing tenants to sustain their tenancies, developed training for key staff and reviewed our housing management procedures. We have provided support and assistance to tenants to mitigate the impact of welfare reform, which involved making **2035** home visits.

This support is important because changes by the UK Government to simplify the Welfare Benefits System and to make sure people are better off in work than on benefits have, in some instances, had a negative impact on household income, affecting tenancy sustainability with the potential to increase in homelessness, which ultimately can impact on service delivery.

This year our housing association partners accessed **£9m** of Welsh Government funding to build **new affordable homes** in the county borough to address housing needs identified

by the Council. In addition, the housing associations have accessed a different Welsh Government funding stream to build **57** highly insulated homes in two locations and the Council has purchased 5 long-term, empty properties that will be fully refurbished and added to our stock.

We have provided financial assistance to landlords to support bringing long-term empty homes and buildings in the private sector back into beneficial residential use. Through our direct action we have returned **36** long-term empty homes in the private sector back into beneficial use.

We have undertaken a number of projects to prevent homelessness and tackle rough sleeping including working with other local authorities to produce a Regional Homelessness Strategy and worked in partnership with Cornerstone, our third sector partner, to provide the Church's Night Shelter Project to provide relief for street homeless.



We have developed a referral process, in association with Citizens' Advice, for Council tenants threatened with homelessness, where a Debt Relief Order or Bankruptcy Order could be considered to prevent the homelessness situation. To date 38 tenants have been referred.

We have tackled fuel poverty through a range of methods including applying for Welsh Government funding to carry out energy efficiency improvements, providing energy efficiency advice and referring people to the NEST energy efficiency improvement scheme.



We have provided loans and grants totaling approximately

£794,000

to improve owner-occupied homes.



We currently use a range of methods to communicate the results of the actions undertaken and these include press releases through the Council's Communications Team or through a partners' team, through social media, the Council's website and via a regular tenants' newsletter.

What have we learnt and where do we need to improve?

We have noted a number of challenges throughout the year that have impacted on the following outcomes/actions:

The percentage of tenants, who are satisfied with the external works carried out under the WHQS investment programme, albeit reasonably high, is lower than those satisfied with internal works.

As a result we are looking to improve the level of communication provided to tenants and improve feedback with the aim of increasing satisfaction.

Our housing association partners were unsuccessful in their application for Welsh Government funding under year 2 of the Innovative Housing Programme. The respective developments will still go ahead, however, with a lesser energy efficiency standard applied.

To fully utilise the Welsh Government Affordable Housing Grant, which will increase the number of new Council homes, we have restructured and created a post that will lead on this process. As we were unable to fully use the grant in 2018/19 due to the approval process and resources available to deliver the new build project, Welsh Government

have agreed to carry over the 2018/19 funding into 2019/20 with some caveats in relation to the timescales for drawing down the money.



86% of tenants were **satisfied** with the **internal work** completed to their homes.

71% of tenants were **satisfied** with **external works** completed to their homes.

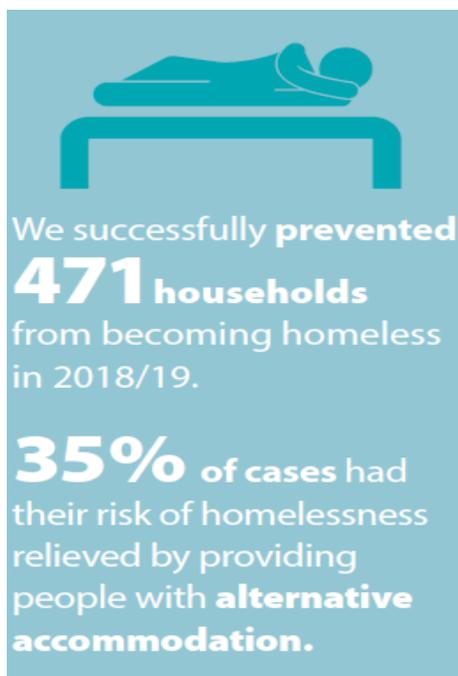
We returned **36** empty properties in the private rented sector into use and this is positive, however this is not as many as we had planned and we hope to improve the numbers in the coming years.

The Shared Housing Pilot Project for single people under 35 was terminated due to issues with occupancy agreements and the cost implications under the Housing Benefit 'exempt status' categorisation. Other options will now be considered to address the housing needs of this group.

Despite the additional support provided to our tenants who have been impacted by Universal Credit, rent arrears have increased. This will continue to be monitored and assessed to determine the underlying causes and what additional interventions and support could be provided.

What impact are we making?

It is difficult at this early stage of the objective to be make predictions about the likely outcome of this objective at year five, however our evidence shows should progress be maintained over the course of the next four years, we will see definite improvements to social and some private housing that would improve people's well-being.



What is our future focus?

We will continue to meet the Welsh Government deadline and have all WHQS work completed by 2020.

[WHQS Improvement Scheme](#)

Caerphilly Homes are in the process of drafting a Development Strategy which aims to set out a clear framework to increase the number of affordable homes (including those for social rent) available within the county borough.

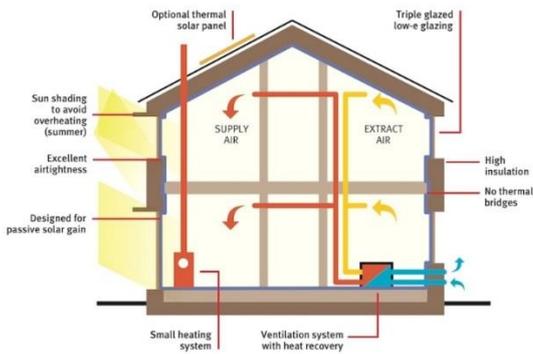
The strategy will set out an ambitious programme to develop homes that focus on meeting housing demand, are 'Future Ready' and energy efficient. The strategy will also propose that the Council's in-house workforce should be involved in delivering aspects of some new developments as a means of using and enhancing existing skills and retaining jobs.

In 2018, we accessed Welsh Government funding specifically designated to assist local authorities to increase housing supply. This funding was used to purchase 5 ex-council properties from the Private Sector, which will be refurbished by our in-house team and returned to our social rented stock to address housing needs. During 2019 we plan to undertake the purchase of more ex-council properties and convert the surplus communal areas of two sheltered housing schemes into flats, before the funding opportunity ends.

We are also exploring opportunities with our housing partners to build new council homes on sites we own in the county borough via this funding stream.

Two of our housing association partners are currently on-site in the county borough developing highly efficient and low environmental impact homes using Passive House technologies. Linc Cymru is redeveloping the former Magistrate's Court in Caerphilly, having accessed Welsh Government Innovative Housing Funding and United Welsh are redeveloping the site of the former Cwm Ifor Primary School. The housing associations plan to undertake an evaluation into the success of their schemes by 2021/22.

This information will be used by the Council and its partners to assess the use of Passive House technologies on future developments.



Passivhaus (or Passive House) is an advanced low energy construction standard for buildings. By using high performance insulation and effectively eliminates heat loss to create a building with very low environmental impact.

We have **assessed** our objective based on the Future Generation Commissioner’s ‘Journey Checker’. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty. At this time we believe we are **being more adventurous** in delivering this objective and are moving closer to **owning our ambition**, which means we are stepping out of a ‘business as usual mind set and acting to change how things are currently done.



CASE STUDY

In 2018 tenants in Claude Road, Caerphilly received internal improvements to their homes as part of the Council’s Welsh Housing Quality Standard (WHQS) programme.

Improvements carried out to one tenant’s home included a new kitchen, bathroom and electrical rewire. Following an assessment with an Occupational Therapist from the Council’s WHQS team the tenant’s bath was replaced with a walk-in shower to make it easier for them to access. As the tenant had a hearing impairment, an under pillow vibration pad was also fitted as part of WHQS improvements which links to the smoke detector to alert them in case of a fire during the night.

The tenant said “The team who worked in my home were very considerate, making sure they cleaned up at the end of every day and checking that I was OK during the work. Even when we had bad snow and the team couldn’t work, they still came to make sure that my heating and cooker was working. My new kitchen and bathroom are fabulous; I never thought they could improve them so much. “If I’d paid for the work myself I wouldn’t have got better.”

CASE STUDY

Family J consists of a married couple plus 4 children who had been on the common housing register since 2016. One child (aged 9) has quadriplegic cerebral palsy and is a wheelchair user. The family lived in a 2 storey, 4 bedroom property and were physically carrying their child up down stairs, which was deemed a risk to both the parents and the child. The property was assessed by an occupational therapist (OT) and technical officers as not being suitable for adaptation.

The family ideally required a level access 4/5 bedroom bungalow or a 2 storey property with either ground floor bedroom/bathroom/WC accommodation or the provision of a through floor lift to access a first floor bedroom. The property needed ease of access and circulation space for use of a wheelchair and a wet room facility. The family wished to remain close to the children's school. They were assessed by the Housing Occupational Therapist (OT) as requiring a highly accessible property and it was identified that there was no suitable accommodation currently in the stock profile.

In 2017 we worked together with First Choice Housing Association (FCHA) to resolve this family's housing difficulties. The Housing OT considered several available privately owned properties. In January 2018, we viewed a suitable property that with adaptations would meet the family's long-term needs. It was also in the school catchment area and the family's first preferred rehousing area. FCHA purchased the property using grant funding. We worked with FCHA to ensure that the property met the child's needs by providing ramped access, provision of an en-suite bathroom to the ground floor bedroom and a ceiling tack host. Following completion of refurbishments and adaptations the family moved into the property in December 2018. The family has described the move to be 'life changing' for them all.

Well-being Objective 4

Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimizes the adverse impacts on the Environment

Our Well-being Statement

Through public consultations, partnership and collaborative working arrangements our evidence shows that the current infrastructure is not coping well as there is too much traffic congestion, traffic which is not able to readily cross valleys; trains and buses can be expensive or don't necessarily run at suitable times or locations to get to work. Existing trains are tired and there is a high dependency on car usage. We need to continue to develop our transport infrastructure as over 24% of Caerphilly's population don't have access to a car.

This means that good quality transport networks are crucial for the safeguarding and well-being of our environment and the people it serves, to enable and enhance access to education, jobs, leisure and other quality of life opportunities. It is also important that we conserve the use of resources and consider the impact of carbon emissions on our planet. In addition congestion affects the health of our communities.

