

Appendix A: Annual Performance Report 2012/13

The Improvement Objectives for 2012/13 were:

IO1: Improve how we engage with our citizens and listen to what our customers tell us about our services

IO2: Make Caerphilly a safer place to live

IO3: Sustain the range of Employment Opportunities for residents

IO4: Improve the skills level for children and young people




IO5: Promote Benefits of a Healthy and Active lifestyle

IO6: Adults who are in the social care system are able to lead full, active and independent lives

IO7: Agencies and partners work together to safeguard children and young people

IO8: Reduce our carbon footprint and improve our sustainability

The following pages, outline key operational activities (actions and performance measures) that were selected and used during 2012/13, to drive and determine changes as planned in our Improvement Objectives.

Action (RAG) keys:	
	Un-successful: No, little progress/achievements
	Partially Successful: Some progress/achievements
	Fully Successful: Good progress/achievements

Performance (RAG) keys:	
Current year <u>RESULTS</u> compared to our <u>TARGETS</u>	 Well below
	 Marginally below
	 Better than



A greener place to live, work and visit
Man gwyrddach i fyw, gweithio ac ymweld









For the 2012/13 Improvement Objective:












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 (IO 1)

We wanted to:

- 1. Improve the way we engage and feedback to citizens.**
- 2. Help our citizens to 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**
- 3. Use the 2013 council's Household Survey to show an improvement in customer perception of our services.**
- 4. Have a good representative mix of citizens that take part in all our consultation / engagement activities which match the local population demographics.**
- 5. Gather intelligence through our corporate complaints process, and citizens understand that this will help us improve the way we do things.**

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
01. Develop a comprehensive Public Engagement and Participation Strategy	A Citizen Engagement Strategy and Action Plan was approved by Cabinet on 9th April 2013.	Complete	 Fully Successful
02. Adopt and implement a robust action plan that includes a range of actions that will further improve how we engage with and feedback to our citizens	Cabinet have endorsed a cross-directorate working group to take forward the Action Plan within the Engagement Strategy. Nominations have been received from each Directorate. The group will now work to take forward this action plan however, key actions have been completed around development of Caerphilly Asks, Caerphilly Listens system.	In Progress	 Partly Successful
03. Develop a process for monitoring whether citizen engagement activities meets the required standards	This is now a key action within the Engagement Strategy, e.g. a 1 day training course (provided by Participation Cymru) has been arranged for Officers in July 2013.	In Progress	 Partly Successful
04. Deliver engagement activities to gauge Citizens perception	The Household Survey did not take place in February as planned. The questionnaire will ask people whether they agree or disagree that the Council listens to residents.	Not Started	 Unsuccessful
05. We will work with LSB partners particularly around the development of the single integrated plan which has a distinct Public Engagement element	The LSB Citizen Engagement Strategy was endorsed by the LSB in January 2013.	Complete	 Fully Successful
06. A central depository database will record the number of public engagement and participation activities together with cost and influence on decision making	A system is now in place and in use within the Local Authority. Discussions are taking place for roll out to partners. The Authority is also at the forefront of discussions around a National system.	Complete	 Fully Successful

Title	Comment	Overall Status	RAG
07. We will ensure the Viewpoint Panel has a good mix of citizens that take part	Although no Viewpoint panels took place in 2012/13, the role of the panel was reviewed as part of a Public Engagement Strategy. The existing Viewpoint panel had the opportunity to participate in a review of how, when and why we engage with them and how we feedback. Following on from this we now want to offer a mixture of opportunities and methods for our citizens to select how they engage with us and encourage them to become active regular members of the Viewpoint Panel. In addition to this we will also ensure the panel contains a mix of citizens to better reflect the views of the population.	Not Started	 Unsuccessful
08. The Household Survey will take on board lessons learnt from previous survey work and provide alternative engagement methods for hard to reach groups in our communities	The Strategic Equality Plan, within which objective 5 states, "People from every part of the county borough and from every community feel that they are a part of the decision-making process". We will continue with the paper version of the survey, and with the information gained from the last survey, we will run a targeted campaign to increase responses from areas where previously responses have been low. We will also try to increase the number of responses via the Web through use of social media campaigns.	Complete	 Fully Successful
09. Conduct additional research and analysis to establish the reasons for customer satisfaction or dissatisfaction linked to different areas of the borough.	Following the Household Survey, geographical differences in responses will be analysed in further detail.	Not Started	 Unsuccessful
10 Introduce and publish contact service standards so the customer know the service they can expect to receive and how we are performing against them	Standards have been agreed and are now available to the public. They set out the contact service standards that customers should expect, this includes telling the public how we will deal with customers who visit our offices, and how we respond to paper and electronic mail from customers. The public's understanding of this 'Customer Service Charter' will be improved via publicity campaigns to raise awareness. We have a range of indicators that will tell us how we are performing, including a new standard of greeting customers entering our buildings within 2 minutes.	Complete	 Fully Successful
11. Nationality Checking Service	The introduction of a Nationality Checking Service was proposed for 2012, however there are national concerns regarding the resource needed for the service and an expected negligible number of citizens using the service. We are awaiting further information from Wales Government.	Not Started	 Unsuccessful
12. Reviewing the receiving and processing of complaints	In 2012/13 we reviewed the complaints procedure. Following this review the new Complaints procedure was implemented on 1st April 2013. Meetings with complaints officers across the Authority are planned to discuss progress and iron out any practical problems that have arisen during the first few months.	Complete	 Fully Successful
13. Record more about the complaints we receive	The new complaints process that is now in place is a more detailed system that will enable the analysis of complaints to take place.	Complete	 Fully Successful
14. Introduce a 'Listening and Learning Group'	Within the new complaints scheme we will, through the Listening and Learning Group, collect anecdotal data to add to our understanding. This should enable the Council to identify trends and assist in the development of services.	In Progress	 Partly Successful
15. Introduce methods for collecting data to understand why unnecessary contact occurs	This action can only be carried out when the new Complaints system is up and running. From the details recorded in the new system, intelligence gained and analysis at the Listening and Learning Groups, it is our aim to use this data to reduce unnecessary contact for our customers.	Not Started	 Unsuccessful
16. Reduce unnecessary contact for the customer	As the new scheme was not in place until 1st April 2013, the recording and analysis of complaints data that will help us to improve our understanding of why unnecessary contact occurs has only just begun. In the future this will enable us to establish a process to reduce unnecessary contact for the customer.	Not Started	 Unsuccessful
17. Working with Democratic Services to ensure the Council's response to the new government measures are clearly communicated to our public	Member development training carried out during 2012/13 included, Community Strategy and Partnership Working and Community Leadership, the Council Website explains the democratic structure and decision making process. Further work on public engagement and scrutiny will be carried out during 2013/14.	In Progress	 Partly Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
A01. Public Engagement Strategy Agreed	The Citizen Engagement Strategy and Action Plan was approved by Cabinet on 9th April 2013.	100.00	100.00	-	80
A02. Action Plan is implemented/rolled out	Action Plan approved, and rolled out to Directors and Heads of Service.	100.00	100.00	-	30
A03. The engagement strategy was well received by the public and partner organisations and is recognised as good practice by % of those engaged in council business	During June 2012, a number of engagement activities gathered data relating to strategy as a snapshot of public perception of the strategy. An Engagement Strategy was developed for the Single Integrated Plan (SIP), which mirrored the CCBC strategy. SIP consultation took place early in 2013 with the public and Local Service Board partners, and was well received.	100.00	90.00	-	40
A04. Improvement in the proportion of our citizens who feel they are listened to and their opinions count	The household survey will ask residents whether they agree/disagree that the council listens to residents views, the results will not be known until later this year. The next household survey is scheduled from 3rd June to 28th June.				N/A
A05. Caerphilly Library/Customer Service Centre opened	We anticipate this being completed by November 2013 and development is underway but timescales for completion are provisional at this time.	60.00	100.00	-	10
A06. Bargoed Library/Customer Service Centre opened	Complete. Opened to the public on 26th October 2011.	100.00	100.00	-	100
A07. Risca Library/Customer Service Centre opened	Complete. Opened to the Public on 10th December 2011.	100.00	100.00	-	100
A08. The central depository records number of engagement activities per quarter	A system is now in place and in use within the Local Authority with discussions taking place for roll out to partners. The Authority is also at the forefront of discussions around a National system.	8.00	80.00	-	53
A09. Face to face engagement via Customer Service Centres using exit surveys	Across all sites 98.2% of customers said that they were satisfied with the service they had received. This was conducted over several 2 day periods at each site by customers choosing either "satisfied" or "dissatisfied" using a fully anonymous token voting system on leaving the site.	98.20	90.00	-	40
A10. Social Media Strategy Agreed	The Strategy was agreed and was successfully implemented during Autumn 2011. We are now using Facebook, Twitter, YouTube and Flickr to engage with citizens.	100.00	100.00	-	100
A11. Number of Facebook posts	The councils social media channels have become a key source of communication and engagement with county borough residents throughout 2012/13. The popularity of these channels means that social media now allows us to communicate news and information to more residents on a daily basis than if the same information was featured in some local hard copy publications. It also offers a unique, timely method of engaging with residents and seeking their views on various topics areas.	977.00	300.00	-	N/A
A12. Number of New Facebook followers		3643.00	250.00	-	N/A
A13. Number of New Twitter followers		2505.00	200.00	-	N/A
A14. Number of Twitter Tweets		1859.00	420.00	-	N/A
A15. Number of YouTube uploads		120.00	25.00	-	N/A
A16. Analysis of engagement activities of the authority as meeting good practice standards	Key consultation results are regularly fed back to service areas and they in turn use this data to shape the way they deliver services going forward.	60.00	60.00	-	N/A
A17. The number of engagement activities that have influenced Council decision making	This activity has not been measured accurately to date, but the recently adopted Citizen Engagement Strategy contains a key action to establish a formal mechanism that will develop clear links between any engagement activity and the decisions/actions taken as a result (We asked - You said - We did). Work is currently underway to develop this protocol.	0.00	180.00	-	N/A

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
B01. % response rate for Viewpoint Panel Engagement	The Viewpoint panel was reviewed as part of the Public Engagement Strategy. However we have not undertaken any surveys with the panel this year, therefore we do not have a figure for this measure.		0.00		0
B02. % of Viewpoint Panel meeting who find the engagement process a positive experience	No surveys took place in 2012/13.				0
B03. % People who feel satisfied with the level of service we provide	The bi-ennial Household Survey for 2012/13 was delayed and only completed in June 2013. This actually fell outside of the reporting (fiscal) year 2012/13, but we have included the result to give the latest and most up to date information.	82.00	78.00	↓	77
C01. Tell us Once Service Take up	Target amended to 90% at end of November as 100% is unrealistic. The rest of Wales currently have a take up of 58%.	95.00	90.00	–	100
C02. A Customer Service Charter is created	Charter is in place.	100.00	100.00	–	N/A
C03. % of customers seen within 10 mins at Customer First Centres (YTD)		84.80	80.00	↓	82.26
C04. % of Contact Centre Calls answered within 20 seconds (YTD)		75.13	80.00	↓	83.17
D01. Establish Corporate Complaints process	The new Complaints procedure was implemented on 1st April. Meetings with complaints officers across the Authority are planned to discuss progress and iron out any practical problems that have arisen during the first few months. Therefore is too early to report on this measure.	100.00	100.00	–	100
D02. The complaints system has improved the way the public can use it and they have indicated it is simple to use by % of those using it feeding back	The new Complaints procedure was implemented on 1st April. A meeting is planned for the beginning of May with Complaints Officers across the Authority discuss progress and iron out any practical problems that have arisen during the first month. Therefore is too early to report on this measure.				No data
D03. Decision making process shows links or influence with intelligence gathered by % of complaints made and found to be correct	This action has been considered as part of the policy review.				No data
D04. % of CCBC Complaints responded to and resolved within target timescales		98.00	80.00	–	94.20
D05. Number of complaints to the local government ombudsman	We do not set targets for this measure.	37.00			58
D06. Number of complaints upheld by the local government ombudsman	We do not set targets for this measure.	3.00			0

**For the 2012/13 Improvement Objective:
Make Caerphilly a safer place to live (IO 2)**







We wanted to:

Increase public perception of the effectiveness of partnership work with regard to decreasing anti-social behaviour in our communities.

