



## **AUDIT COMMITTEE - 19TH JUNE 2013**

**SUBJECT: YEARLY END OUTCOME OF IMPROVEMENT OBJECTIVES 2012/13**

**REPORT BY: HEAD OF PERFORMANCE AND PROPERTY**

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### **1. PURPOSE OF REPORT**

- 1.1 The Local Government Measure 2009 requires all local authorities in Wales to set and publish a set of priorities called Improvement Objectives. The Wales Audit Office (WAO) will use those Improvement Objectives to evaluate the council's likelihood of improvement and following that, the level of actual improvement that is achieved for the citizens of Caerphilly. This will form the main part of the WAO 'Annual Improvement Assessment' of the Council, which is made publicly available in January each year.
- 1.2 The Council is required to review their Improvement Objectives to ensure they remain relevant and current. This report provides a year-end summary of how we have performed against our objectives for the year ending 2012/13.

### **2. LINKS TO STRATEGY**

- 2.1 The local Government Measure 2009 requires each authority to publish priorities for improvement called Improvement Objectives and a year later, progress against them.

### **3. THE REPORT**

- 3.1 The Council had 8 Improvement Objectives in 2012/2013 and they remained broadly the same from 2011/2012 and 2010/2011, although they were reviewed regularly to ensure they remained relevant over the 3-year period. We are now consulting on a new set of improvement objectives for 2013/2014.
- 3.2 Of the 8 Improvement Objectives we believe 6 are fully successful, 1 is partially successful and 1 is not successful.
- 3.3 There are no government criteria as to what is deemed 'successful', this is up to services and organisations to decide based on their analysis of their evidence (Performance Indicators, surveys etc) and the success of their action plans. However there must be an understanding of how that self-assessment has been arrived at.
- 3.4 Below is a summary of the progress of each Improvement Objective for 2012/2013: Full progress against each objective and its action plan is available and can be provided for each objective. Each Director will be sent a full update for the objectives within their area.

IO	IO Description	Outcomes covered by IO	Year End Performance Summary
1	<b>Ensure the citizens of Caerphilly County Borough understand why, when and how to engage with us and the impact their engagement will have in helping us to improve services</b>	<p>We will improve the way we engage and feedback to citizens</p> <p>Our citizens will have a better understanding of their engagement role with the council and understand how they can influence and shape policy and services by their engagement.</p> <p>In 2013 the council's Household Survey will show an improvement in customer perception of our services</p> <p>We will have a good representative mix of citizens that take part in our consultation / engagement activities which match the local population demographics</p> <p>Through our corporate complaints process, we will gather intelligence and citizens understand this helps us improve the way we do things</p>	<p>We believe this Objective is <b>Unsuccessful</b> because; The Engagement Strategy is now in place, but delays in implementing it meant the actions and measures around embedding and monitoring citizen engagement standards are not known at this stage.</p> <p>The Household survey was delayed, although now scheduled for 3<sup>rd</sup> June this falls out of the reporting year of 12/13, so there is no resultant data to report on yet.</p> <p>The new complaints procedure is now in place but delays in its introduction meant that actions were not completed for the reporting year 12/13. This means we do not know whether "the citizens of the county borough understand why, when and how to engage with us and the impact their engagement will have.</p> <p>% CCBC complaints responded to on time has not been reported by all services so we are not able to provide a whole authority update at this time.</p> <p>On a positive note the Social Media Strategy was implemented in 2011 and we are now enjoying a growing following by citizens using all mediums such as Facebook and Twitter. These mediums have been used by a variety of services to engage with citizens on specific projects.</p> <p>The building blocks for this objective are now in place however most of those occurred after 12/13 so for the reporting year of 12/13 we cannot class this as a successful objective.</p>