Connectivity throughout our county borough and our bordering areas is vital for, bringing work into our localities (attracting businesses and sustaining or improving our economy and minimising commuting), for our citizens to be able to access work for accessing wider facilities and opportunities that offer prosperity for our future generations.

Evidence shows that, investment is urgently needed to secure our future and ensure that our people and communities prosper, stay healthy, become more cohesive, have equal access to opportunities and that we all minimise our global impact. The Welsh Government (WG), Department for Transport (DfT) and Cardiff Capital Region City Deal (CCRCD) working groups, along with a consortium of Local Authorities recognise this and will, over the next couple of years, address some of the findings through a series of large investment programmes and by implementing as a contribution the proposed suite of outcomes we want to happen for this objective.

CYSYLLTU POBL, CYSYLLTU MANNAU
CONNECTING PEOPLE, CONNECTING PLACES



What are our outcomes?

This objective has 6 medium to long-term outcomes:

1. Work with the delivery of the South Wales Metro, aiming for the Core Valley Lines Electrification programme as part of the delivery of the wider South Wales Metro scheme.
2. Develop the CCBC Regeneration Strategy and Delivery Plan with connectivity at its heart, promoting accessibility, the Metro and digital and broadband improvements
3. Promote the reinstatement of passenger services to the Nelson to Ystrad rail line under the Metro programme.
4. Promote the reinstatement of the Caerphilly to Newport rail route link as part of the Metro programme.
5. Promote a sustainable bus network that supports accessibility and connectivity both locally and regionally through a road network that encourages efficient bus operation.
6. Maximise transport connectivity within and between modes by integrating the delivery of the CCBC Active Travel Plan with the Metro to improve bus, rail, walking and cycling provision to increase accessibility and add value to the Metro proposals.

How have we performed overall in 2018/19?

Evidence to date shows that during 2018/19, generally good progress has been made against several of the key outcomes. However, these are longer term programmes that will not show any radical or immediate changes within our communities at this early stage of planned works. This means that you may not have seen many significant changes to date as the development of strategies and proposals have been the priorities during these initial phases.

What went well?

The transport passenger business 'Keolis Amey' was awarded the Grant Agreement to become the new operator and development partner within Transport for Wales (TfW). They have taken over operational control of rail services (since October 2018) and commenced detailed design for the Core Valley Lines Transformation Programme. The Rhymney line is part of the South Wales Metro Project (2019 to 2024).

A £30m jointly funded investment package for Metro plus schemes has been agreed with Welsh Government beginning 2019/20. The key project for the Council within this programme is, The Caerphilly Interchange. This will be a transport hub, located at the top of Caerphilly town to provide access to; bus; coach; rail and other transport links to other areas or regions. This is part of the wider Cardiff Capital Region City Deal aim to improve connectivity. Initial feasibility work has already started on the Caerphilly Interchange.

'A Foundation for Success', the Council's overarching Regeneration Strategy for the 5-year period 2018-2023, was adopted by Council in July 2018. In addition, a draft Economic Development Strategy - 'Delivering Prosperity' has been produced along with a 'Caerphilly Masterplan' (approved by Council in July 2018) and the 'Ystrad Mynach Masterplan' (approved by Council in April 2019).

Further Masterplan's for Greater Blackwood, Heads of the Valley and Newbridge to Risca corridor are planned and/or being progressed.

Discussions in relation to Nelson to Ystrad Mynach rail passenger services have started, but are at a relatively early stage. This line is still currently used as a freight line, transporting coal from the opencast mine in Merthyr Tydfil.

Work has commenced on protecting a route between Caerphilly to Newport, to potentially allow the reinstatement of a public transport rail line. The previous rail line was removed some time ago, this would require a significant investment, so would not

be considered until towards the end of the 15-year Metro programme. Other alternatives may need to be considered to achieve an improved transport link.

Details of Transport for Wales (TfW's) proposed Station Investment Programme for the Core Valley Lines are still being worked on. Initial contact has been made with TfW to inform them of CCBC's rail and Metro plus priorities.

Improvements to bus stops in the Caerphilly basin have been substantially delivered and will be completed in 2019/20. Design of the proposals for the 200 Mid Valley area bus stops has begun with delivery expected in 2019/20 to 2020/21, subject to securing Welsh Government Local Transport Fund (LTF) funding. So far, **£144k** of LTF funding from WG has been allocated for the Mid-Valleys.

Delivery of new ticket machine infrastructure based on GPS technology for the smaller bus operators was implemented throughout Wales during the first half of 2018. This will provide a wider platform for real time vehicle tracking and integrated ticket solutions (including contactless transactions) in the future. The Council manages the system on behalf of 16 of the 22 Welsh Councils.

Transport for Wales (TfW) are developing proposals for a four trains per hour service on the Ebbw Valley Rail line, which would require significant improvements to Crumlin and Newbridge stations, with a view to delivery by 2024. Details are awaited and discussion with TfW has started.

We completed delivery of the Nelson to Ystrad Mynach - active travel route, and have identified development opportunities for other active and local travel routes.

The Pwll-y-Pant highway improvement scheme (roundabout) is now completed and significant improvement in traffic flows through this busy junction have been recorded, with a significant number of compliments received on the success of the scheme.



The Transport for Wales franchise commits to providing four trains per hour for the Rhymney line between Rhymney and Cardiff, 6 trains per hour between Caerphilly and Cardiff, brand new tri-mode trains (battery, electric, diesel) which will exclusively run emission free (battery or electric only) from Cardiff to Rhymney; with improved Sunday timetables, new digital ticketing platforms and discounted travel for younger people. The new trains will be operational by December 2023.

Stagecoach the bus operators have been awarded an 'Ultra Low Emission Bus' (ULEB) grant from the Department for Transport (DfT) to purchase a fleet of 16 fully electric buses and the associated charging infrastructure to operate the network of local routes in the Caerphilly Basin. These should be fully operational by April 2020.

Feasibility work on an Integrated Transport Hub at Caerphilly, as part of a wider regeneration scheme for the town, is currently being taken forward to stimulate and facilitate new business, retail, leisure and tourist opportunities.

What have we learnt and where do we need to improve?

Due to the number of organisations involved in the Cardiff Capital Region City Deal, governance arrangements are somewhat complex and it has taken time to progress delegation to the Regional Transport Authority, affecting delivery of the Strategic Development Plan.

Progress with formalising the working relationship with Welsh Government (WG) and Transport for Wales (TfW), particularly for the development, prioritisation and delivery of Metro plus schemes, has been slow.

However, it is anticipated that the Welsh Government's White Paper on 'Improving Public Transport' and consideration of an all Wales Joint Transport Authority, will provide the forum to clarify and agree this and to secure a sustained form of multi-year funding to support it. There are some challenging timescale requirements to spend the WG element of funding by the year end and the possibility of similar difficulties in future years.

The Council like other public bodies is under extreme financial pressure, particularly with regards to revenue funding, and this has led to cuts in the budget for subsidised bus services and the introduction of bus station departure charges, which may well result in a contraction of the bus network, which may contribute to isolation in some communities.

What impact are we making?

The collaborative/partnership working and stakeholders involvement across the region, should see enhancements to our transportation infrastructure and the communities it connects over time. Most schemes proposed within this objective are medium to long-term in nature, so no major impacts are identifiable at present, although we have enhanced some fluidity (improved connectivity and flow of traffic) to the highways and footpaths network. (See example case studies below).

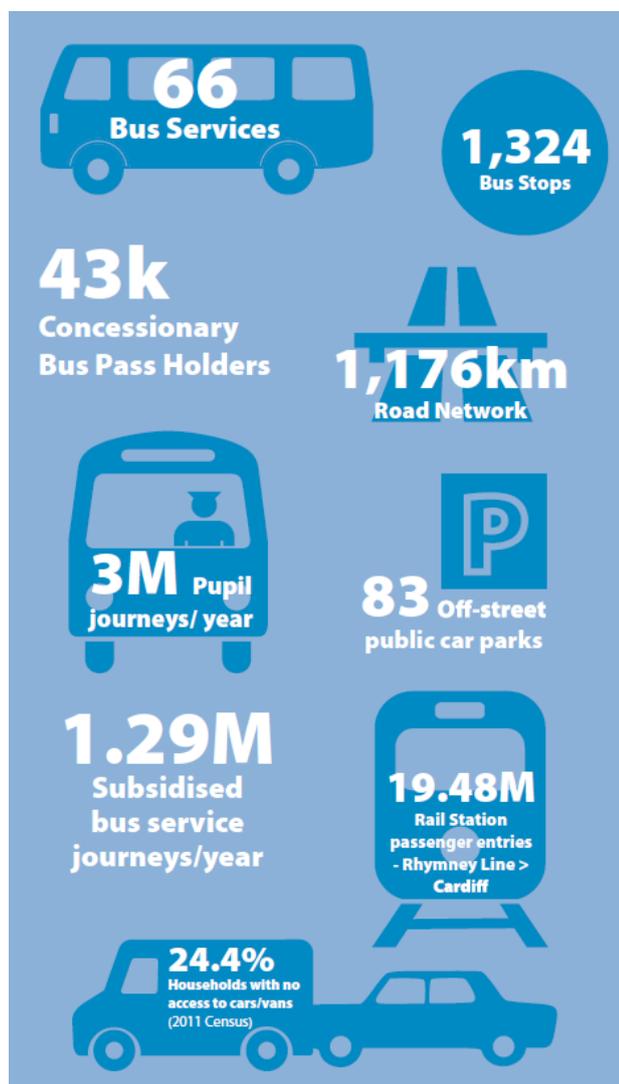
Delivery of this objective over time should contribute to and have impacts on:

- Improved connectivity (cohesive communities)
- Enhanced freedom of movement (gateway to opportunities)
- Jobs prospects
- Inward investment
- Quality of life (healthier environments)
- Prosperous and sustainable communities
- The resilience of our communities and citizens
- Our Global Responsibility through making best use of available technologies

What is our future focus?