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
01. Apply a robust "4 strike" process working in partnership to address perpetrators of anti-social behaviour	The Four Strike Process continued to be implemented throughout 12/13 to secure early interventions (preventing escalation) and reduce anti-social behaviour.	Fully Met	🟢 Fully Successful
02. Deploy Community Safety Wardens on proactive patrols and in response to priorities identified by our communities, providing visible reassurance	We have maintained our compliment of Community Safety Wardens and continued to deliver a high profile presence within our communities throughout 12/13.	Fully Met	🟢 Fully Successful
03. Ensure our community Safety Wardens confiscate alcohol to address underage drinking to enforce designated public places orders	Community Safety Wardens (CSW's) continue to enforce legislation in relation to consumption of alcohol in public. Designated Public Place Orders (DPPO's) were actively enforced and seizures made from under 18's. There were 142 items seized throughout 12/13.	Fully Met	🟢 Fully Successful
04. Undertake targeted operations to tackle underage sales of alcohol	Throughout 2010/11 and 11/12, operations were put in place to address issues of underage and proxy sales of alcohol and we reported that this action was completed at the end of 2011/12. However, work continues on this action and in addition to the test purchase exercises being carried out, a successful 'proxy sales' operation has been carried out in partnership with police and Community Safety Wardens, targeting premises where alcohol was being supplied to children by adult members of the public.	Complete	🟢 Fully Successful
05. Work with the Neighbourhood Policing Teams to promote 'No cold calling zones'	We reported at the end of 2011/12 that this action was completed. However, work is actually ongoing with a total of 33 CCBC run Warden Controlled complexes throughout the Borough due to be designated No Cold Calling Zones (NCCZs). Currently undertaking consultation with residents, once this process is completed each complex will be designated a NCCZ on a rolling programme and it should be noted, that all work done todate has been successfully implemented.	Fully Met	🟢 Fully Successful





Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
06. Facilitate the provision of support to victims of anti-social behaviour	<p>The Safer Caerphilly Community Safety Partnership (SCCSP) has commissioned the charity Victim Support to employ a local "Victims Champion" to support victims and witnesses of Anti-Social Behaviour (ASB). The "Victim's Champion" is supported by trained Victims Support ASB counsellors. All agencies involved in the SCCSP ASB process are engaged with the "Victims Champion" striving to enhance the service they provide to victims/witnesses.</p> <p>This year the partnership introduced the provision of CCTV cameras to vulnerable and high risk victims of ASB where they were unable to fund such provision themselves. The Victims Champion was trained to Level 3 NVQ in mediation services to assist victims and witnesses in protracted cases of ASB.</p>	Fully Met	 Fully Successful
07. Maintain a 24/7 CCTV network to protect and reassure our communities	<p>The CCTV network for CCBC now consists of a total of 148 town centre cameras located in 27 town centres throughout the Borough. These are monitored by Security Industry Authority Licensed Operators working to National Security Inspectorate Audited standards and are monitored 24 hours a day, 7 days a week.</p>	Fully Met	 Fully Successful
08. Continue development of the Safer caerphilly Volunteer network	<p>The Safer Caerphilly Volunteer Network incorporates the diverse range of individuals who are actively involved in their communities and have an interest in working alongside other partner agencies to tackle crime and anti-social behaviour. The Volunteer Network is made up of individuals from groups such as Neighbourhood Watch, Crime Prevention Panels, Community Groups and Partnerships, Street Pastors and Tenants and Residents Associations.</p> <p>There are currently 243 members of the Safer Caerphilly Volunteer Network Work will continue beyond the duration of this objective to maintain the Safer Volunteer Network.</p>	Fully Met	 Fully Successful
09. Ensure the Safer Caerphilly Community Safety Partnership promotes community engagement through the PACT process	<p>Gwent Police produce newsletters each month for each of the 33 Wards within Caerphilly County Borough. Various aspects of SCCSP work are included in the newsletters such as updates on Police and Communities Together (PACT) priorities and on-going projects/initiatives such as Project Bernie.</p> <p>The PACT process also continues to be advertised in the local Press and via local surveys that are conducted in the areas. Work will continue beyond the duration of this objective to maintain engagement through the PACT process.</p>	Fully Met	 Fully Successful
10. We will work with Responsible Authorities to control disorder and nuisance associated with licensed premises and activities	<p>Work continues on this and regular meetings are held between the Responsible Authorities identified under the Licensing Act 2003.</p> <p>In the last quarter work began on the Safer Caerphilly After Dark initiative bringing together responsible agencies in tackling problems in Night Time Economy environments.</p>	Fully Met	 Fully Successful
11. Undertake targeted enforcement actions and campaigns against those responsible for littering, fly tipping & dog fouling in our communities.	<p>Work continues to be implemented on this initiative, which is showing to have an impact on our communities and its citizens.</p> <p>Increased numbers of Fixed Penalty Notices issued for littering and dog fouling (There has been a 122% increase on this activity). Dog fouling campaign across the main parks of Penyfan/Parc Cwn Darren/Morgan Jones Waunfawr Park in support of green flag bids.</p> <p>Zero Tolerance on dog fouling continuing.</p> <p>Littering campaigns in conjunction with 2 leading franchise operations in the county borough, over 300 people signed anti littering pledge.</p> <p>High profile illicit tipping cases were highlighted in the press, including woman being arrested at Bristol Airport. Any case which can be pursued, is pursued.</p>	Fully Met	 Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
12. Maintain local restorative justice to improve the street scene, working with our partners to utilise community payback hours in areas identified by members of the public	The Safer Caerphilly Community Safety Partnership continues to work closely in partnership with colleagues at the Wales Probation Trust on the Community Payback initiative, which sees offenders carrying out tasks in the community, while wearing fluorescent orange jackets to ensure they are highly visible to members of the public. Minor restorative projects are also submitted to the Youth Offending Service for intervention. Restorative Justice now considered at custody suites for under 18's.	Complete	Fully Successful
13. Working with Partners to develop and enhance the recent StreetPride initiative to assist communities to take pride and responsibility in their streets and neighbourhoods	<p>The StreetPride initiative was launched in April 2010. The Council, Wales Probation Trust, Fast Forward and the Police continue to participate in this ongoing initiative and in addition to dealing with everyday public concerns about our streets, villages, towns and surrounding environments, we have now established and well embedded some specific working groups that are making an impact on the quality of life in our borough. For example:</p> <ul style="list-style-type: none"> A network of volunteers and Community Champions. A Community Payback Scheme. A Graffiti Busters programme. Community Cleansing Teams. A Tidy Towns, Tidy Places Team. A Community Assets Team. A Weed Removal Team. <p>In 2011/12, there were 8 clean-up campaigns carried out and we secured almost £40,000 of Welsh Government (WG) Tidy Towns funding for 9 projects under this scheme.</p> <p>"We continue to make progress in this area with increased levels of enforcement activity. We have also heightened our approach to naming and shaming offenders so that we now publish their details in the Council newspaper delivered to every home in the Borough and through social media, as well as on our website and media releases. We have also continued our programme of awareness raising events including dog fouling flagging events, days of action with partners, and working with a major fast food restaurant chain on signing up their customers to litter pledges."</p> <p>The StreetPride website has been enhanced to further promote the initiative and message, and a hotline has been created to receive service request on the main issues which can be addressed by the service areas to enhance the street scene.</p> <p>This initiative will continue beyond the duration of this objective.</p>	Complete	Fully Successful
14. Ensure both centre and street-based Youth Services staff continue to educate young people to keep themselves safe and behave acceptably in public	<p>Youth Service teams proactively work with the Police and the Police Community Support Officers (PCSOs) and are also represented at the Safer Caerphilly Community Safety Partnership (SCCSP) tasking meetings. Police officers and PCSOs have worked alongside Youth Service personnel in the delivery of specific diversionary activities at key calendar periods such as Easter (for example. Project Bernie' which is a South Wales Fire and Rescue Service and partnership initiative that aims to tackle and stop deliberate grass and mountain fires over the Easter Holiday period, in high risk areas of South Wales) and Halloween and Bonfire night.</p> <p>82% of young people surveyed (115) engaged with the Youth Service Hub team (Communities First areas) reported that their involvement had helped them to learn more about risk taking topics, such as alcohol, drugs, crime, anti social behaviour, smoking, sexual health, money, truancy, health, arson, hate crime and vandalism. 64% reported behaviour change with regards to: Cutting usage of drugs and alcohol. Less aggressive. Better behaviour. Smoking less. Impact on truancy. Trying not be involved in ASB. Thinking about dangers and consequences. Thinking about things more. More aware of different religions (tolerance) Reduce usage of energy drinks.</p>	Fully Met	Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
<p>15. 12/13 - Continue to work with the wider Safer Community Safety Partnership (SCCSP) Members to further develop improvements (timeliness and effectiveness) in shared service delivery.</p>	<p>Partnership processes have been enhanced this year in part due to the preparatory work required for the Single Integrated Plan (Welsh Government Guidance for 2013). This has driven a revised planning structure and a more focussed selection of performance measures. The advent of the Police and Crime Commissioner and the move towards a regional funding model by Welsh Government have prompted the sharing of good practice with key partners across the region. A shared Partnership Tasking process has been revamped to include key input from all partners in providing short time intelligence to drive shared solutions to community problems. Work is continuing on this action under new planning/restructures.</p>	In Progress	 Fully Successful
<p>16. 12/13 – Adopt a ‘Neighbourhood Management’ approach in conjunction with partners to decrease crime and anti-social behaviour, particularly in areas that have failed to follow the improving trend as quickly as others</p>	<p>A comprehensive neighbourhood management approach was not possible due to funding constraints. However, work has taken place among Community Safety partners to tackle problems in wards where progress in reductions in crime and ASB has been less marked than in others. Particular emphasis has been placed on problem solving approaches at transport interchanges and areas not actively covered by the CCTV network. By a combination of community engagement and shared interventions (through problem solving meetings and monthly partnership tasking) focus has been maintained and will continue to ensure improvements made are sustained. Therefore, work against this action could never be 100% completed.</p>	Partially Completed	 Fully Successful
<p>17. 12/13 - Prepare for forthcoming changes in Community Safety funding, and changes in our Community Safety partners, by providing evidence to demonstrate our historical effectiveness</p>	<p>Effective progress has been made as transitional arrangements have become known. Work is taking place to prepare for the Police and Crime Commissioner funding process from Summer 13. Preparatory work underway to safeguard key partnership posts in relation to ASB. Reports prepared supporting ASB team and Victims Champion post. Substance Misuse funding changes are being developed with financial processes between Gwent authorities developed. Staffing issues in substance misuse safeguarded as far as possible. Welsh Government Youth Crime Prevention fund redeveloped on a regional footprint in preparation for 1314.</p>	Fully Met	 Fully Successful
<p>18. 12/13 – Ensure direct interventions with perpetrators of anti-social behaviour occur and where necessary, provide dedicated and sensitive support for victims throughout our community (creating a ‘deterrent effect’ and providing ‘reassurance’).</p>	<p>ASB perpetrators managed via a multi agency problem solving approach. Engagement at the early stages to divert behaviour conducted through Communities/Families First interventions in youth settings and in the latter stages via Youth Offending Service mentoring and strike support. Intensive multi agency intervention provided through the family intervention project. ASB victims supported via the Victims Champion who has also engaged with Hate Crime Victims. Private external CCTV systems provided to high risk victims. Victims Champion trained to provide mediation services in protracted cases.</p>	Complete	 Fully Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Result 12 Months Ago
Requests for removal of graffiti	Accumulative Result: Q1=10 Q2=12 and Q3/4=43	65.00	109
Number of service requests on anti-social behaviour matters	Accumulative Result: Q1=1477 Q2=1882 Q3=1538 and Q4=1893	6790.00	6911
Number of fixed penalty notices issued for dog fouling incidents	Accumulative Result: Q1=22 Q2=26 Q3=12 and Q4=13	73.00	59
Number of fixed penalty notices issued for littering incidents	Accumulative Result: Q1=73 Q2=101 Q3=83 and Q4=108	365.00	136