IO	IO Description	Outcomes covered by IO	Year End Performance Summary
2	<b>Make Caerphilly a safer place to live</b>	We want to increase public confidence in the services we deliver in partnership to address anti-social behaviour	<p>We believe this Objective is <b>Successful</b> because;</p> <p>Partnership work to reduce 'Crime and Anti-Social Behaviour' (ASB) resulted in reductions of 31% in Police Recorded ASB and an 11% reduction in Overall Crime, compared to 11/12. Anti-social behaviour continues to receive full multi agency intervention through the 4 Strikes Anti-Social Behaviour process. The drop off rate between those entering at Strike 1 and those reaching Strike 4 was maintained at 99%.</p> <p>There are several successful initiatives such as the Junior Community Safety Wardens scheme which was introduced this year in our primary schools to teach year 4 and 5 children about the affect anti-social behaviour has on communities. All evidence (PI's) except 1 shows performance improvement or has been maintained.</p> <p>The key piece of data that measures the outcome is taken from the household survey: The % respondents who agreed that CCBC and the police are dealing with crime and anti-social behaviour shows: 53% in 2009 and an increase to 58% in 2011. The next Survey is not due until summer of 2013.</p>
3	<b>Sustain the range of Employment Opportunities for residents</b>	Support micro, small and medium sized businesses to maintain the number of jobs we can create through the provision of grants and the specialist advice given to business	<p>We believe this Objective is <b>Successful</b> because;</p> <p>Our action plan has been completed and the number of jobs created (from the LIF grant) has increased and Business Support financial assistance and start up grants has increased.</p> <p>The 'traineeship' scheme has evolved into the Passport scheme with 60 new opportunities filled in the first six months of 2012-13. It should be noted that many of the 162 placements filled in 2011- 12 remain in place.</p> <p>Although the number of young people unemployed (aged 18-24 years) has fallen in recent times, the figure remains high (approaching 2,000 in the County Borough). In this respect,</p>

IO	IO Description	Outcomes covered by IO	Year End Performance Summary
		<p>Help increase employment opportunities by working in partnership with programmes that help provide adults and young people with the necessary skills and education to obtain employment</p> <p>The longer- term outcome we hope is to improve the life chances for employment as this has a direct effect on bringing people out of poverty.</p>	<p>the Council intends to prioritise the Passport Programme as an Improvement Objective for 2013/14.</p> <p>The overall figure remains at 6,000 and includes a rising number of older people on benefit and a realistic appraisal based on the general economic activity picture indicates that all of our efforts need to be maintained in the employment support and job creation arena for some years to come.</p>
4	<b>Improve the skills level for Children and Young People</b>	<p>Improve the skills levels of all our learners through the aims laid out in the Caerphilly Skills strategy, to improve access to learning</p> <p>A reduction in the number of young people not in employment, education or training (NEET)</p> <p>A reduction in the number of young adults who leave without a qualification</p> <p>A reduction in the number of children and young people who are permanently excluded from primary and secondary schools</p>	<p>We believe this Objective is <b>Partially Successful</b> because;</p> <p>Initial indications show that early interventions programmes have been successful (but the results will be produced in 13/14)</p> <p>The number of pupils achieving Level 1 and 2 Threshold has been maintained and levels of achievement in core subjects has increased. The number of young people who left school without a qualification met target and remained the same as the previous year at 0.4%.</p> <p>Data around permanent exclusions continues to show improvement and there were no exclusions from Primary schools in the academic year of 2011/12. In Secondary school exclusions reduced from 13 pupils in 2011 to 5 pupils in 2012 (0.47%).</p> <p>However we recognise that: The % of young people reporting NEET has increased (5.9% from 4.5% the previous year) and the ESTYN Inspection of the authority produced a judgement of Adequate, and provided 5 recommendations for improvement</p>

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5	<b>Promote Benefits of a Healthy and Active lifestyle</b>	Increased number of all people taking up leisure activities and participating in all forms of physical activity across our county borough	<p>We believe this objective is <b>successful</b> because;</p> <p>Over the last 4 years we have seen a consistent year on year increase in the number of visitors to our Leisure Facilities. Since March 2010, the number of visitors to one of the boroughs indoor leisure facilities has increased by more than 171,000 visits to 1,277,952 total visits. This is an increase of more than 15% on the number of visits made in the year ended March 2010 (1,106,870).</p>
		Improved health and increased life expectancy for people in our borough over the long-term	<p>Our analysis shows we made good progress with the action plan and most actions have been satisfactorily completed at the end of March 2013. The exception is one action, which is concerned with reviewing the agreements that exist between schools and leisure services where Leisure facilities are co-located and shared at school sites. The service recognises this is an area where progress has been slower than expected and that further work is needed. The service has prioritised this work within its Service Improvement Plan for 2013/14.</p> <p>The majority (80%) of the performance indicators we used to measure progress were on or above target at the end of the year. With 69% of these PI's having performed better in 2012/13 than they did in 2011/12</p>
6	<b>Adults who are in the social care system are able to lead a full, active and independent lives</b>	Users of our service will receive a more timely and appropriate response	<p>We believe this objective is <b>successful</b> because;</p> <p>All actions have made at some progress over the last twelve months. For example we continue to promote Self Directed Support to all our service users, along with a recent review of policies and procedures and as a result we have now introduced a flat hourly rate, which makes it easier for the</p>
		The number of assessments completed within the timescale will increase	
		Improve the quality of assessments completed by our social workers	