We will continue the collaborative and multi-partner agency work to deliver on the six outcomes listed for this objective. We have an action plan to monitor the progress and our Corporate Plan identifies our main projects and the dates for completion. We have reviewed this objective and find it is still relevant and success towards it helps other objectives such as the enabling employment

Some general data (at 2018) worth noting for Caerphilly are:



CASE STUDY

Active Travel Route - Enhancement

A section of an 'Active Travel Route' was completed (2018/19) joining Ystrad Mynach to Nelson, as a result of being awarded funding to carry out works on the INMC17 route outlined in CCBC's Active Travel Plan, to create a continuous footway link from Nelson, to Ystrad Mynach railway station.

The work, began on Monday 29th October 2018, involved introducing two new sections of footway (footpaths), removing the need for pedestrians to cross the busy A472 road, with additional improvements also being made to the existing footway. The works improved the safety of pedestrians using this route, and enhanced the link between these two communities. The work was undertaken in two phases, to minimise disruption to the existing network and highway users, with works predominantly delivered during off-peak hours.

The Active Travel (Wales) Act is a Welsh Government initiative to improve sustainable transport throughout Wales, and looks to achieve higher levels of walking and cycling by promoting them as a mode of transport. This particular programme forms part of this scheme.

For information about Active Travel, refer to the Active Travel webpages:

<https://www.caerphilly.gov.uk/Services/Transport-and-parking/Active-Travel>. A section of an 'Active Travel Route' completed joining Ystrad Mynach to Nelson



We have assessed our objective based on the Future Generation Commissioners 'Journey Checker'. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty. At this time we believe we are **being more adventurous** in delivering this objective and are moving closer to 'owning our ambition', which means we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.

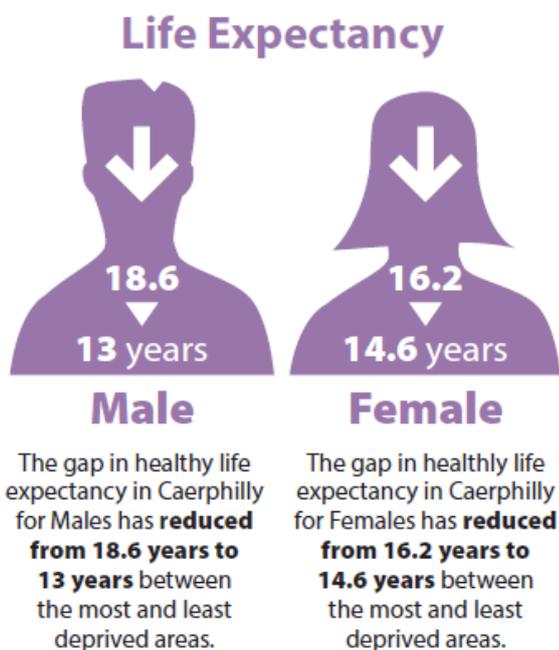


Well-being Objective 5

Creating a county borough that supports a healthy lifestyle

Our Well-being Statement

Our data shows that residents living in areas of higher deprivation have statistically higher levels of ill health and live more years in poor health compared to those who live in the least deprived areas. Life expectancy varies considerably according to where people live within the county borough. Data between 2005 and 2009 evidences the gap for healthy life expectancy,



between those residents living in our most and least deprived communities,

Unhealthy lifestyles arise, at least in part, due to the inequalities in the circumstances in which people are born, grow up, live and work. While progress is being made there is still much work to be done to reduce these inequalities. A significant amount of partnership working has taken place over recent years and has contributed towards this improvement in health inequalities. However, it is important to note that there have been recent changes that have altered the operational focus of this work. This brings with it both challenges and opportunities i.e. changes to Communities First, Flying Start and continuing budget reductions, so we have to look at different ways to support improved health and influence where we can.

What are our outcomes?

1. Aim to reduce inequalities in health across the county borough.
2. Creating a place that supports a healthy lifestyle. Including:
 - Contributing towards the Welsh Government target to reduce smoking prevalence rates to 16% by 2020.
 - Reducing the overweight and obesity rates in children.
 - Understand and address what helps to encourage people to become more physically active.



How have we performed overall in 2018/19?

The objective is judged to be progressing well. Whilst it is difficult to demonstrate impacts on outcomes on a year to year basis, we are able to demonstrate good levels of service user and community participation across a broad range of interventions and initiatives.

The adoption of the Caerphilly Sport and Active Recreation Strategy (2019-29) in November 2018 is a significant milestone. It sets out the future purpose and direction for the provision of sport and active recreation in Caerphilly County Borough, it establishes the key principles and vision which will inform future decisions and actions over the next 10 years. For the purposes of the Strategy we define sport and active recreation as the range of sport and physical activity opportunities provided by Caerphilly County Borough Council in conjunction with our key partners.

What went well?

Flying Start continues to deliver support services to approximately **2500** children in the most disadvantaged areas of the borough annually. For example the responsive feeding team pilot has enabled many mums to access the right support at the right time for their feeding needs reducing anxiety for the parents and ensuring the baby continues to thrive. Other health programmes include baby clubs which include weaning, child development, healthy eating and physical activity information.

The Council's Sport and Active Recreation Strategy recognises the multiple challenges of poor levels of health, particularly in certain areas of the county borough; reducing budgets; the number of facilities we have to maintain and the deteriorating quality of our older buildings; and increasing population and consumer demand.

Over the 10 year life of the Strategy the Council intends to invest in 4 high class strategic multi-functional facilities, which it will manage directly.

The range of opportunity for all sectors of the community to engage with and lead physically active lives continues to expand. The service is making good progress towards its aim of More People, More Active, More Often.

We continue to increase the number of our schools participating in the Daily Mile, which gets children out of the classroom every day to run or jog with classmates making them fitter, healthier and more able to concentrate in the classroom.



During the year a variety of interventions, such as the 'Let's go Girls' campaign (see Case Study page 37) have been delivered by the Sports Development Team.

After a review of the Elite Caerphilly Scheme 2018, athletes are now able to apply all year round as this allows the athlete to access the support at the time of selection rather than at a single point in the year which may not coincide with their selection. This has proven a great success with over 20 athletes currently signed up to the programme accessing our leisure centres.

Disability Sport engaged with over **3,600** participants in 2018/19 offering a variety of opportunities for those with disabilities to take part in sport and physical activity. This contributed to the **84,000** participants that took part in Sport Caerphilly activities during the year.

Our Disability Six Nations, in its 15th year, was held at the Centre for Sporting Excellence. The flagship event was hosted by Sport Caerphilly and Trinity Fields School.

The event has grown significantly in recent years attracting over **320** young people from schools across South Wales for a day of rugby and fun with the Dragons Rugby stars. Former Welsh rugby player, and now WRU Performance Director Ryan Jones, who is a longstanding supporter of the event, also attended. He helped inspire participation in a variety of new activities, such as hitting tackle bags. We were also joined for the second time by the Deputy Minister for Culture Sport & Tourism, Dafydd Elis-Thomas AM, and the leader of Caerphilly Council Cllr David Poole.



The number of recorded visits to our country parks continues to increase. Usage in 2018/19 is the highest level recorded to date, the most popular activity being walking. The country parks are popular facilities that offer a range of experiences and events and the good summer of 2018 undoubtedly increased visits.



We continue to promote access and use of our parks and countryside through cycling and walking and events such as the “Caerphilly Challenge”. Every year the Caerphilly Challenge Series, in conjunction with Caerphilly Adventure Group, Caerphilly Ramblers, Islwyn Ramblers and other partners, sets a serious challenge for walkers and runners that encourages people of all abilities to get out walking in their local natural environment. This year there were **512** entrants with **50** volunteers involved with preplanning and delivery on the day totalling **440+** volunteer hours.

The Healthy Hearts programme, run in partnership with Aneurin Bevan University Health Board, continues to be a popular and beneficial initiative. It is becoming more sustainable as trained volunteers take more of a lead and expand the walking programme, with at least 4 healthy walks taking place each week. Each of these walks attracts **20 – 60** participants.

Data from the National Survey for Wales in 2017/18 showed that adult smoking was at **18%**. There has not been any further data released since then, but the rate of adult smokers has continued to decline over the last decade. Welsh Government’s Tobacco Control Action Plan for Wales (2012) set a target to reduce adult smoking to 16% by 2020.

During the year we have successfully prosecuted three “private sellers” for the sale of tobacco. No sales were made during underage test purchase attempts. We continue to educate traders and

awareness is ongoing, 'No Proof No Sale' advice is issued to new businesses and during programmed inspections.

We want to provide an environment that supports healthy lifestyles within the borough and to help with this, we have adopted and implemented a Tree Strategy to provide a managed approach to risks from trees ensuring that our green and public spaces are accessible and safe. We have put resources in place to enable the strategy to be implemented.



On average it takes us **2.5 days to clear Fly tipping incidents**

Almost **97%** of our highways and relevant land inspected are of a high or acceptable standard of cleanliness.

The infographic features a purple background with white text and icons of a road, trees, and birds.

What have we learnt and where do we need to improve?

Resourcing interventions that will result in a positive shift in population health outcomes is always likely to be a challenge. However, we continue to look for ways to ensure the best and fairest distribution of resources at our disposal and seek to work with partners to maximise collaborative opportunities.

We continue to promote proof of age cards to deter underage sales, but we can no longer facilitate these in schools due to changes in requirements associated with General Data Protection Regulation.

The target of every child swimming 25m by age 11 continues to be a challenge. The service has adopted an intervention at an earlier stage to address a clear gap in participation and progress. The role of schools is vital to support developing this aspect further.

Caerphilly Sport and Leisure Services encourage younger participation in school swimming sessions and therefore in Caerphilly the children that attend school swimming are year 3/4 rather than year 6.



41% of girls now participating in sport & physical activity at least three times a week

71% of girls in Caerphilly are confident of trying new activities (Data from school sport survey undertaken in October)

The infographic features a purple background with white text and icons of a girl running and two girls standing.

What impact are we making?

Whilst it is difficult to evidence the impact that we have made, service user and community participation levels remain good, which should have a positive impact on the health of those participating. Life expectancy is increasing and participation rates are rising.

This objective is all about preventing poor health and building more resilience in our citizens over the life course to enable a better quality of life.

At the heart of people's ability to work, learn and enjoy a good quality of life, good health and well-being is the starting point for all other opportunities and anything we do to facilitate this can only have a positive impact on achieving this objective. For example:

- We continue to increase the number of schools participating in activities such as the Daily Mile which help to engage and motivate all children to be physically active, this will help us to reduce childhood obesity in the borough.