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
Number of community payback hours received across the County Borough	Accumulative result, monitored by the Wales Probation Trust. The hours received are determined by negotiation, levels of availability and funding. This year covered 20 community projects.	24938.92	28000.00	-	37582
Number of children and young people entering the youth justice system for the first time	BLAENAU GWENT & CAERPHILLY YOUTH OFFENDING SERVICE: There is a national drive to reduce levels by 20% by 2020 since 08/09 (Approx equiv to 2% reduction per year). During 2012/13: Records show Male=86 and Female=16	102.00	256.00	-	156
Number of under age test purchases undertaken for Alcohol Purchases	Change in legislation (1/11/12) has made it difficult to justify the use of under age test purchasing, resulting in decrease in number of attempts. Q1=8 Q2=11 Q3=15 and Q4=18	52.00	70.00	↓	73
Number of members on the community volunteer network	There are currently 243 members of the Safer Caerphilly Volunteer Network.	243.00	230.00	-	235







Title	Comment	Actual	Target	RAG	Result 12 Months Ago
STS007 The percentage fly tipping incidents which lead to an enforcement activity	Quarterly accumulative measure. Figure taken from Flycapture, the national fly tipping data base.	46.18	40.00	↑	40.28
STS006 The percentage of reported fly tipping incidents cleared within 5 working days	The 99.29% is the result monitored and reported for the last quarter of the year only. (Not accumulative) The overall performance result for the year 2012/13 was 99.05%. The overall performance result for 2011/12 was 98.34%.	99.29	99.00	↑	99.53
ASB Drop off rate % decrease between strike 1 and 4 intervention stage of the ASBO process	This measure reports: % Decrease between strike 1 and 4 of the anti social behaviour process. The 4th quarter result of 99.48% represents the following number of interventions: Strike 1 = 193 Strike 2 = 64 Strike 3 = 22 Strike 4 = 1 For the whole year (2012/13) the result is 99.35% which represents the following number of interventions: Strike 1 = 920 Strike 2 = 193 Strike 3 = 108 Strike 4 = 6	99.48	99.00	↓	99.44
% Households who Strongly or Tend To Agree that the Police and Caerphilly CBC are dealing with anti-social behaviour and crime issues that matter in this area	Result from the 2013 Household Survey.	64.00	58.00	-	58% in 2011 and 53% in 2009

**For the 2012/13 Improvement Objective:
Sustain Employment Opportunities (IO 3)**









We wanted to:

- 1. Support businesses particularly micro, small and medium sized businesses to maintain or protect as best we can the number of jobs that we can create through the provision of grants and the specialist advice given to business.**
- 2. 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.**
- 3. Improve the life chances for employment as this has a direct effect on bringing people out of poverty.**

Our priority actions , progress and achievements were:

Title	Comment	Overall Status	RAG
01. Promote the local funding opportunities	All grant funding was delivered due to the successful promotion.	Complete	 Fully Successful
02. Support the development & start up of rural businesses via Rural Development Plan funding	Officers continue to work with local rural businesses and a total of three grants were offered in 2012-13. The project is ongoing and will conclude during 2013-14 in line with the original plan.	In Progress	 Partly Successful
03. Develop the SEE group, with additional representation from Work Programme contract-holders	The Training and Education Forum is now well established and includes members from most education and training providers active in the County Borough. This was completed 10/11 and the group is now actively working together to try to eliminate duplication of effort and identify and tackle gaps in service. Therefore, this action has now been successfully completed.	Complete	 Fully Successful
04. Seek new and innovative ways to engage people onto employment support programmes	<p>European Social Fund (ESF) funded projects continue to provide much needed support, local work clubs are operating near to or at capacity and the Passport Programme, building on the success of the Apprenticeship/Traineeship scheme, was introduced in March 2013 and has already achieved 50 placements. A strong partnership with the private sector (Caerphilly Business Forum) is integral to this early success.</p> <p>One significant issue for 2013-14 is how the Council and partners can deal with the large number of people completing their two years on the Work Programme - the success rate of the programme to date is much lower than anticipated, with less than 5% finding employment and CCBC officers are in ongoing discussions to support Jobcentre Plus in providing appropriate support.</p>	In Progress	 Partly Successful
05. Develop community based work clubs, community education and training classes	The number of operational work clubs has reduced to 13, as a response to demand. However, these are all operating at or near to capacity and this element of the objective is therefore deemed to be completely successful.	In Progress	 Fully Successful
06. Work with Partners across HOV to co-ordinate regional approach to employment	The European Social Fund (ESF) project leads group continues to meet regularly to support existing projects. In terms of new development, The South East Wales Regional Partnership Board (SEWDERB) has established a set of ten Task & Finish groups, who are now developing proposals for the next round of EU Funding 2014-20. One of these groups focuses on skills development and worklessness.	In Progress	 Partly Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
07. Implement Heads of the Valley (HOV) Endure project	Project Endure was replaced by the GO2 (my towns) Project in 2011. The GO2 project created a web portal (accessible to the public) which gives the following benefits: Access to information about several hundred local businesses in the area of 7 of our key towns. Promotional opportunities of services and products for those businesses. Enhanced business awareness and engagement of local and wider communities. Information that may draw in increased footfall to our local towns. Increased income generation to the authority (re: hosting the web service).	Complete	 Fully Successful
08. Provide independent free IT support and advice to businesses	This is an increasingly important part of business development. IT support, advice and financial assistance has been provided to local businesses by the Business Enterprise Support Team, who also lead on the GO2 project, which encourages businesses to trade online. Also, within our Procurement Department, a 'Supplier Relationship Officer' was employed specifically to work with, advise, support and further encourage local businesses, particularly SME's, to better engage and seek opportunities with and in local authority business. E.g. Supplier contracts.	Complete	 Fully Successful
09. Introduce Regeneration Champions for each of the Priority Activity areas described in action plan.	This action was completed in 2011-12. Regeneration Champions now in place for each of the eight priorities set out in the Regeneration Strategy. They have reported periodically to Regeneration Scrutiny Committee on progress and are engaged in reviewing and revising the content of the Regeneration Action Plan in 2012-13.	Complete	 Fully Successful
10. Streamline and improve payment settlement processes.	This action was reported as completed for the year ending 2011/12, with a result of paying our creditor invoices within an average of 13.92 days. In 2012-13 the target of 13 days was also achieved. Our challenge remains to sustain and possibly improve this further in the future.	Complete	 Fully Successful
11. Include clauses on Targeted Recruitment and Training (TR&T) into public sector contracts.	This action was completed in 2011-12. All £1m+ contracts now include TR & T clauses.	Complete	 Fully Successful
12. Establish apprenticeship scheme	We reported that this action was completed at the year end of 2011/12. The apprenticeship scheme was introduced in 2011 and ran successfully until the introduction of the new Passport Programme in March 2013. Passport has already successfully filled 50 placements, many via a strong partnership with Caerphilly Business Forum.	Complete	 Fully Successful
13. (12/13) The successful launch of the GO2 Bargoed site in 2011-12 provides a model for future development of similar websites for other towns	The number of businesses joining is on track with our business model	Complete	 Fully Successful
14. (12/13) Maximise the value of work towards achieving the Welsh Housing Quality Standard (WHQS)	A contract structure has been developed and implemented to ensure that the value of the WHQS contracts are maximised for the benefit of small and medium size enterprises (SME's) and supported the development of the supply chain (introducing prompt payment requirements). Across all WHQS contracts, over 25 pre procurement events have been delivered to raise awareness of the opportunities, assist businesses to tender and win those opportunities. The Supply Partner procurement has been completed, external and internal works procurements are currently underway. All WHQS procurements have included community benefits including targeted recruitment and training requirements relation to the Passport Programme, apprenticeships, work experience placements and opportunities for graduates and the long term unemployed. The internal workforce has been expanded by 20 full time equivalent (FTE) posts.	In Progress	 Partly Successful

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
ai) Business Enterprise Support (BES) - Number of offers of financial assistance to local companies		186.00	120.00	-	167
aii) Business Enterprise Support (BES) - Number of new business start-ups supported by the Authority		77.00	21.00	-	34
bi) Rural Development Plan (RDP) - Number of offers of financial assistance to local companies	A total of 3 offers were made in 12/13 due to limited funding but an additional £40k was added to the grant fund during the year. Already 2 local businesses have been supported in April 2013.	3.00	4.00	-	11
bii) Rural Development Plan (RDP) - Number of new business start-ups supported by the Authority	No eligible start ups approached the grant scheme for funding during the year. A number of new businesses are supported through the work of the RDP Team but not through financing. Officers are currently working with 2 potential start ups.	0.00	1.00	-	4
Employment Support Allowance (ESA) Number of Claimants ESA+IB	The target has been achieved, but this should not necessarily be regarded as an improvement because of people moving into employment. Much of the reduction is as a result of the Department of Work and pensions (DWP)/Job Centre Plus (JCP) review of ESA claimants, which resulted in fewer people being eligible for the benefit. Most have not gone on into employment as a result.	11980.00	12500.0	-	12970
Number of adults participating in Genesis 2 project	We are working as part of a consortium to deliver this project. The project has been re-profiled due to lack of funding and this has led to lower targets for 12/13 for all partners. Because we have already achieved this target we will provide additional support to exisiting project participants during 12/13.	1185.00	1020.00	-	1110
Number of adults participating in the Bridges into Work project	Actual cumulative figure for the year end.	3314.00	2281.00	-	2659
Number of adults participating in the Essential Skills in the Workplace Project	Under performance due to one company withdrawing and other learners finding new employment.	8.00	22.00	-	N/A
Number of adults participating in the Working Skills for adults project	Accumulative figure to the end of the academic year.	1726.00	1765.00	↓	1214