IO	IO Description	Outcomes covered by IO	Year End Performance Summary
		We will speed up how long you have to wait from the time you were assessed to the time you receive the services agreed.	service user to manage. Out of the 9 monthly performance indicators at the end of March 2012, 8 are performing well.
		The standards of care we provide will improve the quality of life for all service users	However one indicator is below the target of 85% and that is the % of assessments started on time. Out of 7307 assessments, 5323 were started on time (72.80%). Areas of concern lie within Mental Health Older People team, Occupational therapist team, Physical Disability Sensory Impairment team and the substance misuse team.
			<p>Some of this can be attributed to the Mental Health Measure being introduced in June 2012, which has had a big impact on the service due to the lack of clarification of the role of the care co-ordinator within Health, implementation of the measure and the change in practice and documentation.</p> <p>On a positive note, we have reduced the number of service users waiting for an assessment, from 127 service users in 2011-12, to 60 services users in 2012-13, as the service has recruited additional agency staff to tackle the backlog of assessments.</p>

IO	IO Description	Outcomes covered by IO	Year End Performance Summary
7	<b>Agencies and partners work together to safeguard children and young people</b>	Using the Team around the Family we will support families with emerging needs to prevent those needs escalating to the point of statutory intervention.	<p>We believe this objective is <b>successful</b> because; We have made good progress on the actions, such as awareness raising, training and redesigning the referral process. We have achieved good results for the most important measures that 91% of parents/carers who felt that the TAF has listened to them and 82% said it made a positive difference to their family. It should be noted at this stage it is a small sample size as we ask families that are at the end of the process.</p> <p>234 Families were referred to the TAF team in 2012/13, which involved 321 children. Although this did not meet its target of 310 families for 2012/13, the contact and referral team is now screening all referrals. This means that only appropriate referrals are passed through to the TAF team and therefore they are not having to deal with or process inappropriate ones. One issue is if a lead professional needs to be identified (not all circumstances require this) there is sometimes a delay in accessing support due to waiting lists for some services, which can leave families frustrated. The team will be looking at possible solutions to this during 2013/14.</p>
8	<b>Reduce our carbon footprint and improve our sustainability</b>	Reducing CO <sub>2</sub> emissions from our buildings and street lighting	<p>We believe this objective is <b>successful</b> because; We have made good progress against our action plan including: The build of 3 new Primary Schools that benefit from modern construction materials and technologies. The total LAEF projects to date, have contributed lifetime carbon savings of 1,458 tonnes and we have invested 7.6million in energy saving (loft insulation, boilers etc) to help reduce fuel poverty.</p> <p>Most of the performance measures have improved or were maintained, although 2 of our measures regarding staff awareness of</p>
		Reducing the impact of fuel poverty on householders in the borough	
		Raising awareness of climate change issues with our staff and residents to enable them to reduce their greenhouse gas emissions.	

IO	IO Description	Outcomes covered by IO	Year End Performance Summary
		Reducing the impact of our travel and transport to reduce carbon emissions.	sustainability and travel have no results to report as the survey that would have captured this data did not take place in 2012/13 due to lack of resources.

- 3.5 The next steps are to produce a fuller performance report of the improvement objectives ready for publishing to the public in Autumn 2013. The Performance Report will be subject to Audit by the external regulators and will inform their 2<sup>nd</sup> Improvement Letter and their Annual Improvement Report for 2013.

#### **4. EQUALITIES IMPLICATIONS**

- 4.1 There are no equalities implications to this report that have not been considered or would adversely affect any individual or group who fall under one of the protected characteristics or wider issues as shown in the Council's Strategic Equality Plan.
- 4.2 Equalities and Welsh Language issues are crosscutting themes and to varying degrees, the Council's 7 Strategic Equality Objectives support the implementation of each of the 8 Improvement Objectives.

#### **5. FINANCIAL IMPLICATIONS**

- 5.1 There are no Financial Implications that will adversely affect their delivery.

#### **6. PERSONNEL IMPLICATIONS**

- 6.1 There are no personnel implications

#### **7. CONSULTATIONS**

- 7.1 All responses from consultations have been incorporated into this report

#### **8. RECOMMENDATIONS**

- 8.1 Audit Committee note the performance of the Improvement Objectives for 2012/2013.

#### **9. REASONS FOR THE RECOMMENDATIONS**

- 9.1 The Council has a statutory requirement to agree and publish performance against its improvement objectives no later than October 2013.

#### **10. STATUTORY POWER**

- 10.1 Local Government Measure 2009.

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