- Feedback from families engaged in Flying Start is very positive and has highlighted their increased awareness of support available to families through the health team
- We want to ensure that all activities are accessible to all. A school sport survey undertaken in October 2018 showed that the gender gap of participation is closing, with **41%** of girls now participating in Sport & Physical activity at least three times a week. The survey also showed that **71%** of girls in Caerphilly are now confident in trying new activities.
- We have recorded the highest levels of visits to our parks and countryside.

What is our future focus?

This objective starts from pre-pregnancy and ages 0-3 within the Flying Start programme, through to healthy places and activities for adults and children.

We will continue to encourage physical activity within our communities in the most appropriate and effective ways through support that reaches out and works with others or through specific intervention programmes targeting communities, to create supportive, welcoming, attractive and easy to access activity opportunities.

In addition, next year we will run our health outreach (shared contract) service to deliver responsive feeding programmes and baby clubs as part of child development.

In the summer of 2019 we will run and increase the number of School Holiday Enrichment Programme (SHEP) places. This project provides food, nutrition and physical activity in the summer holidays helping areas that have a high number of children on free schools meals.

Following the adoption of the Caerphilly Sport and Active Recreation Strategy 2019-29 we will now begin to implement some of the actions. Click on the link below;

www.caerphilly.gov.uk/CaerphillyDocs/Consultations/SportActiveRecreation/DRAFTSportActiveRecreationStrategy.aspx



We have assessed our objective based on the Future Generation Commissioner's 'Journey Checker'. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty. At this time we believe we are **being more adventurous** in delivering this objective and are moving closer to 'owning our ambition', which means we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.



CASE STUDY

Positive Futures & Sporting Pathways

'Positive Futures' is a sport based social inclusion programme that supports greater physical activity using sport as a tool to engage young people in local community facilities, and through a referral process from a range of partnership agencies.

This year **700** young people registering with the programme. Our 8 outreach areas, which take place in the hot spots of anti-social behaviour, have worked with Gwent Police to contribute to reducing antisocial behaviour by up to 75%. After engaging with the young people in our communities we linked with some of our local Boxing Clubs to provide outreach provision at the club through Positive Futures. Caerphilly Amateur Boxing Club (ABC) created a new session specifically for the young people from Lansbury Park between 4pm-5pm every Monday. After a programme of school taster sessions we are proud to say that the club has grown in membership and is attracting those who were causing some of the antisocial behaviour in the community.

Sporting Pathways is a targeted approach to helping clubs develop their playing, coaching and volunteer base. Our work with the 16 national governing bodies of sport continues to make a big impact. This year we have seen improvement in boxing in particular, with the likes of Cwmcarn ABC and Caerphilly ABC linking up with the police to reduce antisocial behaviour and increase members at the clubs. We have over **350** skilled and passionate volunteers actively deployed in the community who have delivered over **6000** hours in community sport. This year we invested in a coach observation specialist and the results have been amazing. Yet again our workforce development pathway is turning out some of the best coaches in Caerphilly with Alice Corden achieving Welsh Gymnastics' Young Leader of the Year in 2017, Sport Caerphilly Young Volunteer of the Year 2018 and shortlisted for the British Gymnastics 2019 National Young Leader of the Year.



CASE STUDY

Let's Go Girls

Sport Caerphilly's Lets Go Girls programme has experienced fantastic success over the last year, with over 5,000 women and girls engaging in sport as a result.

The Lets Go Girls programme has enabled women throughout Caerphilly to participate in new sports, or get back into sports that they once participated in. A total of 63 women have enjoyed re-starting netball as a part of the Get Back into Netball sessions, with participants going on to join a social league, as well as 3 women's cricket clubs emerging in the borough and a social cycling club- 'Caerphilly Biking Bellas' which has 63 members.

Hooked on Hoci provided primary school teachers with the ability to deliver hockey in a fun environment and support that transition of children from schools into their local clubs. 22 schools have received 6 sessions of Hooked on Hoci with a total of 1,745 individual participants and 22 teachers attended the 4689 training course.

'Mams and Prams' sessions have also proved popular - targeting women who live in isolated communities and who may be suffering with post-natal conditions, to get out and about in New Tredegar.

The Lets Go Girls 10 week weight loss programme also had impressive results, with 100% of participants now physically active. Cllr Nigel George, Cabinet Member for Neighbourhood Services said: "I am delighted that the Let's Go Girls programme has enabled more women and girls in Caerphilly county borough to be more active, more often and I look forward to seeing how the programme progresses in the future".



Well-being Objective 6

Support citizens to remain independent and improve their Well-being

Our Well-being Statement

This objective is about supporting all citizens in the County Borough to remain independent and improve their overall Well-being. In order for us to do this we aim to deliver the following key principles;

Provide support at the lowest level to reduce the need for statutory services or interventions. Provide information and advice aimed at helping people to help themselves. Signposting people to community based and third sector services wherever appropriate to do so.

Facilitate 'what matters' conversations with people referred for support to ensure services are aware of what the individual actually wants and would benefit from. Identify personal outcomes and provide services to enable people to achieve these outcomes.

Only provide Care and Support to those people whose needs can and can only be met through the provision of Social Care services. Continue to safeguard and protect those most vulnerable people.

What are our outcomes?

1. Support people to help themselves by providing comprehensive advice and information including signposting to other services.
2. Have meaningful conversations to help people identify 'what matters' to them to inform outcome focused planning.
3. Provide support to reduce the need for higher tier statutory interventions.
4. Identify and support carers.
5. Improve the recruitment of Foster Carers and Shared Lives carers.
6. Continue to identify opportunities to work collaboratively wherever appropriate.

How have we performed overall in 2018/19?

The objective is judged to be progressing well. In many areas, the outcomes have already been completed and are now considered core business of the Directorate. In the remaining areas performance against the outcomes is on track to deliver this well-being objective and most importantly, there are no emerging risks to report.

CREU CYMUNEDAU GOFALGAR CREATING CARING COMMUNITIES



What went well?

We have been supporting people to help themselves by providing comprehensive advice and information including signposting to other services; and having meaningful conversations to help people identify 'what matters' to them to inform 'their choices'.

All of our citizens where in the county borough are supported to receive the most appropriate care and support at the most appropriate level and at the most appropriate time to best meet their identified needs.



We have invested in the DEWIS Cymru web base system, this is an online support resource that can help you think about what matters to you, and gives information about the people and services in your area. DEWIS is a central place to go if you want information about your well-being, or if you want to know how you can help somebody else.

We would like to reduce unnecessary admissions to hospital, so working across the Health Board region, a pan Gwent Home First Service has been developed in both the Royal Gwent and Neville Hall Hospitals. The primary purpose is to provide timely Information Advice & Assistance (IAA) support at the front door to avoid admission to a Ward.

In addition, we have recruited Emergency Care at Home staff to provide a bridging service to enable people to be discharged from hospital whilst they are awaiting a package of domiciliary care (homecare) to be provided.

The Discharge to Assess (D2A) scheme was piloted in Ysbyty Ystrad Fawr with a view to reducing the amount of time people spend in hospital unnecessarily who can be safely discharged back to the community with no or minimal formal support, or with their existing care package, and be followed up at home. The Scheme was positively evaluated and recognised as national good practice by Aneurin Bevan Continuous Improvement Centre and is now an established pathway.

With the help of additional Welsh Government funding, the Edge of Care service in Children's Services has been expanded to include additional support workers, a Child Psychologist and Education Workers. The service aims to prevent children and young people entering the Looked After system.

To Identify and support our carers we have dedicated Carers Officers within Social Services that have raised the profile of caring across the county borough, making full use of social media to identify carers and to organise support events including pamper days and outings.

Also the support for Young Carers continues to be delivered through a commissioned service provided by Barnardo's.



One of our aims is to improve the recruitment of Foster Carers and Shared Lives Carers. Shared Lives schemes support adults with learning disabilities, mental health problems or other needs that make it harder for them to live on their own. The schemes match someone who needs care with an approved carer. Some people move in with their Shared Lives carer, while others are regular daytime visitors.

Applications for both Fostering and Shared Lives schemes have continued to increase year on year and our Shared Lives Scheme has had a net increase of 19 carers since April 2018.

The Fostering Service has had a net increase of 15 carers – the first net increase to be reported since 2013.



Continuing to identify opportunities to work collaboratively wherever appropriately, we have made bids for and the management of both the Integrated Care Fund and Transformation Grant funding schemes. These are good examples of priorities being set and agreed regionally which will hopefully lead to new and innovative practice developments in the future.

Caerphilly has led the delivery of a regional advocacy service of children and young people across Gwent. This service works with children and young people to support those who need to be heard in order to promote social inclusion, equality and social justice. We also provide a wide range of things to do and places for young people aged 13 to 19-years-old to go to, all of which can be enjoyed out of school hours, run by the Caerphilly Youth Service and other partner agencies.

We have developed a Strategy for Learning Disability, which has recently been approved by the Regional Partnership Board. We are involved in the development of a Gwent wide roll out of a therapeutic model of foster care and residential care based on the Torfaen and Caerphilly MIST model. MIST is a child & adolescent mental health service for looked after children with complex needs.

We have also implemented a Gwent wide ISCAN (Integrated Services for Children with Additional Needs) service model. ISCAN is a multi-agency service where professionals from health, education, children's services and voluntary agencies work together to provide a service for children and families with additional needs. As a result families have a more joined up service, improved access to all services and a greater focus on early prevention & intervention.

What have we learnt and where do we need to improve?

We need to continue to support the work of Families First and the Welsh Government Tackling Poverty programmes to provide support to families at a preventative and early intervention level.

We need to support individuals in hospital with housing related support (including those who may be homeless at point of discharge). We will do this via our Supporting People service, who will continue to monitor and provide services to those individuals who require support whilst in hospital.

We have learnt that the **Community Resource Team** is having a positive impact on the community by providing services to prevent admission to hospital and successfully discharging people back into the community. For data on this, refer to the future focus section and the Discharge to Assess model.

We want to further develop the 'DEWIS' web base to ensure it becomes the 'go to' site for people to access information in order to 'help themselves'. A dedicated Officer has been appointed using the Integrated Care Fund to support the further development of DEWIS as the 'go to' site.



What impact are we making?

The right care and support provided to citizens in the right place at the right time, will undoubtedly improve the well-being of those individuals, their families and carers.