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
Number of Apprenticeship opportunities filled	Performance exceeded the 2012-13 target. However performance was lower than the result achieved in 2011-12 due to the preparation and phasing in of the new Passport Programme in March 2013. The new programme meant the old one was put on hold for the last quarter to transfer existing people and match new ones to the new scheme. We will see a significant increase in the number of people supported. It should also be noted that many of the 162 placements filled in 2011-12 remain in place. The original target was to achieve an accumulated result of 150 by the end of 2012/13.	132.00	90.00	-	162
Number of jobs created by Local Investment Fund (LIF) grant schemes		139.00	102.00	-	72
Number of jobs safeguarded (by Grant Schemes)		1130.50	500.00	-	1451
Number of town centres engaged in GO2 (Digital Business Network)	7 GO2 (my town) digital network sites have now been set up and are fully operational: Caerphilly, Bargoed, Blackwood, Rhymney, Newbridge, Risca and Rhymney.	7.00	5.00	-	2
Percentage of business start ups (survival) still trading after 1 year	The survival rate is consistent year on year. 58 start ups at the end of the year and got a positive response from 51 of them - $51/58 = 87\%$	87.00	85.00	-	87
Time taken to pay invoices to local small & medium size businesses (accum - Number of days)	We continue to improve/sustain the speed of invoice payments. Over the past 3 years, we have averaged approx 13.67 days, which is a substantial improvement over the 17 days at the end of 2009/10 and the 21 days of 2007/08.	12.78	13.00	↑	13.92

**For the 2012/13 Improvement Objective:
Improve the skills levels for Children and Young People (IO 4)**

We wanted to:

- 1. Improve the skills levels of all our learners through the aims laid out in the Caerphilly Skills strategy, to improve access to learning**
- 2. Reduce the number of young people not in employment, education and training (NEET)**
- 3. Reduce the number of young adults who leave without a qualification**
- 4. Reduce the number of children and young people who are permanently excluded from primary and secondary schools**

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
01. Deliver training to develop a shared understanding of teaching strategies for reading.	Training has been undertaken for all Y3 teachers across the borough, in teaching reading effectively. The program was completed in April 2012 and included all KS2 teachers.	Complete	Fully Successful
02. Implement and embed strategies in learning plans	All Caerphilly foundation phase settings have implemented the foundation phase strategy. All clusters of schools have measures in place to support individual learner transition from foundation phase to KS2. The LA has implemented a standardised procedure.	Complete	Fully Successful
03. Standardised assessment reading ability	The LA initially introduced standardised reading tests in all schools in July 2011. This activity is therefore COMPLETED. In July 2012 these tests were expanded to all year groups from Y2-Y9. In subsequent years the Welsh Government standardised reading tests will be introduced, although criteria for how these will be administered has not yet been determined.	Complete	Fully Successful
04. Deliver training modules to teachers in KS2 and KS3	A training programme to deliver training for teachers in KS2 and KS3 has taken place. Three 'Instructional Round' visits have been undertaken so far involving 60 staff. Dissemination of approaches and teaching tools amongst staff within participating schools was delivered in twilight sessions in Nov 2011 and Jan 2012.	Complete	Fully Successful
05. Teachers plan, deliver and evaluate a series of lessons aimed at engaging and benefiting under-attaining boys	The outcomes of strategies that were trialled as part of the Countering Boys Underachievement Programme have been fed back to cross cluster groups during a sharing of practice /outcomes day. Teacher's have further implemented these strategies to motivate, engaging boys, the impact on on standards will be reported in the next quarter.	Complete	Fully Successful
06. Develop an LA led professional learning community (PLC) focused upon improving the performance of boys	A Cross-Phase PLC has been established as part of the Countering Boys' Underachievement Programme – composed of clusters of schools where the gender gap is greatest. Individual schools have identified areas of need based upon a range of data and shared the outcomes of strategies trialled with cluster schools and more broadly with other schools within the LA who have identified similar areas for development.	Complete	Fully Successful
07. Work with providers to establish a common approach to learning tracking and monitoring	Learning Tracking system acquired and installed for all 14 secondary schools. In use for pilot phase in all 3 partnerships. Implementation is complete and training for colleges and all external education providers was undertaken in Autumn 2012. Information sharing protocols were developed during the training.	Complete	Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
08. Provide learning coach support for individuals and groups	Coaches deployed across learning providers for this academic year with provision supported by centrally trained and funded Learning Coaches. ACTIVITY COMPLETED.	Complete	Fully Successful
09. Appoint a 'Keeping in Touch' (KIT) CoOrdinator and develop programme to support learning progression and completion rate post 16	KIT coordinator appointed from April 2011. NEET strategy in place. ACTIVITY COMPLETED.	Complete	Fully Successful
10. Provide support for schools in the early identification of social, emotional and behavioural needs of all children and young people, through implantation of SEAL training and the SAP programme.	SEAL training and SAP programme support delivery has been undertaken. The scheme was completed in December 2011 for secondary schools and all primary schools were offered the opportunity of training which took place in March 2012.	Complete	Fully Successful
11. Provide appropriate EOTAS (Education other than at school) provision secured in line with identified individual need.	Work has already been undertaken to provide appropriate educational pathways for all learners. The focus for 2012/13 has been providing all learners with the support necessary to take advantage of the programmes on offer.	Complete	Fully Successful
12. Dissemination of underachievement project to KS2 and 3 teachers NEW for 12-13	An evaluation of the project has been complete and dissemination of the information took place in January 2013.	Complete	Fully Successful
13. Transfer skills strategy to new consortium NEW for 12-13	A meeting has taken place between the Literacy Systems Leader for the EAS and Basic Skills within the Local Authority to ensure that plans are scynronised and delivery is continued.	Complete	Fully Successful
14. Establish programme support to reduce number of fixed term & permanent exclusions SECONDARY NEW FOR 12/13	The programme of support and challenge was put in place in February 2012 and regular monitoring of exclusions now takes place. The current data shows an improvement, and the annaul data shows a reduction in permanent excusions.	Complete	Fully Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
% increase 16/17 in full time education, training or employment	Figures provided via an annual survey by Careers Wales. There has been an increase in young people undertaking vocational training.	92.00	95.00	⬇️	92.5
% pupils leaving full time education without an approved qualification	Performance acheived target. This percentage equates to 9 pupils.	0.40	0.40	⬇️	0.40
% Young people acheiving level 2 threshold (former 5 GCSE A*-C)	Data for 2012/13 relates to the academic year 2011/12. The performance was below the anticipated result, this was due to the underperformance of a small number of schools within the authority, which detracted from the improvements made by many others schools.	62.00	67.00	⬇️	62.50
% Young people achieving the Level 1 threshold (5 A* - G)	Data for 2012/13 relates to the academic year 2011/12. The performance was below the anticipated result, this was due to the underperformance of a small number of schools within the authority, which detracted from the improvements made by many others schools.	90.00	91.00	⬇️	90.00
05 % of 16 year olds who are not in education, employment or training (NEET) in October	Figures provided via an annual survey by Careers Wales, there has been an increase in this figure due to improved reporting methods.	5.90	4.00	⬇️	4.50
06 % 17 year old year old pupils entering a volume of qualifications equivalent to 2 A level who achieve level 3 threshold	The 3% decrease was a disappointment but it must be remembered that out of a cohort of 528 pupils 94.6% achieved a level 3 threshold. It is important to stress that 96.4% is 0.3% points below the Wales average - the equivalent of 2 students. Also comparisons between schools and across Wales is difficult to make - as all entry policies are different.	96.00	97.00	⬇️	99.00
EDU008a The number of permanent exclusions during the academic year per 1,000 pupils from primary schools	Data for 2012/13 relates to the academic year 2011/12. There were no permanent exclusions from Primary Schools during this period.	0.00	0.00	⬇️	0.20
EDU008b The number of permanent exclusions during the academic year per 1,000 pupils from secondary schools Copy	Data for 2012/13 relates to the academic year 2011/12. There were 5 permanent exclusions from Secondary schools during this period, compared with 13 the previous year.	0.47	0.66	⬇️	1.20
EDU009b The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year	Data for 2012/13 relates to the academic year 2011/12	1.20	0.30	⬇️	1.60
EDU010a The percentage of school days lost due to fixed-term exclusions during the academic year, in primary schools Copy	Data for 2012/13 relates to the academic year 2011/12	0.02	0.03	⬇️	0.031
EDU010b The percentage of school days lost due to fixed-term exclusions during the academic year, in secondary schools Copy	Data for 2012/13 relates to the academic year 2011/12.	0.10	0.11	⬇️	0.137
Increase and enhance curriculum offer post 14 to include vocation provision within all local curricula					




Title	Comment	Actual	Target	RAG	Result 12 Months Ago
02a % of pupils achieving L4+ end of KS2 Assessments ENGLISH	Data for 2012/13 relates to the academic year 2011/12.	84.30	84.00	↑	82.2
02b % pupils achieving L4+ end of KS2 assesment for WELSH	Data for 2012/13 relates to the academic year 2011/12.	88.10	88.00	↓	86.30
02c % pupils achieving L4 + end of KS2 assessment for MATHEMATICS	Data for 2012/13 relates to the academic year 2011/12.	86.80	85.00	↑	84.60
02d % gap between % of boys and % of girls achieving Core Subject Indicator (CSI) at KS2	Data for 2012/13 relates to the academic year 2011/12.	-5.30	-6.00	↑	-9.12
03a % pupils acheiving L5+ end of KS3 assessments ENGLISH	Data for 2012/13 relates to the academic year 2011/12.	76.80	75.00	↓	70.90
03b % pupils achieving L5+ end of KS3 assesssment WELSH	Data for 2012/13 relates to the academic year 2011/12.	84.30	78.00	↑	75.90
03c % pupils acheiving L5+ end of KS3 assessment for MATHEMATICS	Data for 2012/13 relates to the academic year 2011/12.	77.50	80.00	↓	74.30
03d. % gap between % of boys and % girls acheiving core subject indicator (CSI) at KS3	Data for 2012/13 relates to the academic year 2011/12. The target set was not achieved, however the data is consistent with the cohort of pupils and greater work needs to be undertaken on tracking cohorts of pupil's performance with regards to target setting.	-14.20	-5.00	↓	-5.10
04g % gap between % boys and % of girls achieving Core Subject Indicator (CSI) KS4	Data for 2012/13 relates to the academic year 2011/12, this data is currently provisional. The target set was not achieved, however the data is consistent with the cohort of pupils and greater work needs to be undertaken on tracking cohorts of pupil's performance with regards to target setting.	-8.00	-3.00	↓	-4.00

**For the 2012/13 Improvement Objective:
Promote the benefits of a Healthy and Active Lifestyle (IO 5)**

We wanted to:

- 1. Increase number of all people taking up leisure activities and participating in all forms of physical activity across our county borough.**
- 2. Improve health and well-being for people in our county borough over the long-term.**









Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
A01. Deliver the Tennis Development Plan within the newly developed facilities in the open access parks	All the actions in the Tennis Development Plan are complete. Facility improvements are complete and a programme encouraging increased participation is well underway.	Complete	 Fully Successful
A02. Deliver the Ystrad Mynach Performance Centre Project	Contracts have been awarded and construction work has commenced on site. Partnership agreements have been signed with Welsh Rugby Union (WRU) and Dragons and a programme of usage is being agreed with key partners. On target to be completed by February 2014.	In Progress	 Partly Successful
A03. Publish and make available recommended walks across the county borough	A series of Guided Walks was available during the Spring/Summer 2012. We also use our website to advertise a range of Walking Trails in 26 different locations across the county borough and 28 Healthy Walks under the Get Going and Stroll On walking programmes.	Complete	 Fully Successful