At the end of March 2019, the number of carers (including young carers) we have supported is



Adult carers = 1130
Young carers = 58

All staff have received 'what matters' training in line with a National Programme supported by Social Care Wales and Welsh Government. By finding out what 'matters to people' we can help them get the right outcomes and solutions.



What is our future focus?

Demand for Social Care services is increasing with the ageing demographics and more challenging pressures facing families.

It is clear that social care is increasingly important area for Welsh Government and there a number of priorities emerging which point to the future direction for the provision of services.

A major priority is an increase in the amount of integrated working between social services staff and staff from Aneurin Bevan University Health Board.

To help with this agenda Welsh Government have made grant funding available via the Transformation Fund and the Integrated Care Fund to help us create new schemes for joint working.

A major part of this work has been the creation of integrated well-being hubs in the north of the county borough, once this model is finalised it will then be rolled out across the rest of the borough.

The hubs will provide a range of activities and services, help build more resilient communities, transform existing unused buildings, involve local people in decision making and provide a focus for community led regeneration.



Future – Discharge to Assess (D2A)

Those who are medically fit are discharged back into the community in a timely and safe way, where they are assessed in their own home to promote their independence by having the right conversations.

During the first six months of the pilot, 31 individuals in total were discharged via D2A. The breakdown is shown below;



71% of patients were discharged home with the support of D2A within 24 hours, with a further 11% within 48 hours. Of those supported via D2A, over 80% went on to be independent at home and required no formal care and support.

Due to the success of the pilot, D2A has now been adopted as a discharge pathway, with dedicated staff from the Community Reablement Team attending daily hospital ward rounds to facilitate timely and safe discharges.



D2A has been recognised by a number of agencies as a model of good practice, with Aneurin Bevan Continuous Improvement Centre requesting we work with them to produce a video to promote this way of working.

A real example of how 'D2A' works is Mrs X. Mrs X was a 94 year old frail lady admitted to hospital with a bad infection. She was a very independent lady and it was her wish to go home, but due to her recent decline in health concerns were raised how she would manage once home.

D2A staff supported Mrs X to be discharged from hospital and carry out an assessment within her own home. The client had a very good network of friends and neighbours who visited daily and with their support during the first few days after discharge, Mrs X settled back into her usual routine and did not require any ongoing formal care and support.

We have assessed our objective based on the Future Generation Commissioner's 'Journey Checker'. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty.

At this time we believe we are being more adventurous in delivering this objective and are moving closer to **owning our ambition**, which means we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.



CASE STUDY

It's been a successful year for Caerphilly Fostering Service, according to the findings of an annual report.

Caerphilly County Borough Council's Social Services Scrutiny Committee considered the Fostering Service Update report at its meeting on 18th June, which provided a review one year on from the implementation of a revised fee and payment structure for foster carers.

The revised fee structure, implemented in 2018, saw a significant increase in the weekly payment received by foster carers in the Caerphilly county borough. This new remuneration package, combined with a marketing campaign, has resulted in the first net increase in the number of placements offered; with 15 additional foster care households offering 20 placements during 2018/19, as well as 10 prospective carers who are currently undergoing the assessment process.

Due to a lack of foster carers, the service previously relied heavily on Independent Fostering Agencies to provide placements. However, the council's success in recruiting foster carers over the past year has seen the use of Independent Fostering Agencies reduce by 16 placements, resulting in a saving to the council of around £500,000.

Cllr Carl Cuss, the council's Cabinet Member for Social Care and Well-being, said "Foster carers play a vital role in supporting some of our most vulnerable children; helping them to reach their full potential.

The new remuneration package, combined with the efforts of the council's Fostering Service, has seen significant successes over the past year in the recruitment and retention of foster carers.

There is still a need, however, for more foster carers in the county borough and I encourage anyone interested in making difference to a child's life to contact Caerphilly Fostering Service for more information on this highly rewarding role."

For more information text 'foster' to 78866
Call 0800 587 5664 or visit www.caerphilly.gov.uk/fostering



CASE STUDY

A social services officer who has spent the past 30 years working to improve lives has been recognised with an MBE in this year's Queen's birthday honours list.

Rose Brown, Manager of the South East Wales Shared Lives scheme, is being awarded an MBE for her services to social care.



Rose's career in social services has included previous roles in day services, as Assistant Social Worker and Adult Placement Officer before taking up her current role when the Shared Lives scheme launched in 2010.

Shared Lives is a scheme delivered and led by Caerphilly County Borough Council and covering the 6 local authority areas in south east Wales.

Through the scheme carers share their home, family and community life with individuals to support them to develop and maintain independent living skills, friendships and relationships in their local area.

There are around 200 carers across the region supporting adults with differing needs, including older people, those with a physical or learning disability, and adults with mental ill health.

Cllr Carl Cuss, Caerphilly County Borough Council's Cabinet Member for Social Care and Well-being, said "I'd like to congratulate Rose on this incredible achievement.

The Shared Lives scheme is making a huge difference to individuals' lives and Rose has been a driving force behind the programme since it began.

Rose's colleagues describe her as a passionate and tenacious person who does whatever it takes to reach a positive outcome for individuals; just some of the reasons for her nomination."

Positive comments received by Social Services

Customer who contacted the Information, Advice & Assistance Team (IAA)

He rang IAA to discuss a referral in relation to his father and said that your advice and engagement was extremely positive. He confirmed that you covered a wide range of options and agreed to contact him later in the week which you also did. He was extremely complimentary about you and your level of professionalism.

Telecare customers

"The tenants informed me that your call handler was very professional and courteous and dealt with the issue promptly. Also the follow up calls that were made by yourselves were very reassuring for the tenants."

Family member of a resident, receiving respite care at of Min Y Mynydd

"XXX was contacted by us at a very difficult time, my 86 year old mum who has Alzheimer's was staying at my house, by the 5th day mum did not know who I was, I became distraught and could not cope. XXX came to my house and met my family to assess the situation, I had a "carer's breakdown" XXX acted very quickly and arranged for my mum to go into a respite home. It was very traumatic for all of us but XXX has a gentle, caring nature and arranged everything. XXX is a very approachable and easy to contact, he has been a huge support to myself and my family".

Family member of a customer - North Older People's Team

"XXX has now moved to her chosen home and is safe, happy and contented. I do not believe we would have achieved this outcome without the help and guidance of XXX and her team. These transitions are difficult at best and the empathy, professionalism and courtesy of those we must deal with can make a huge difference to how we feel. XXX and I feel fortunate to have been so well looked after. The service we have received has been of a high quality and XXX and I are both extremely grateful to you and your team for the work that you do and would ask you to please pass on our thanks.

Customer on her support received from the Drug and Alcohol Team

He rang IAA to discuss a referral in relation to his father and said that your advice and engagement was extremely positive. He confirmed that you covered a wide range of options and agreed to contact him later in the week which you also did. He was extremely complimentary about you and your level of professionalism.

Email to the Carer's team

"Info day at Caerphilly castle on 20th Sept, was very helpful, as a new carer, I seemed to be in a minefield 'where do you get help & advice'. But after speaking to reps from different areas, I now feel less daunted about being a carer. I now know there is help and advice out there. Reassurance of what is available & where to gain help & advice when needed. I will be attending local carers support groups. Good to know I'm not on my own."

Performance Comparison 2019/20

How we performed nationally in 2018/19

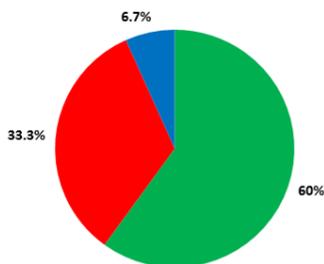
Every year all Local Authorities in Wales submit a set of measures called PAMs (Public Accountability Measures) to Data Cymru.

These measures are used by Data Cymru to compare performance across Wales in these particular areas of work. It is important to note that not all measures can be compared. The way data is counted can change year on year, new measures are added, whilst others drop off. Not all local authorities submit all of the data so comparison data can be incomplete.

There are 35 measures in the total set and we can currently compare 19 across Wales, with ranked position. Of those we can compare 14 year on year against our performance in the previous year. As many of the 35 measures are taken from other national data sets, which have their own timeframes, many won't be available to the PAM set until the end of 2019.

To find out more information on our performance and other Councils performance, please go to [My Local Council](#)

The following data shows how we compared against our 2017/18 results.



3.9% of principal A roads in Caerphilly were in overall poor condition in 2018/19 this was a reduction of 0.7% from the 4.6% as reported in 2017/18. The All Wales Average of 4.6%. We are **13th in Wales** this year.

3.4% of our B roads Caerphilly are in overall poor condition, in 2018/19 this was a reduction of a 0.2% from 3.6% as reported in 2017/18. The All Wales Average is 4.5% and we are **4th in Wales** this year.

6.6 % of C roads in Caerphilly are in overall poor condition in 2018/19, this was a reduction of 0.7% from 7.3% as reported in 2017/18. The All Wales Average is 14% and we are **8th in Wales** this year.

96.5% of Caerphilly highways were of a high or acceptable standard of cleanliness in 2018/19, an improvement of 0.1% compared to 96.4% in 2017/18. The All Wales Average is 94% and we are **9th in Wales** this year.

95.7% of food establishments in Caerphilly county borough were 'broadly compliant' with food hygiene standards in 2018/19, an improvement of 0.9%, compared to 94.8% in 2017/18. The All Wales Average is 95.7% and we are **11th in Wales** this year.

11.3% working days/shifts per full-time equivalent (FTE) local authority employee were lost due to sickness absence in 2018/19, an improvement of 1% compared to 12.3% in 2017/18. The All Wales Average of 10.5% and we are **16th in Wales** this year.



Secondary school attendance in Caerphilly improved by 0.1% in 2018/19 from 93.3% compared to 93.4% in 2017/18. The All Wales Average is 93.9% and we are **18th in Wales** this year.



It took an average of 252.6 calendar days taken to deliver a Disability Facilities Grant (DFG) in Caerphilly in 2018/19, and improvement of 39.7 average calendar days when compared to 292.3 in 2017/18. The All Wales Average is 207.3 and we are **17th in Wales** this year.



There were 7,292.8 visits to leisure centres in Caerphilly per 1,000 population in 2018/19, an increase of 101.3 visits compared to 7,191.5 visits in 2017/18. The All Wales Average is 9,258.6 visits per 1,000 population and we are **20th in Wales** this year.



We determined 86.4% (748) of the 866 planning applications in the required 8 week timeframe, a 2.1% decrease compared to 88.5% in 2017/18. The All Wales Average is 88% and we are **16th in Wales** this year.



75 % of appeals against planning application decisions were dismissed in 2018/19 a decrease of 2.8% compared to the 77.8% in 2017/18. The All Wales Average is 67.6% and we are **2nd in Wales** this year.



2.3% (36) of the 1,575 Empty private sector properties in Caerphilly were brought back into use during the year via direct action by the local authority, 2.4% less than 2017/18 when 4.7% were brought back. We are **14th in Wales** this year.



Primary school attendance in Caerphilly has marginally decreased over the last academic year 2017/18 (data year 2018/19) to 94.5% from 94.7% in academic year 2016/17 (data 2017/18). The All Wales Average is 94.6% and we are **14th in Wales** this year.



We prevented 471 (out of 624) of households threatened with homelessness in from becoming homeless in 2018/19 which equated to 75.5%. The All Wales Average is 67.9% and we are **3rd in Wales** this year.



We lost 1.8% (£979,916) of potential rent from lettable accommodation remaining empty and collected a total of £54,717,459 of rent in 2018/19. The All Wales Average is 2.1% and we are **6th in Wales** this year. **(New PI)**



We completed 28,182 housing repairs in an average 9 calendar days in 2018/19. The All Wales Average of 15.1 calendar days and we are **3rd in Wales** this year. **(New PI)**



2.2%, (40) of the 1,853 year 11 leavers in Caerphilly were known not to be in education, training and employment (NEET). The All Wales Average is 1.6% and we are **20th in Wales** this year. **(New PI)**



The Average capped 9 score in Caerphilly was 327.2 for pupils in year 11. The All Wales Average of 349.5 and we are **19th in Wales** this year. **(New PI)**



It took an average of 2.5 days to clear the 1,949 incidents of fly-tipping reported to the Council in the 2018/19. The All Wales Average is 2.2 days and we are **12th in Wales** this year. **(New PI)**

Managing your Money 2018/19

The Council is the largest employer in the area with 8533 staff, including 3425 in schools, 10,717 council houses and providing approximately 800 services to our communities. We also maintain 835 buildings, including 87 schools, 10 leisure centres, 18 libraries, and 64 sports pavilions. These vital public services are funded from the Council's Revenue and Capital budgets, which for 2018/19 totalled £448million.

2018/19
£448
Million

The Council plans and approves its budgets on a 5-year financial planning cycle, which takes account of historical trends and spending patterns, national and local initiatives and access to multiple funding sources, some of which change year-on-year.

Due to the ongoing programme of austerity and increasing demand for a number of services, the financial position for local government has been very challenging in recent years. During the period 2008/09 to 2018/19 the Council has delivered savings of **£88.91million** to address reductions in funding and inescapable cost pressures. Furthermore as a result of budget reductions the number of staff employed by the Council has reduced from 9543 in 2014 to the current level of 8533.

Delivering savings has not been an easy task; however, the Council has approached the challenge proactively and prudently and previously agreed a number of financial planning principles to help guide its decision-making.

These principles have recently been refreshed and are now as follows:

- We will seek to protect services for the most vulnerable whilst continuing to evaluate all other services.
- We will limit the impact of cuts on front-line services where we can whilst continuing to reduce expenditure and explore opportunities to generate new sources of income.
- We will adopt a longer-term approach to financial planning that considers the impact on future generations.
- We will need to accept that we will not be able to maintain existing levels of service but will introduce more innovative ways of working through the use of emerging technologies.
- We will engage with our communities to understand their needs and explore options to deliver some services through collaboration, partnerships, community trusts etc. to ensure that communities remain resilient and sustainable in the longer-term.

In 2018/19 the Council received a small increase of 1.37% in the funding it receives from the Welsh Government (WG), however it also had to deal with a range of additional unavoidable cost and service pressures.

As a consequence of these pressures, the Council agreed savings totalling £6.736million for the 2018/19 financial year.

The savings were selected on the basis that they would have a limited impact on front-line services and would protect the priorities agreed by the Council.

Where does our money come from?

The majority of the money that the Council receives comes from the Welsh Government in the form of a Revenue Support Grant.

Added to this is the money we collect from our residents and businesses in the form of Council Tax and National Non-Domestic Rates (Business Rates). The table below shows the income received for the 2018/19 Financial Year.

Income	2018/19		
	Budget £m	Actual £m	Actual %
Revenue Support Grant	210.21	210.21	63.04
Business Rates	57.03	57.03	17.10
Council Tax	63.40	64.81	19.44
Contribution from Reserves	1.40	1.40	0.42
Total	332.04	333.45	100.00

How do we spend our money?

Revenue	2018/19		
	Budget £m	Actual £m	Actual %
Corporate Services	68.58	63.57	19.85
Education & Lifelong Learning	124.56	125.46	39.17
Communities	51.10	50.87	15.88
Social Services and Housing	87.80	80.41	25.10
Total	332.04	320.31	100.00

The Council manages two main categories of expenditure i.e. **revenue** (every day running costs for services) and **capital** (specific costs for updating and maintaining key assets and implementing major new projects).

For the 2018/19 financial year the council's revenue budget was £332.04million. During the year budget holders have been mindful of the continuing programme of austerity and expenditure has been curtailed in a number of areas to support anticipated savings requirements for future years. This prudent approach has resulted in a number of savings being achieved in advance and underspends therefore being higher than would normally be the case.

The reported revenue budget underspend for 2018/19 was £11.735million. This includes an underspend of £5.461million for the Housing Revenue Account (HRA) which is a separate statutory ring-fenced account representing the rent paid to the Council for its housing stock and the expenditure to fund the upkeep of these properties.

The HRA underspend will be carried forward into 2019/20 and used to partially fund the £260million investment being made by the Council to achieve the Welsh Housing Quality Standard by 2020.

2018/19 saw an overspend of £0.550million for schools; this has been funded from accumulated school balances held from previous financial years.

Capital Expenditure varies year-on-year and budgets are allocated from specific funding sources. The table below provides a summary of capital budgets and capital expenditure for the period 2018/2019.

Capital	2018/19		
	Budget £m	Spend £m	Actual %
Education	9.77	5.57	7.08
Highways	17.24	11.06	14.07
Housing Stock (Public)	51.97	51.97	66.10
Private Housing	4.95	2.23	2.84
Social Services	4.55	1.36	1.73
Community & Leisure	3.67	1.57	2.00
Other	24.08	4.86	6.18
Total	116.24	78.62	100.00

The 2018/19 capital underspend of £37.6m is mainly due to delays in progressing schemes and this funding has been carried forward into the 2019/20 financial year to enable schemes to be completed.

Full details of the 2018/19 underspend for the Authority is available on our website www.caerphilly.gov.uk

Future Financial Outlook

Caerphilly CBC's budget for the 2019/20 financial year was approved by Council on the 21st February 2019 and this included further savings of £13.92million to ensure that financial commitments can be met and that a balanced budget can be achieved.

The Council has strived to limit the impact of savings on front-line services. However, due to the scale of the ongoing financial challenge this is becoming increasingly difficult and in recent years savings have been required in a number of areas that impact on the public.

The funding situation for Local Government is unlikely to improve for some time so the Council has adopted a prudent approach of producing an indicative five-year Medium-Term Financial Plan.

In addition to the approved savings of £13.92million for the 2019/20 financial year it is currently anticipated that further savings of circa £44million will be required for the four-year period 2020/21 to 2023/24.

Significant work is already underway to identify a range of further savings proposals, with particular emphasis on the 2020/21 financial year where savings of up to £15.66million may be required.

This is clearly extremely challenging and it is inevitable that some very difficult decisions will need to be made. In looking to develop proposals to address the financial challenges moving forward it is widely accepted that the Council cannot continue as it is.

There is a need to examine the way in which we use our resources to deliver the services required by our communities across the county borough. The financial position combined with an ever increasing demand and expectation by the public

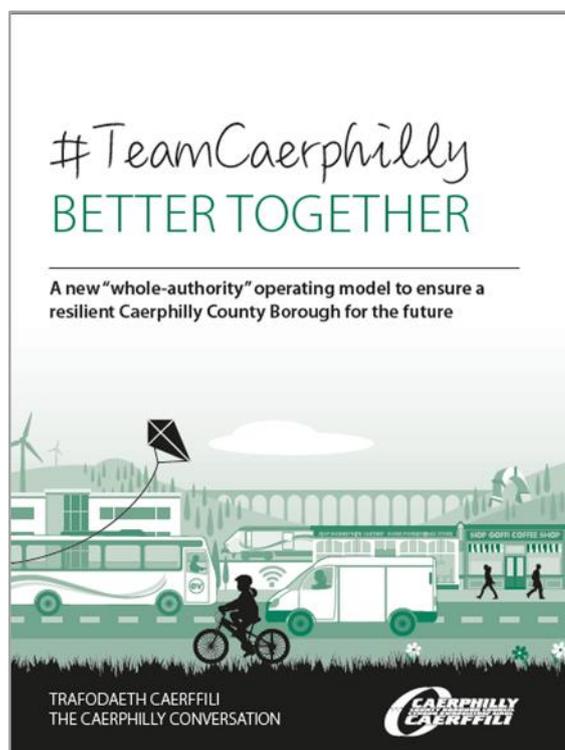
represents a significant challenge.

At its meeting on the 12th June 2019 the Council's Cabinet approved the Future Caerphilly Transformation Strategy, which is being launched as **#TeamCaerphilly – Better Together**.

This Strategy will be a key strand in helping the Council to maintain financial resilience and will be integrated into our medium-term financial planning moving forward.

The Strategy sets out details of a major transformation programme to examine how services are prioritised, how they can become more business efficient, to explore opportunities for greater customer focus and digital delivery, and to consider alternative delivery models and seek out commercial opportunities.

Furthermore, to enable the Council to continue providing high quality value for money services in an environment that will require new approaches and new skills, a new relationship will need to be built with staff and within our communities.