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
A01. % Rights Of Way which are considered easy to use by members of the public		78.00	75.00	-	78
A02. Country Parks - % Vistors who stated they enjoyed their visit	Above target and improved on last year's performance	94.00	75.00	-	88
A03. STS005b The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	Above target and performance for last year	97.85	95.00	↑	97.78
A04. Number of Parks that have achieved Green Flag National Status	Caerphilly: Morgan Jones Park. Crosskeys: Waunfawr Park. Nelson: The Wern Woodland Park. Deri: Parc Cwm Darren Cwmcarn Forest Drive	5.00	3.00	↑	3
A05. Number of Visitors - Cwmcarn Forest Drive	Above target for year and also 15% improvement on last years performance	219375.00	180000.0	-	189944

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
B01. Promote Physical literacy through schools and clubs promoting the sport Wales 'Skills for Life' agenda	Multiskills programmes are now being delivered across all schools which help to promote the 'Skills for Life' agenda.	Complete	 Fully Successful
B02. Improve the level of transition from school to community settings and increase community club membership	All Sports Development Officers have action plans that ensure that there are school/club links into the community settings. This is revised termly, so activity will remain on-going.	Complete	 Fully Successful
B03. Increase the awareness of healthy issues in schools through the national Healthy School scheme	2 schools have achieved the national quality award (NQA) so far and we have a further 34 schools working towards the NQA. Our priorities this year are substance use/misuse and personal development/relationships. We have developed exemplar policies and training around these topics. Work on-going into 2013/14.	In Progress	 Partly Successful
B04. Ensure Appetite for Life Guidance is implemented in all school sites within set timescales	This action is now fully complete. CCBC were the first local authority in Wales to achieve full compliance in all our Primary and Secondary Schools.	Complete	 Fully Successful
B05. Increase school meal uptake	We have increased school meal uptake by an average of 1%. In Q4 2012/13 school meal uptake was the highest it has been for 2 years (since Q4 2010/11). Increasing school meal uptake has proven difficult because compliance with the WG Appetite for Life programme, which is statutory, is having a detrimental effect on the take up, as the healthier menu choices are not always popular with the children, which means less children want/take-up school meals. This is the reason why the target was lowered for 12/13.	Complete	 Fully Successful
B06. Implement a new school swimming programme	The intensive programme started again in Septmeber 2012. At the year end there were currently 62 out of 68 schools who have committed to the programme. By September 2013 we anticipate all schools to be participating in the programme as part of the new Aqua Passport Scheme.	In Progress	 Partly Successful
B07. Support schools to develop policies to improve quality of provision, and in doing so achieving a quality mark status in areas that contribute to well being	We are using ActiveMark (national quality mark) within Caerphilly. However, progress is not as expected due to a change to the format of ActiveMark. Estyn have now endorsed the Schools Sports Survey.	In Progress	 Partly Successful
B08. Introduce agreed joint use documentation across all school leisure facilities	Current Joint use agreements need to be reviewed. This has been indentified as a priority for action in the Service Improvement Plan for 13/14.	In Progress	 Partly Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
B01. % Schools achieving Activemark	Performance is not as expected due to a change to the format of Activemark. ActiveMark Cymru (AMC) is a quality award developed between Sport Wales and the Association for Physical Education. It is awarded to schools in recognition of high quality Physical Education and School Sport and celebrates the success of pupils in school and the wider sporting community.	15.00	27.00	↓	26.97
B02. % Schools achieving National Quality Award (NQA)	Bedwas High School and Markham Primary school achieved NQA during 2012/13	2.00	2.00	↑	1
B03. % Schools implementing marketing strategies around the Appetite for Life programme	This measure has achieved 100% results for several years.	100.00	100.00	-	100
B04. % Smartcard holders (for access to leisure centre services)	Target achieved and improvement on last years performance	58.46	58.00	↓	51
B05. Number Smartcard Holders	Target achieved and 15% increase on last years performance	101211.00	100000.00	↓	87963
B06. Number of businesses qualifying for a healthy options award	Above target for year	22.00	10.00	-	19
B07. Number of children aged 16 years and under attending free swim sessions	4% above target and improvement on last years total.	27415.00	26375.00	-	25584
B08. Number of visits to indoor sports facilities (Leisure Centres)	Above target and improvement on last years performance	1277952.0	1159371.0	-	1148638
B09. Number of visits to sports development activities	Above target	78089.00	75000.00	↑	82644
B10. Number playing sport/active recreation - number of occasions	Above target	220928.00	210000.00	↑	221485
B11. Number settings in Healthy Early Years Scheme	Target achieved	36.00	36.00	↑	32
B12. Number Workforce Trained	Exceeded target and 20% increase on last year	1643.00	1600.00	↑	1364
B13. Primary school meals % total takeup	Figures are remaining steady after implementation of Welsh Government Appetite for Life legislation. Moving closer to the set target, but this years performance is still an improvement on last year.	39.81	42.00	↑	38.46

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
C01. Promote the Healthy Options Awards scheme	22 premises in the borough now hold the Healthy Options Award. Additional training is being developed in partnership with the Community Dieticians team in Aneurin Bevan Health Board (ABHB). Mentoring opportunities with both Blaenau Gwent (BG) CBC and Pembrokeshire CC ongoing and training session for BG CBC Environmental Health & Trading Standards staff has been delivered.	Complete	Fully Successful
C02. Promote the health and well being of CCBC employees	The authority was awarded a Gold Corporate Health Standard Award in July 2012. A number of activities were also delivered to staff including: - Well-being @Work newsletter - Wellbeing@Work portal with information and advice to staff - Osteoporosis & Prostate Cancer Screening - Well-being at Work Week -Training - Lunch & Learn sessions cancer awareness - Well-being Ambassadors recruited - TENOVUS and Care First Service advertised	Complete	Fully Successful
C03. Develop and deliver smoke free activities across the county borough	Tobacco Action Plan produced for the Well-being Improvement Network and a number of interventions and activities delivered upon by the Health Improvement Team. In partnership with the Youth & Junior Forums, Smoke Free Playgrounds signs designed and erected in all CCBC playgrounds. In addition, signs now erected on school premises throughout the borough. No Smoking Day 2013 well-supported under the 'Saveapacket' branding. Interventions included Events at 4 local supermarkets, Puppeteer with smoke free message at 25 schools, and Graffiti artist attended at 3 schools to develop artwork promoting smoke free messages.	Complete	Fully Successful
C04. Develop a loyalty scheme for smartcard users that rewards and incentivises positive behaviour	Loyalty schemes have been developed and implemented. Working with Youth Forum to introduce further incentive schemes for younger users. We now have more than 100,000 Smartcard holders.	Complete	Fully Successful
C05. Explore the opportunities to optimise the use of smartcard for the benefit of customers	Childrens University continues to develop. Currently working with Youth Forum to introduce further incentive schemes to attract 'teen' users, as our customer profiling information tells us this is an under-represented group across our leisure centres. Also currently developing Smartcard App for smart phones/tablets.	In Progress	Partly Successful
C06. Encourage and promote volunteering through service and community engagement	Volunteering opportunities are promoted through sports development, internal organisations and partners in sport. We have seen a positive shift in volunteering as a result of the Olympics. We are introducing the 'Games Makers' approach to volunteering in our inaugural 10K run event through the use of 'Race Makers', June 2013.	In Progress	Partly Successful
C07. Improve the awareness of the general public to the benefits of being healthy through promoting well-being and Change4Life lifestyle messages	Over 11,000 hits received on the Health Challenge Caerphilly Website which exceeded the target for the year. 105 events were delivered throughout the year, across the county borough, including: ante natal road shows to promote Change4Life and a healthy start in life. 76 Community Health Champions were recruited and trained. 2 network/ celebration events have been held locally. Over 2500 copies of the 'Small Steps to Safety' DVD, produced in conjunction with Communities First were distributed across the ABHB Area.	Complete	Fully Successful
C08. Continue to provide support to communities for healthy living activities	Interventions delivered within the community include: Walking Groups, Cycling Groups development and training Rainbow Recycling – social enterprise in the Upper Rhymney Valley. Community Health Champions programme and Allotment development and Open Days	Complete	Fully Successful
C09. Develop and implement a community well being toolkit	Toolkit has been written and branding designed. This will now be launched in Summer 2013	In Progress	Partly Successful
C10. Develop and implement initiatives to promote sensible alcohol consumption	Contributed to the development of an Alcohol Plan for the County borough, linking with Aneurin Bevan Public Health team. Participated in Alcohol Awareness Week. Over 200 Year 6 pupils from Caerphilly Schools visited Crucial Crew – alcohol misuse a key theme, delivered by both the Health Improvement Team and CRAlcohol. Training delivered to managers and supervisors across the authority The training pack to be rolled out across the ABHB area to other workplaces during 2013/14	In Progress	Partly Successful

How much did we do?

How well did we do it?

Is anyone better off?




The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
C01. % of customers satisfied with Leisure Centres	Above target	92.00	91.00	–	89
C02. Number Smartcard Holders	Target achieved and 15% increase on last years performance	101211.00	100000.00	↓	87963
C03. % Smartcard holders	Target achieved and improvement on last years performance	58.46	58.00	↓	51
C04. No of visits to indoor sports facilities (Leisure Centres)	Above target and improvement on last years performance	1277952.00	1159371.00	–	1148638
C05. LCS002 - No. of visits to indoor sports facilities per 1,000 population	Above target and improvement on last years performance	7147.14	7607.00	↓	6634.77
C06. Number of businesses qualifying for a healthy options award	Above target for year	22.00	10.00	–	19
C08. Number of people attending the referral to exercise programme	Increased number of cases with more complex requirements, which can take longer, has meant that less overall referrals can be dealt with per year, due to limited instructor time	982.00	1080.00	↓	1166
C09. Number of visits to sports development activities	Above target	78089.00	75000.00	↑	82644
C10. Number playing sport/active recreation - number of Occasions	Above target	220928.00	210000.00	↑	221485
C11. Number of free swim sessions - adults aged 60 yrs and above	0.4% off target. Due to inclement weather experienced in January which resulted in lower than expected uptake. Actual is still an increase on last years performance.	41871.00	42049.00	↓	40788
C12. Number Workforce Trained	Exceeded target and 20% increase on last year	1643.00	1600.00	↑	1364
C13. Number of hits on the Health Challenge Caerphilly Website		11177.00	6000.00	–	5448