How we are working towards improved Equalities and the Well-being of our Future Generations

After an intense development period, coordinated by our Corporate Policy Unit, the Caerphilly Public Services Board (PSB) launched its five year Well-being Plan in May 2018. We are a key partner along with other public sector bodies; police, fire health etc. The Plan sets out objectives that are designed to improve the county borough for its residents and maximise how the Caerphilly PSB contributes to the well-being goals for Wales.

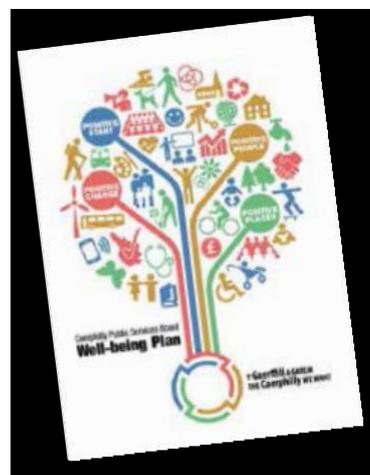
The Well-being Plan has 4 themes, Positive Change, Positive Start, Positive People and Positive Places. We have jointly developed a Delivery Plan which details what actions we will put in place to deliver on these overall themes in collaboration with our partners.

There are 4 building blocks called Enablers, these are a means to an end or a way of working to help deliver sustainable actions. The 4 Enablers are:

1. Working together - across all partner organisations to minimise duplication and share resource and join up work for the best outcome for the public.
2. Communications and engagement - so we jointly communicate and share messages.
3. Procurement and commissioning - to ensure we work together to get value for money across joint purchasing and maximising community benefits wherever possible.
4. Asset management - making best use of all our joint assets and in ways that reduces energy use.

There are 5 Action Areas for cross public sector delivery:

1. The Best Start in Life - investing in the early years of a child's life.
2. Volunteering and apprenticeships - develop a co-ordinated programme of volunteering and establishing an all age apprenticeship programme.
3. Good health and well-being - improve joint working with an emphasis on prevention of current and future health challenges.
4. Safer, resilient communities - support our most disadvantaged communities to be resilient and help them to help themselves, support housing partners to deliver sustainable homes, create safe and confident communities.
5. Protect and enhance the local natural environment - protect and promote our natural environment, encouraging community involvement and removing barriers to accessing green spaces.



Each Enabler and Action Area is led by a PSB partner organisation. Groups have been established to drive forward each area, and action plans have been developed setting out key actions, targets and reporting, including importantly the difference they are making.

Following the launch of the Plan, our priority now is to focus upon harnessing the culture within the organisation to maximize the '5 ways of working' (below) and embed them fully into decision making. This will include delivering a wide range of training and development opportunities for people to embed the sustainable development principles within their thinking.

The 5 ways of working are:

1. Involvement
2. Collaboration
3. Long Term
4. Integration
5. Prevention

As an example of PSB activity we have made some notable progress in sustainable travel work:

- We are carrying out activities like offering free breakfasts during National Bike week to encourage staff to give commuting to work by bike a go.
- Environmental Health have supported National Clean Air Day for staff cycling/walking or using public transport to commute to work. It all helps to encourage people to try other forms of commuting.
- We have electric bikes (and normal bikes) available on our Cycle to Work Salary Sacrifice Scheme, this has recently been relaunched with Cycle Solutions, our new provider.

- We have approved an Electric Vehicle Strategy and Action Plan. As part of the delivery of this we have led on a Gwent wide study to identify potential locations for electric vehicle charging points. This has resulted in a bid for funding from the Office of Low Emission Vehicles (OLEV). We have also led on a Gwent wide study looking at the fleets of PSB member organisations. As part of this we are working towards integrating electric vehicles into our fleet and have trailed electric pool vehicles. We have pool bikes for short work based journeys along with shower and storage facilities.

For further information on Caerphilly's Public Services board progress 2018/19 please go to the link below:

<https://your.caerphilly.gov.uk/publicservicesboard/>

Case Study - Greener Transport Solutions

Early collaborative activity has resulted in the Climate Ready Gwent Group moving forward on the electric vehicle agenda and leading the way across South East Wales. Caerphilly CBC has taken the lead on the electric vehicle work for the Gwent PSB and wider partnership work. Funding was secured to undertake a Gwent regional electric vehicle charge point feasibility study on behalf of the five Gwent local authorities, Gwent Police, South Wales Fire & Rescue, Aneurin Bevan University Health Board and NRW. The study has identified suitable sites for EV charging for residents with no off street parking, and workplace sites.

The results of the study were used to submit a Gwent regional bid to OLEV (Office for Low Emission Vehicles) On Street Residential Charge point fund, to install EV charging in car parks close to residential areas with no off street parking.

The Policy Team also secured funding from Welsh Government's Decarbonisation Team to undertake a Gwent regional fleet review on behalf of the five Gwent local authorities, Gwent Police, South Wales Fire & Rescue and Aneurin Bevan University Health Board to identify fleet vehicles that could potentially be replaced with electric vehicles. The study also looked at the opportunities and potential financial savings by the implementation of pool vehicles to reduce grey fleet mileage (mileage from employees using their own personal vehicles on work related trips).

Alongside this we are also involved in a Welsh Government funded hydrogen fuel cell fleet study for Gwent PSB fleets. Moving forward we will look at the key findings of the studies and identify opportunities for piloting ultra low emission vehicles amongst Gwent PSB fleets.

Electric vehicles contribute to several of the Well-being goals within the Well-being of Future Generations Act (Wales) 2015, including:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A globally responsible Wales

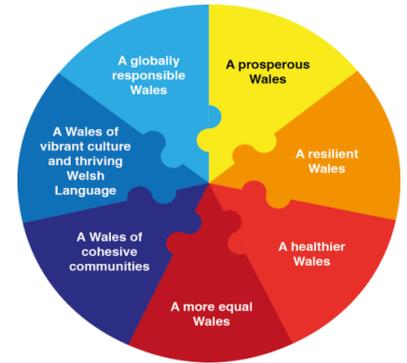
Electric vehicles infrastructure is also consistent with the five ways of working as defined within the sustainable development principle in the Act.

Collaborative working will enable us to deliver a strategic regional approach to charge point infrastructure across Gwent.

Collaborative working will also allow us to develop regional procurement for electric vehicle infrastructure and electric vehicles and secure funding to bring investment into Wales. It will support PSB partners to meet decarbonisation targets, improve local air quality and help to keep external funding in the local economy.

Well-being of Future Generations update 2019

It is two years since the introduction of the Well-being of Future Generations Act (Wales) Act 2015 and as a public body we are required to set objectives within the sustainable development principle, known as the 'five ways of working'. Our Corporate Plan gives considerable detail on the way we used the five ways of working to develop our objectives and how they maximise contribution towards the 7 National Well-being Goals.



In addition to the setting of Well-being Objectives the guidance suggests we need to change how we carry out the 7 organisational activities below within the five ways of working;

-  Corporate Planning
-  Financial Planning
-  Workforce Planning
-  Procurement
-  Assets
-  Risk Management
-  Performance Management

The activities above are not an end in themselves but require a 'change of thinking' in how they are viewed. For example our **Risk Management** was previously analysed in a more short term way, now we look to see how this risk would play out if left unaddressed over the longer term, so for example in Education the risk to a child who does not achieve enough to have better life chances is now a long term (25 year) risk, rather than a yearly analysis of educational attainment.

Our **Performance Management** reporting is evolving, rather than write separate reports on separate topics at separate times we are developing reporting on a range of issues at one time to see if there is cause and effect and to understand what is performance affected by to understand root causes, this is part of prevention. A longer term aspiration would be to develop performance in a way that embeds collaborative data for delivery of objectives.

We have revised our **Asset Management** (property and land) strategy to manage assets within the sustainable principle including at looking at our assets alongside the assets of our public sector partners. This over-arching approach is supported by developing a range of service asset management plans. We are also developing a carbon reduction/energy plan.

Procurement has made great strides in its programme for procurement including a digital agenda which supports reduction of carbon use.

Workforce Planning has started with some simple changes such as implementing an agile working policy, however **Workforce** and **Financial Planning** requires more work in following the sustainable development decision making process, although our Financial Planning is now building on our Medium Term Financial Plan (MTFP) principles to look at how our planning impacts on the well-being of future generations. The Wales Audit Office are reviewing some of our 'steps' to see how we are delivering within the principles and the Future Generations Commissioner has provided some advice on how we can do more with our objectives to expand how make greater changes in Caerphilly and beyond.

Equalities Update 2018/19

We continue to work on providing greater Welsh Language choices and are progressing well on the Five-Year Welsh Language Strategy.

A piece of work completed in partnership with a number of organisations under the Strategy is the development and publication of a booklet entitled *'Becoming Bilingual in Caerphilly County Borough – Thinking about sending your child to a Welsh medium school?'* The booklet gives parents and prospective parents advice a guidance on the options available to them when considering whether to send their child to a Welsh medium school.

The Recruitment and Selection Guidance has been updated to give clearer information to managers when recruiting around undertaking a Welsh language Skills Assessment to employ a greater number of Welsh Language speakers.

Compared with last year, the number of recorded Welsh speaking staff has increased significantly from 402 in 2017-2018 to 1581 in 2018-2019. The increase can partly be explained by a staff survey undertaken by People Services during the summer of 2017, which asked staff to identify their Welsh language skills based on the ALTE (Association of Language Testers in Europe) Levels 1-5. The ongoing data collection of staff skills is also based on skills levels outlined in the staff survey.

It is worth noting that there has also been an increase in the number of staff accessing Welsh language training, up from 111 to 144. A new course which allows staff to undertake a 10 hour Welsh Taster Course online has helped to give more staff the flexibility of accessing a course that can fit around their work and home life , hence the increase in those accessing Welsh courses.



During 2018-2019, 4 service requests and 4 complaints were received relating to the Welsh language. All were responded to within deadlines.

1 of the 4 service requests related to road markings and the other 3 related to signage. Relevant departments dealing with road markings and signage have been given guidance on the correct process to follow.

We have celebrated a number of significant dates;

1. Pride Cymru (August 2018)
2. Diwrnod Shwmae (October 2018)
3. Black History Month (October 2018)
4. Holocaust Memorial Day (January 2019)
5. LGBT History Month (February 2019)
6. International Women's Day (March 2019)

A key event was LGBT History Month where we held an information day for staff and the public on LGBT issues and bringing together key stakeholders, partner organisations and local employers to promote their inclusive services.

We also ran a competition for pupils in Secondary schools to create a piece of artwork or model on what LGBT means to them. Below is the winning entry along with some images from the day. This image will be used for all our LGBT promotional material for the 2019-2020.



In addition to the Welsh language we have provided a diverse range of training and education in topics such as, British Sign Language, Equalities Awareness, Mindfulness, Equality Impact Awareness and Prevent (counter-terrorism programme to prevent radicalisation).

The Education Equality Index run by Stonewall is the only nationwide tool which is used to benchmark progress of ensuring measures are in place and positive steps are being taken to support Lesbian, Gay, Bisexual and Trans young people living in the local community. It is a great way to demonstrate good practice but also to realise and understand the gaps where improvement is needed.

Since submitting our first submission to the Education Equality Index in 2016 where we received special recognition for the work we had done to tackle homophobic, biphobic and transphobic bullying in schools, in Wales we have maintained 1st place year on year. In the UK last year we were ranked 21st but our 2018-2019 submission saw us move up the rankings to 19th in the UK. For more information you can visit www.stonewall.org.uk

Gender Pay Gap Statement 2018

Under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017, all organisations listed at Schedule 2 to the regulations that employ over 250 employees are required to report annually on their gender pay gap.

The data identifies that there are significantly more women than men occupying posts in every quartile of the data due to the predominantly female population of the Council workforce.

The Council is confident that its gender pay gap does not stem from paying male and female employees differently for the same or equivalent work. The gender pay gap is the result of roles in which proportionately more females currently work and the salaries that these roles attract.

Our gender pay gap is reflective of the causes of gender pay gap at a societal level. For example research has identified that, although parents are increasingly flexible, the responsibility of childcare still falls disproportionately upon women. It is a fact within this data that the vast majority of part time posts are held by females and that these are the posts that attract salaries in the lower quartiles. To view the full statement please visit our website <https://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Equalities/Strategic-Equality-Plan>

Disability Access Work Programme

This year we spent £90,000 on a number of different projects as listed;

- Leisure Centres - £2,000 for improved reception facilities.
- Schools - £66,000 including Automatic Doors, Ramps, Handrails and Lift provision.
- Youth Centres - £3,000 to improve accessibility to main entrances.

To monitor our progress towards greater inclusivity we produce a Strategic Equality Plan with our current plan in place until 31st March 2020. In the autumn we will be drafting a new Strategic Equality Plan and an action plan to deliver key objectives to support the work of promoting equalities across services for our residents and visitors. To view the current Strategic Equality Plan 2016-2020 please click on the following link

<https://www.caerphilly.gov.uk/Strategic-Equality-Plan-2016-2020>.

Equalities and Consultation

In order to strengthen the links between equalities and consultation and engagement within the Council, the role of Consultation and Public Engagement Officer moved from the Communications Unit to the Equalities and Welsh Language Team in September 2019.

Work is ongoing to update our equalities “Consultation and Monitoring guidance” and linking this document to new/related guidance e.g. a checklist for consultation and the Welsh language.

Live consultation and engagement activities are promoted on the front page of the Council’s website. Further details of current engagement activities (including links to live surveys where appropriate) and the outcomes of recent engagement activities are also recorded on the Caerphilly CBC website <https://www.caerphilly.gov.uk/involved/Consultations.aspx>

A key corporate consultation/engagement activity undertaken during the last year is the “Caerphilly Conversation – Budget Consultation 2019-2020”, this exemplifies how the Council uses a variety of approaches to encourage participation, promote consultations and ensure that all sectors of the community are enabled to have their say.

All promotional and consultation correspondence was made available bilingually. Face to face activities including town centre/supermarket engagement; drop in sessions at libraries across the borough and a Viewpoint Panel meeting were supported by, digital media (including Facebook, Twitter and NewsOnline), video and web content, Newslines, targeted e-mails to stakeholders and paper and online surveys.

Menter Iaith Caerffili facilitated a Welsh discussion group at the Viewpoint Panel face to face meeting.

Members of the Caerphilly Parent Network and Youth Forum Members also attended. There was written correspondence to all key groups as listed in the council's "consultation and monitoring guidance".

For drop in sessions, residents who had any specific requirements such as access, hearing loop, required translation facilities or wishing to use the Welsh language at the drop in sessions were asked to contact us in advance of attending so that we could meet their needs.

In October 2018 we also introduced an Equality Impact Assessment Screening Form and Guidance for officers to explain their importance and purpose, the legislation and how to complete them.



What our regulators told us

In the Wales Audit Office (WAO) Annual Improvement Report for 2018/19 (Issued June 2019) our regulators concluded *“The Council is meeting its statutory requirements in relation to continuous improvement and is at a crucial pivotal point in its ambition to transform”*

During the course of the year the Auditor General did not make any formal recommendations, however there were a number of proposals for improvement.

May 2018 - Review of the Council’s published plans to ensure they comply with our duty for Improvement Planning and Reporting
WAO noted the Council has complied with its statutory improvement planning duties.

November 2018 - Annual Audit of CCBC Assessment of Performance
WAO concluded that the Council had complied with its statutory reporting duties and there were no proposals for improvement.

March 2019 - Well-being of Future Generations: An examination of improving take up of the Flying Strat Programme
WAO concluded that the Council has a number of positive examples of how it has taken account of the sustainable development principle, particularly in collaboration and prevention. However, the Council recognises that there is more to do to consistently embed all five ways of working and could strengthen its involvement to secure increased take up and attendance and ensure that it is working in a fully integrated way. A number of Improvement Actions have been set out which are due to be completed by March 2020.

March 2019 – Aligning Levers for Change: Business Improvement Portfolio Board
“The Council has recognised that a fresh approach to transformation is needed and is an opportunity not to be missed.

Other WAO Audit work from the 2018/2019 programme includes;

Corporate Safeguarding Arrangements – June 2019 (from the 18-19 programme)
Summary: Although the Council has made some progress in addressing our previous recommendations, the Council needs to further strengthen its corporate safeguarding oversight and assurance arrangements.

Welsh Housing Quality Standard follow up review to determine whether the Council is addressing our 2017 statutory recommendations and has appropriate systems in place to meet WHQS by 2020. January 2019
Summary: The Council has responded positively to our June 2017 Welsh Housing Quality Standard (WHQS) report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020:

Thematic Review - Service User Perspective – Housing – December 2018
Summary: Tenants and leaseholders have positive views about many aspects of the Council’s WHQS programme including the quality, but are less satisfied with external works, the timeliness of work, and the extent to which the Council involves them and provides information on the works

The proposals for improvement and recommendations are monitored twice a year at the Council’s Audit Committee. The reports can be found on our website www.caerphilly.gov.uk

The Care Inspectorate Wales Local Authority performance Review 2018-19 was held to determine whether the council is carrying out its statutory **social services functions**, in line with the four principles of the Social Services & Well-being (Wales) Act 2014.

Summary:

Well-being – The local authority continues to build on its practice of having meaningful conversations with people about what matters to them. There have been positive developments in the provision of information, advice and assistance (IAA).

People - In addressing the needs of children and young people, the vision of having a service that is psychologically informed has resulted in investment in the Multi-Disciplinary Intervention Support Team (MIST) and the development of a local authority residential provision using ICF funding. Feedback from Carers has shown an improvement in services, with Carers support worker and Carers Connect sitting in the IAA service. This has enabled a quick response to carers to support them in their role.

Prevention - The Community Resource Team continues to offer rapid response to people's medical and social needs as well as falls and reablement services. The local authority is working jointly with the health board on creating an early prevention model to enable children and young people to access mental health support at an earlier stage.

Partnerships - Partnership arrangements at both local and regional level continue to develop and mature. This has resulted in significant improvements in commissioning, pooled budgets and increasing social care services delivered on a regional footprint.

All Wales Audit Office Reports can be found on <http://www.audit.wales/> along with a wide range of reports on the Public Sector:

Care Inspectorate Wales reports can be found on;
<https://careinspectorate.wales/>

All Education Reports can be found on
<https://www.estyn.gov.wales/inspection/search>

How to contact us and how you can be Involved

Your views and opinions on the content of our performance reports and the priorities that we set each year are important to us. We welcome your input so that we can continue to provide meaningful information that helps inform you of the service focus, ensuring that we are working on the things that are important to making a difference to you, our citizens and our communities.

You can contact us by:

Email: PMU@caerphilly.gov.uk or via the Council Performance webpage and follow the instructions on screen.

Alternatively, please contact:

Ros Roberts
Business Improvement Manager
Corporate Performance Management Unit
Caerphilly County Borough Council Penallta House
Ystrad Mynach Hengoed
CF82 7PG

Tel: 01443 864238

E-mail: roberr@caerphilly.gov.uk

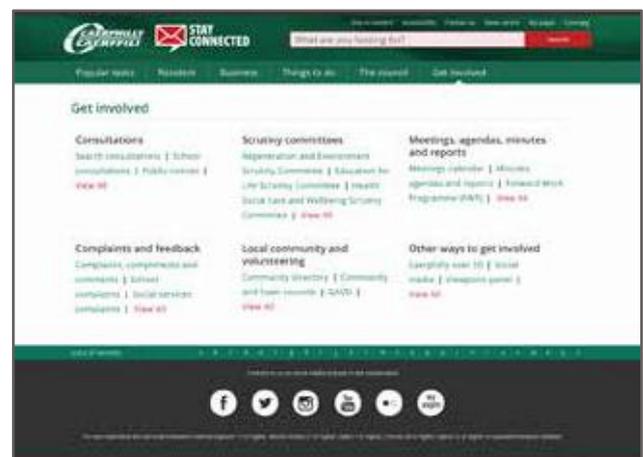


The screenshot shows the 'Performance Management Unit' contact page. It features a search bar at the top, a navigation menu, and a main heading 'Performance Management Unit'. Below the heading, there is a text box for users to provide comments or suggestions. A 'Send' button is located below the text box. To the right, there is a 'Are you looking for' section with links to 'Cymraeg Plan (Including New Being Reached)' and 'Performance Report'. At the bottom, contact information is provided: Telephone: 01443 864238 and Address: Penallta House, Treowen Park, Ystrad Mynach, Hengoed, CF82 7PG.

You can contact us via social media



You can get involved in many ways. Please have a look at our website. www.caerphilly.gov.uk



For more information, please contact:

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