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
D01. Deliver a programme that identifies and supports those with talent through the More Able and Talented programme (MAT)	The MAT programme took place during Summer term 2012 with 279 attendees. The programmed Summer Elite camp had 32 pupils (16 boys and 16 girls)	Complete	 Fully Successful
D02. Install enhanced sports surfaces at St Cenydd and New Tredegar Leisure Centres	St.Cenydd completed. New Tredegar re-opened 13th May 2013 by Sports Minister for Wales. The facility will include a new programme of events and activities to further encourage public participation and usage of the site.	Complete	 Fully Successful
D04. Deliver training and support throughout the leadership pathway	37 Coaches of the Future have been trained. 598 people attended either our Young Leaders or Active Young People courses during 2012/13.	Complete	 Fully Successful
D05. Improve the quality of delivery from external providers through the Accredited providers scheme	We have 3 external providers who meet the accredited providers criteria who are continuing to deliver across our school and community programme. All accredited coaches are continuing to undertake a mentoring programme to improve the quality of their delivery.	Complete	 Fully Successful
D06. Use sport as a tool to address the agendas of education, health, well being and community regeneration	Estyn has now fully endorsed the use of the School Sports Survey as a vehicle for addressing the needs of physical education. A Health and Well-being performance scorecard has been developed for the Active Caerphilly Strategy, which helps to address health and well-being issues. A member of staff from Sports Caerphilly has been seconded into the Community Regeneration team to work within the Community First areas. The profile of Sports in Caerphilly has been further raised through the 2012 Olympics and we are still capitalising on this legacy, eg 2013 inaugural Caerphilly 10k run/race.	Complete	 Fully Successful
D03. Provide training for staff and volunteers to gain new knowledge, learning and skills	Training has been delivered for staff and up- skilling of volunteers has been carried out this year. Service has implemented a new database to help them manage training and better plan proactively for the training needs of their workforce - both staff and coaches in future.	In Progress	 Partly Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
E01. Implement Creating an Active Caerphilly action plan	The Active Caerphilly plan is now fully embedded. During 2012/13 we also implemented a Health and Well-being scorecard to help monitor progress and performance.	Complete	 Fully Successful
E02. Identify an evidence framework to show how community development work impacts upon health and well being	A regional performance scorecard has been implemented this year to help evidence the impact of Sport Caerphilly work in the community upon health and well-being. It is being used by LA's across Gwent and will provide a good source of benchmarking information going forward for this area.	Complete	 Fully Successful
E03. Work with local universities on research projects that will inform future service improvements for community development	During 12/13 we had partnerships in place with 4 local universities to carry out specific research projects that support service improvements. All projects are now complete.	Complete	 Fully Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
D01. Number Smartcard Holders	Target achieved and 15% increase on last years performance	101211.00	100000.00	↓	87963
D03. Number leaders/volunteers trained	Exceeded target and 20% increase on last year	1643.00	1600.00	↑	1364
D02. LCS002 - No. of visits to indoor sports facilities per 1,000 population	Above target and improvement on last years performance	7147.14	7607.00	↓	6634.77
D05. Number of visits to indoor sports facilities (Leisure Centres)	Above target and improvement on last years performance	1277952.0	1159371.0	-	1148638
D04. Number of people taking part in Sports Caerphilly activities	Above target	78089.00	75000.00	↑	82644
D06. Number playing sport/active recreation - number of Occasions	Above target	220928.00	210000.00	↑	221485

We wanted to:

- 1. Make sure users of our service receive a more timely and appropriate response.**
- 2. Increase the number of assessments completed within the timescale.**
- 3. Improve the quality of assessments completed by our social workers.**
- 4. Speed up how long you have to wait from the time you were assessed to the time you receive the services agreed.**
- 5. Ensure the standards of care we provide will improve the quality of life for all service users.**
- 6. We will make clear links with action we take resulting from complaints intelligence.**

Our priority actions, progress and achievements were:










Title	Comment	Overall Status	RAG
01. Review the direct payments procedure to allow adults to arrange their own care, by promoting Self Directed Support more effectively.	We continue to promote Self Directed Support to all our service users, along with a recent review of policies and procedures, as a result we have now introduced a flat hourly rate which makes it easier for the service user to manage.	Complete	🟢 Fully Successful
02. We will improve the timeliness of assessments across Adult Services	In order to improve the timeliness of assessments we continue to aim to allocate assessments within the appropriate timescales to allow service users and their carers time to plan their availability to undertake the assessment. However due to the complexity of some cases this is not always achievable as their needs take priority.	Complete	🟢 Fully Successful
03. We will improve the quality and standards of assessments by moving away from the quantity of assessments and give more focus on the quality of how we assess adults in the social care system.	The quarterly case file audit process, continuous monitoring and findings report continues to improve the quality and standard of assessments.	Complete	🟢 Fully Successful
04. We will evidence and evaluate the risks to the independence of the service user and determine how these will be managed.	The quarterly case file audits thoroughly monitor that all risks to independence are evidenced and evaluated to ensure that these risks are managed.	Complete	🟢 Fully Successful
05. Carry out more quality assurance of case files and providing staff with regular supervision	This will replace the quarterly case file audits and will be undertaken on an individual team basis for 2013/14.	Complete	🟢 Fully Successful
06. We will accurately record and capture the unmet need	There is now a more robust mechanism to capture unmet need and inform commissioning for future planning of services. The current assessment forms have been merged with the Care Programme Approach documentation to develop an integrated Unified Assessment/Care Programme Approach tool. This has eliminated duplication by enabling Community Psychiatric Nurses and Social Workers alike to identify needs through one assessment process.	Complete	🟢 Fully Successful
07. We will implement the shared eligibility criteria with our health partners	In order to successfully implement the shared eligibility criteria a number of appointments were made. A Team manager was appointed for the First Access Team in Mental Health. The Older Peoples Mental Health Team was established. The Older People Mental Health Team Manager was appointed and moved to accommodation in Gilfach Office.	Complete	🟢 Fully Successful
08. We will improve the Recruitment & Retention of Assessment and Care Management (ACM) staff	The majority of the assessment and care management teams are fully staffed, with vacancies being effectively managed. A workforce development plan has been completed with the key areas for development agreed and actioned, which has been signed off by Corporate Management on 6th June 2011.	Complete	🟢 Fully Successful
09. We will pilot a post-assessment questionnaire to all service users	The percentage return rate was 30% (72/236). An average of 91% of the service users stated that they were happy with the service required over the 9 main questions asked.	Complete	🟢 Fully Successful
10. We will review our current performance information in regards to timeliness of assessments	Informed discussions occur between Senior Managers on a monthly basis to highlight and address performance issues and individual teams informed and monitored if appropriate.	Complete	🟢 Fully Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
ASPI 02 - Number of adults waiting for an assessment outside of the timescale (28 days)	60 service users	60.00	100.00		127
ASPI 03 - The % of adult services assessments started on time	Out of 7307 assessments, 5323 were started on time (72.80%). Areas of concern lie within the following teams; Mental Health Older People team, Occupational therapist team Physical Disability Sensory Impairment team and the substance misuse team. Some of this can be attributed to the fact that the Mental Health Measure was introduced in June 2012 and 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. Substance Misuse is a very small team and are currently running with 2 staff on long term sick.	72.80	85.00		80.1
ASPI 18 - % mental health assessments completed on time	631 out of 755. The introduction of the Care & Treatment Plan has changed practice and all staff have been taken through the training to ensure compliance with the new Mental Health Measure.	83.60	90.00		88.8
ASPI 42 - Number of people awaiting personal care for more than 14 days	0 service users	0.00	0.00		0
ASPI 43 - Number of people waiting to access day care for more than 28 days	3 service users	3.00	0.00		6
SCA/002a - The rate of older people supported in the community aged 65 or over	4524 service users	151.67	142.00		143.96
SCA/020 - The percentage of adult clients who are supported in the community during the year	7234 out of 7874	91.90	90.00		91.55
The percentage of assessments that were service user focused	Evidence gathered from case file audit parameter 1.	86.00	85.00		
The percentage which shows the evidence that the assessment identifies the risks to independence	Evidence gathered from case file audit. Parameter 11.	91.00	85.00		

For the 2012/13 Improvement Objective:

Agencies and partners work together to safeguard Children and young people (IO 7)










We wanted to:

1. Using Team around the Family, support families with emerging needs to prevent those needs escalating to the point of statutory intervention.




Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
01 Review & develop key documentation for all professionals to use, including: Referral pathway/Referral form/Assessment form/Review form	<p>Action completed in 2010/11 Key documentation for Team Around the Family (TAF) including referral forms, Assessment forms, Review forms and Delivery Plan have been developed. A Handbook has also been produced for professionals which outlines the TAF model and processes, and includes relevant forms.</p> <p>Further key documentation for professionals include the evaluation process. We have developed evaluation forms for Multi Agency Panel Members, Lead Professionals and Referrers to TAF. These evaluation forms are requested on a six month basis which informs on the awareness, knowledge and progress of the TAF Project.</p>	Complete	Fully Successful
02 Children and Young People's Partnership to secure funding for project	<p>Action completed in 2011/12 The Children and Young People's Partnership are in receipt of Families First funding, a proportion of which is for the development of the Team Around the Family model.</p> <p>Children's Services and Partners were successful in the tender for the Team Around the Family and Parenting Coordination Service, and the new contract commenced on 1st November 2011.</p>	Complete	Fully Successful
03 Awareness raising of the Team Around the Family (TAF) model to all relevant parties	<p>Action completed 2010/11 Awareness raising sessions are delivered by the TAF team through attendance at management meetings, team meetings, individual agencies and schools. Presentations have been delivered and handbooks for professionals and families produced.</p> <p>Methods of communication to raise awareness of TAF include; TAF leaflets for families and professionals which are available in a range of venues throughout the county borough; Family Information Service website; Family Forums; Lead Professional Training; and Generic Awareness raising sessions.</p>	Complete	Fully Successful
04 Learning, Education and Inclusion (LEI) staff are trained and engaged in the TAF approach	<p>The TAF team continue to raise awareness with Learning, Education and Inclusion staff, including the Behaviour Support Team, Education Psychology, Education Welfare Officers and School Nurses. All primary and secondary heads have been briefed.</p> <p>Referrals from schools continue to increase and the education sector is one of our main referrers into TAF.</p>	Complete	Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
05 Pilot the Team Around the Child (TAC) model in the identified area (Risca).	Action Completed in 2011/12 An evaluation of Team Around the Child (TAC)/TAF has been completed and the Team Around the Family Model has been rolled out across the county borough, and is now accepting referrals.	Complete	 Fully Successful
06 All schools have a designated Looked After Children (LAC) and a designated Child Protection (CP) person, are compliant with training requirements and have access to a model CP policy	All schools have a designated Looked after Children (LAC) and Child Protection (CP) Officers. The Local authority provides all schools with a model Child Protection policy with a robust Child Protection training programme in place.	Complete	 Fully Successful
07 Evaluate success of Team Around the Child (TAC) pilot resulting in summary report being produced	Action Completed 2011/12 The evaluation of the Pilot TAC model has been completed and an evaluation report produced and shared with Children and Young People's Partnership in 2011. The findings were used to develop the TAF model.	Complete	 Fully Successful
08 Consider options for implementation of the Team Around the Family (TAF) across the borough during evaluation.	Options for implementation considered as part of the evaluation.	Complete	 Fully Successful
09 Develop implementation plan for rolling out Team Around the Family (TAF) model across the county borough	Action Completed in 2011/12 Implementation plan completed for all areas of the borough. Reviewed every 6 weeks at TAF steering Group Meetings. The Multi Agency Panel meetings take place every two weeks, in alternate schools throughout the North, East and South of the borough.	Complete	 Fully Successful
10 Fully implement TAF across Caerphilly County Borough	Action Completed 2011/12 The pilot program 'Team Around the Child' (TAC) model has now broadened to become the Team Around the family (TAF) and is fully implemented across the borough. The TAF model was officially launched for the whole of Caerphilly Borough in January 2012.	Complete	 Fully Successful
11 Provide a rolling programme of multi agency safeguarding training	Action Completed 2011/12 All Local Safeguarding Children's Board training is now delivered regionally at levels 1-5. A Gwent wide multi agency training programme has been developed and implemented for 2012/13.	Complete	 Fully Successful
12 Address recommendations from Safeguarding review: Management board with Children services & Education set up and operational.	Following the decision not to proceed with the merger with Bleanau Gwent , opportunities for collaboration remain subject to review	Not Started	 Unsuccessful
13 All schools understand and have access to TAF support (where appropriate) as schools are key referrers of potential users of the service	Representatives from the education sector act as lead professionals where appropriate and TAF awareness raising presentations have been delivered at Primary Head Teacher cluster meetings. The TAF handbook has been disseminated to all schools and Individual meetings with Head Teachers at schools have also taken place with TAF Officers and the TAF Manager. All schools have received copies of the TAF Referral Form so that referrals can be made. Deputy Heads, Head of Year, Special Educational Needs Co-ordinators) SENCOs and Education Welfare Officers attend Multi Agency Panels and Action Plan meetings with the family and professionals when necessary.	Complete	 Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
14 Develop and deliver Multi Agency Practitioners Forums to raise awareness of specific issues and initiatives with agencies who come into contact with children and young people	<p>6 Multi Agency Practitioner Forums have been delivered including</p> <ul style="list-style-type: none"> * Core group working and multi agency consultation; * Safety with technology; * Working with children who have experienced abuse and/or neglect; * Listening to children and young people; and * Young people and substance misuse. <p>Over 188 practitioners have attended these events.</p>	Complete	 Fully Successful
15 Evaluate training events and multi agency practitioner forums	<p>Evaluation forms are routinely completed at the end of each course. These are then reviewed by the regional training group to inform development of courses.</p> <p>Follow up evaluation has been completed for Local Safeguarding Children's Board (LSCB) level 3 regional training on neglect and findings have been delivered to the Local Safeguarding Children's Board. 78% of those who attend multi agency practitioner forums and completed an evaluation form, rated the forums at a 5 or 6 for usefulness (where 6 was very useful and 1 was of little use).</p> <p>76% of those who have attended training provided by the Caerphilly Safeguarding Children Board, rated the training at a 5 or 6 (where 6 is learned alot and 1 is learned nothing) in relation to how well the objectives of the training were met.</p>	Complete	 Fully Successful
16 Facilitate consultation with parents and carers, children and young people to raise awareness and inform the work of the Safeguarding Board	<p>The 2012 Caerphilly Safeguarding Children Board children and young people consultation events took place over two days in June, the first day for Primary school age (10 - 11 year olds) and the second day for Secondary school age (mainly 14 - 15 year olds).</p> <p>During the 2 events, staff from a range of agencies, including Social Services, Education, Health and the voluntary sector, consulted over 100 children and young people from Caerphilly County Borough schools and youth groups.</p> <p>During the events, the children and young people took part in;</p> <ul style="list-style-type: none"> * Consultation workshops about School, Health, Community and Home; * Group voting exercises relating to being listened to; * Information sessions on Advocacy, Complaints, Rights and Safeguarding; and * Summary sessions where recommendations were made on how they could be listened to better. <p>A summary report has been produced.</p>	Complete	 Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
17 Information sharing and consent issues are integrated into all (Caerphilly Safeguarding Children's Board (CSCB) level 2 training	Action completed 2011/12 The CSCB training group has now been merged with Local Safeguarding Children Board groups in the Gwent area to form a regional training group. Information sharing is an integral part of all level 1,2,&3 regional training	Complete	Fully Successful
18 Implement Family Support Strategy, including integrated family support service.	The Immediate Response Team (IRT) has now been established. The aim of this team is to allow intervention at the point of crisis. It is hoped that by being proactive at the point of crisis, when family's need the support then there will be fewer Children and Young People coming into Care and being placed on the Child Protection Register. The integrated family support service will go live in CCBC in July 2013.	Complete	Fully Successful
19 Family Support Strategy is understood and integrated into Learning Education & Inclusion (LEI) service development plans.	The Family Support Strategy has been launched. The action plan for delivery is being developed and delivered, and will be coordinated by the Family Support Priority Outcome Group, a sub group of the Children and Young People's Partnership. Borough wide parenting coordination is now in place, and now has a higher profile amongst agencies who might not have previously been aware of the range of support available throughout the county borough. Parents have been consulted upon the Family Support Strategy, and parents from the Parent Network are designing a parents guide to family support.	Complete	Fully Successful
20 Explore opportunities for integrating the Team Around the Family Model and Integrated Service for Children with Additional Need (which is a service for children with disabilities)	The TAF and ISCAN work closely together, with the ISCAN manager being a member of the TAF panel. Options for integrating the models have yet to be explored.	In Progress	Partly Successful
21 Continue to develop the TAF model throughout CCBC including: Learning lessons and adapting delivery, training and awareness raising based on demand and need	The TAF model continues to develop based on lessons learnt from feedback. The TAF team continue to raise awareness of the service with professional and families, for example GAVO, play works, tenants liason officers and families accessing the family engagement project.	Complete	Fully Successful
22 Monitoring the TAF model on a regular basis, this will include checking numbers of families for promotion, providing support in a timely measure, & effectiveness of service provider	The TAF model continues to be maintained on a regular basis	Complete	Fully Successful
23 Evaluating the TAF by measuring the difference it is making to those children & their families it supports & the views of the lead professionals supporting them	We have completed evaluations with families who have been able to identify how TAF has made a difference to them.	Complete	Fully Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:



Title	Comment	Actual	Target	RAG	Result 12 Months Ago
01 The total number of open cases of children in need (average)	Average over 12 months. New PI in 2011/12	1237.00	1062.00	-	1047
02 Number of children on the child protection register	Average over 12 months. New PI in 2011/12	202.00	217.00	-	248
03 The total number of open cases of children looked after	Average over 12 months. New PI in 2011/12	309.00	320.00	-	329
04. Number of Team Around the Family (TAF) Multi Agency Panels held		23.00	25.00	-	23
05. Number of families referred to TAF	<p>234 families involving 321 children were referred to TAF in the year. In addition to those referrals that were accepted by the TAF team there were referrals for 139 families (203 children) which were not eligible for TAF, and were provided with alternative advice regarding support.</p> <p>Since 09/07/12, TAF referrals have been screened by the contact and referral team to ensure that only appropriate referrals are passed to the TAF team.</p>	234.00	310.00	-	110
06. Number of families allocated a lead professional	<p>104 families (involving 163 children) have been allocated a lead professional during the year.</p> <p>TAF officers complete assessments on referrals to TAF, once the assessment has been completed, allocation of a lead professional is not always needed. This is either because the outcome of the assessment is that of single agency referral, and coordination of services is not needed, or because some families find that simply talking to the TAF officer during the assessment is helpful, and they are able to develop their own solutions, and subsequently do not need a lead professional.</p>	104.00	200.00	-	30
07. Number of families who have received a TAF assessment.	<p>178 family assessments were completed during the year, involving 257 children.</p> <p>This figure is lower than the number of referrals received for 2 reasons. Up until 09/07/12 TAF referrals were not screened by the contact and referral team, and therefore referrals were received that did not meet the criteria for TAF, and therefore did not receive an assessment. The second reason is that sometimes families who are eligible for TAF, subsequently decide that they no longer require support, and therefore do not receive an assessment.</p>	178.00	200.00	-	18
08. Number of families whose TAF plan has been reviewed.	<p>77 Family action plan reviews took place during the year.</p> <p>Not all families have received review of their action plan as they were referred during quarter 4, and therefore the review will take place in 2013/14.</p> <p>In order for cases to be closed, they need to be reviewed. During 2012/13, there is not physical evidence that this occurred in all cases, which may contribute to under reporting of the number of reviews which have taken place. This is being addressed during 2013/14.</p>	77.00	200.00	-	7

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
09. Number of Cases closed	243 closed cases involving 291 children. The number of cases closed is higher than the number of referrals received, as this figure includes cases that were open during 2011/12 and closed during 2012/13.	243.00	225.00	-	14
10. % Referrers reporting that the TAF process is useful and effective	Feedback from referrers has been used to improve the way in which the TAF model works. 8 referrers responded to the questionnaire. 12 months ago when referrers were asked if they found TAF effective, they said: "there had not been enough time to make that judgement"	75.00	75.00	-	
11. % Lead professionals reporting that the TAF process is useful and effective	Feedback from Lead professionals is being used to improve the TAF model. 6 lead professionals responded to the questionnaire.	83.00	75.00	↓	100
12. % TAF members of the TAF panel reporting that the TAF process is useful and effective	There were only 3 respondents to this questionnaire, which influences the result when presented as a %. Feedback from panel members has been used to improve the TAF model.	66.60	75.00	↓	66.66
13. % Children and young people that felt listened to during the TAF process	6/7 children and young people who responded felt listened to. 1/7 did not respond. Consultation with children and young people did not take place in 2011/12.	86.00	75.00	-	
14. % Parents /carers that felt listened to during the TAF process	20/22 responses	91.00	75.00	-	100
15a Average number of days from referral to the 1st TAF meeting (this determines when support will start	New measure for 2012/13 During this time, the TAF officer will meet with members of the family to complete an assessment of need, and identify appropriate support for the family.	33.00	30.00	-	
16. % Referrers who feel TAF has made a difference to the family	In 2011/12 referrers felt it was too early to say if TAF had made a difference.	71.40	75.00	-	
17. % Lead professionals who feel TAF has made a difference to the family	6 lead professionals responded, 4/6 said yes always or sometimes 2/6 said not always. Although this is a low response rate, 12 lead professionals attended the lead professional focus group which was held as part of the Families First Evaluation. The outcome of the evaluation will prove valuable for developing the TAF model further in 2013/14.	66.00	75.00	↓	66.66
18. % Children and young people who feel TAF has made a positive difference to them	6/7 children felt that TAF had made a positive difference. Consultation with children and young people did not take place in 2011/12.	85.00	75.00	-	
19. % Parents/carers who feel TAF has made a positive difference to them	17/21 reported that TAF had made a positive difference to their family. 2/21 felt that TAF had partly made a difference to their family.	81.00	75.00	↓	100


We wanted to:

- 1. Reduce CO2 emissions from our buildings and street lighting**
- 2. Reduce the impact of fuel poverty on householders in Caerphilly CBC, taking advantage of successful funding bids to tackle properties in specific areas of the borough**
- 3. Raise awareness of climate change issues with our staff and residents of the county borough to enable them to reduce their greenhouse gas emissions**
- 4. Reduce the impact of our travel and transport to reduce carbon emissions**





Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
i. Good Housekeeping	<p>The authority continues to seek ways to raise awareness and provide training on good practice methods, such as switching off equipment after use, heating/cooling controls, and ensuring proper time settings on controls. These are no-cost and low-cost approaches, which, if acted upon, should result in energy savings (although this is often difficult to quantify). Throughout 2012/13, we have:</p> <ul style="list-style-type: none"> - Delivered awareness-training events to school head teachers, caretakers and governors. - Enabled Welsh Water/Aqualogic to undertake surveys in schools and leisure centres. - Enabled Welsh Water/Aqualogic to undertake staff surveys and provide water management advice. - Provided building energy management training at Pontlottyn Primary. - Given advice on water heaters to Tyn Y Wern Primary school. - Provided governor training at Oakdale Comprehensive. - Joint funded energy efficiency training through the carbon trust and a recognised consultant for all leisure centres - Delivered an energy efficiency presentation to the eco group at Blackwood Primary - Worked with Welsh Water/Aqualogic to fund improvement technology at schools and leisure centres. - Provided winter freezing advice on the intranet. - Delivered advice to all Half Hourly electricity sites on night time electrical consumption within their buildings. - Delivered a series of events throughout Climate Week, which included further training by the energy management team and the carbon trust. - Completed 17 property energy audits and presented findings to the building managers. - Completed and distributed 106 Display Energy Certificates (DEC's) across the authority. - Identified a number of high energy use buildings and held meetings with the building managers to look at ways of improving their energy efficiencies. <p>Also, we continue to monitor our Street lighting accounts, which equate to approximately 27% of our carbon emissions. After public consultation, the Authority agreed (Sept 2010) to turn-off 6,000 street lights between midnight and 5:30 am, on inter-urban roads, saving approx £250,000 a year and reducing CO2 emissions by approx 898 tonnes.</p>	Fully Met	 Fully Successful
ii. Invest to save	<p>In 2012/13 the Local Authority Energy Fund (LAEF) scheme was instrumental in the application of the following technologies:</p> <ul style="list-style-type: none"> - Highways: street-lighting control upgrades, with an investment of £75k. - Building energy management systems installed at Castle View Home for the Elderly. - New swimming pool cover at Bedwas leisure Centre (water vapour & heat retention). - Valve and flange insulation at; Bryn Primary, Newbridge Leisure, Plasyfelin Primary. - A significant £26k upgrade of energy efficient lighting and controls at Islwyn Indoor Bowls centre (which has resulted in reduced electrical consumption and improved lighting for the bowling members). <p>These LAEF projects over the last 3 years have contributed lifetime carbon savings of 643 tonnes/year whereas, over the past 7 years investments now give a total of 1588 tonnes/year.</p> <p>In addition to the LAEF schemes and via funding of £200k through the carbon group and asset management, planning began on a new heat recovery system for Risca leisure Centre which will be implemented in 2013.</p> <p>The heat recovery system will have a payback rate of approximately 8 years and will provide significant long term carbon savings. The system will also make the pool area more comfortable for users by balancing the pool and air temperatures. This will rectify a long standing issue at the centre.</p>	Fully Met	 Fully Successful






Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
iii. Asset management	<p>During 2012/13, some of the key works has been:</p> <ul style="list-style-type: none"> - The ESIS building is no longer under Caerphilly CBC control, as landlord status has transferred to Rhondda Cynon Taff, which reduces Caerphilly's carbon emission and future Carbon reduction Commitment charges. - A new Primary School (Cwm lfor) has been built, with significantly improved levels of insulation, energy efficient lighting, sophisticated building energy management controls and a Photovoltaic (PV) instalation (17kwp). The building energy management systems can automatically open and close windows to control ventilations rates. As a result of this, there is a very low air emittance value known as air leakage. The windows are double glazed and argon filled to minimise heat loss. This building achieved a Building Research Establishment Environmental Assessment Method (BREEAM) standard of excellent. - A new school was also built to replace St James Primary, with much improved technologies used over that of the original site. This school has also achieved a BREEAM excellent standard. <p>Also during the year, much progress to initiate the re-development proposals of a previously closed school in Caerphilly (St Ilans - phase 1) began. This included; higher than needed insulation levels, a small PV scheme and the consideration of a solar collector. Phase 1 work is expected to be completed in 2013.</p>	Fully Met	 Fully Successful
iv. Renewable Technology	<p>During 2012/13:</p> <ul style="list-style-type: none"> - The feasibility of a hydroelectric scheme planned for Cwmcarn was considered. This will be further determined, pending the outcome of a 6 month flow rate monitoring process, that will help provide details on the most economical size hydro scheme for the site and assist costings for the authority to further evaluate. -The newly built Cwm lfor Primary school has a Photovoltaic (PV) array installed (17kwp) and Plans have already been outlined for St Ilans school in Caerphilly, as part of its re-development, to include a PV array during 2013. - Ynysddu Primary School is currently being considered for a biomass boiler. 	Fully Met	 Fully Successful




Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
i. Retrofitting homes with innovative measures including, solid wall insulation and renewable technologies such as solar panels and heat pumps	CCBC and British Gas entered into a joint agreement under the Community Energy Saving Programme (CESP) installing 137 external wall insulations to properties in Markham and Panside. CCBC also entered into an agreement with SWALEC (CESP) and installed 545 external wall installations to properties throughout Porset/Landsbury Park, Rhymney, Gilfach, and Fochriw. Additionally, in the Brithdir, Trethomas, Cefn Hengoed and Bryn Carno Rhymney area's, United Welsh Housing Association, in conjunction with energy companies, other contractors and the Welsh Government, have programmed to install 479 external wall installations, as private housing CESP projects.	Fully Met	 Fully Successful
iii. Running programmes of replacement of old boilers with condensing boilers and increasing the number of renewable energy installations	CCBC and British Gas entered into a joint agreement under the Community Energy Saving Programme (CESP) installing 49 condensing boilers to properties in Markham and Panside. CCBC also entered into an agreement with SWALEC (CESP) and installed 147 condensing boilers/heating renewals to properties throughout Porset/Landsbury Park, Rhymney, Gilfach, and Fochriw, with a further 42 installations planned for properties at Cefn Hengoed. Additionally, for Cefn Hengoed, EDF Energy have programmed to install 38 condensing boiler renewals in the private homes sector.	Fully Met	 Fully Successful
ii. Identifying a number of properties in areas of deprivation to receive cavity and loft insulation (free of charge to the home owner /tenant) to help reduce fuel bills	CCBC entered into an agreement with SWALEC (under CESP) and installed 241 loft insulation upgrades to properties throughout Porset/Landsbury Park, Rhymney, Gilfach, and Fochriw, with a further 70 loft insulation upgrades planned for properties at Cefn Hengoed.	Fully Met	 Fully Successful
iv. Actively seeking to secure funding to enable us to continue to undertake energy efficiency improvements to properties in the county borough	In 2009, a Strategic Energy Performance Investment Programme (Arbed, which means to save) was introduced by the Welsh Government, to bring social, environmental and economical benefits to Wales and co-ordinate investment into the energy performance of Welsh Homes. In 2012/13 CCBC was successful with a bid for an Arbed project at Fochriw. This project has recently commenced on site and is being project managed by Melin Homes. There are some 300 plus private sector properties that will benefit from a mixture of measures made up from External Wall Insulation, Gas condensing boilers, voltage optimisers and positive input ventilation. The estimated value of the works is £2.5 million and will be funded by the Welsh Government. A further bid has also been submitted for upgrading the energy efficiency of the private dwellings at Hollybush. This bid has been provisionally accepted and is being taken forward for surveying in 2013/14.	Fully Met	 Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
i. Promoting the uptake of the Climate Change Commitment with individuals, businesses and organisations	This action was originally recorded as completed in 2011/12, following changes to our programme delivery and due to resource constraints. However, at particular events throughout 2012/13, members of the public wanted to continue to express further commitments and we collected and recorded 1,580 individual pledges to change the way they do or use things.	Complete	 Fully Successful
ii. Plant a further 2 climate change woodlands, and working with our schools to ensure that more of them achieve Green Flag status under the Eco Schools programme	This action was completed in 2011-12, with four Climate Change Woodlands being planted: • The Sir Harold Finch Memorial Park Climate Change Woodland. • Darran Valley Climate Change Woodland Restoration Project. • Fochriw and Deri Schools' Climate Change Woodland. • Plas Mawr Community Centre. 3 further woodlands were planted in 2012/13: Ty Sign, Oakdale and Abertwssyg.	Complete	 Fully Successful
iii. Working with our schools to ensure that more of them achieve Green Flag status under the Eco Schools programme	Although we completed this action in 2011/12, we continued to undertake additional work well into 2012/13. Which has resulted in 62% of our schools achieving a Green Flag (the highest award) under the Eco Schools programme. Twenty-five schools have achieved their second Eco School Green Flag award, with thirteen schools also achieving their third flag and working towards their platinum award. Four schools have achieved the coveted Eco Schools Platinum Award, three primary and one infant school.	Fully Met	 Fully Successful
iv. Expand the 'Energisers Programme' and work with our housing partners to help residents to reduce their carbon emissions	This action was originally declared as completed in 2011/12. However, work is still ongoing with 'energisers' recruited by United Welsh Housing Association and Charter Housing. Training has been undertaken with the Energy Savings Trust and the programme continues to be further expanded.	Fully Met	 Fully Successful
v. Through our Rural Development Plan (RDP) Programme, work closely with farms and the rural community to address climate change issues and to promote sustainability	In 2011 two Sustainable Energy Officers joined our Sustainable Development and Living Environment Team, to engage with farm households and rural businesses to, reduce energy use, promote the uptake of renewable energy, and help them adapt to climate change issues, by offering; Information and advice; Surveys and support; Mentoring and showcasing exemplar projects (good practices). 11 factsheets have been created on a variety of subjects such as; biomass, energy efficiency, feed-in tariffs, forestry and woodland, heat pumps, micro-hydro, planning, renewable heat incentive, solar photovoltaic, thermal and wind technologies. Between 2011 and 2013, 46 individual farms and rural businesses received specific advise and support, whilst other general consultations occurred throughout the year.	Complete	 Fully Successful

Our priority actions, progress and achievements were:

Title	Comment	Overall Status	RAG
i. Take positive steps to encourage alternative modes of transport	<p>The authority has been working with South East Wales Transport Alliance (SEWTA) to incorporate various sustainable transport initiatives into the Authority. As part of this work the authority has continued to hold the Welsh Government backed All Wales Travel Plan Award at Gold Level, a scheme introduced to recognise best practice and excellent commitment to travel planning.</p> <p>11 events promoting sustainable travel, and highlighting the support and initiatives available to staff to enable them to travel more sustainable were run in 2012/13. Cycle to work salary sacrifice road shows were held at the main council offices throughout the year and a selection of events were held to promote National Bike Week.</p> <p>National Bike Week (June 18th to 22nd 2012) encouraged staff to leave their cars at home and cycle to work. A variety of events were held during the week including cycle training, electric bike training, sustainable travel events at Penallta House and Pontllanfraith House.</p> <p>A Salary Sacrifice Car Scheme as part of a government sponsored initiative to provide a leasing arrangement for low emission cars, was introduced and promoted from 2011.</p> <p>Through partnership with the CCBC Transport section and Sustrans we developed local cycle maps for the Caerphilly County Borough.</p>	Fully Met	 Fully Successful
ii. Encourage our staff to 'Cycle to Work' or 'Car Share'	<p>A Cycle to Work Salary Sacrifice Scheme was launched in June 2010 to encourage staff to cycle to work. The tax efficient scheme has been promoted to staff via pay slip flyers, all users email and promotional events held at the main council buildings during 2012/13. To date 277 employees have signed up to the scheme.</p> <p>Also, during 2012/13, 191 new fuel-efficient vehicles have been delivered to our staff via the Council's Salary Sacrifice Car Scheme. On average, data shows that the new vehicles have resulted in a 35% reduction in CO2 emissions compared to the vehicles replaced.</p> <p>Promotional work for these initiatives will continue beyond the life of this improvement objective.</p>	Fully Met	 Fully Successful
iii. Improve the use of our fleet vehicles	<p>Improvements to the age and use of our fleet is an ongoing priority for the organisation.</p> <p>In 2012 an independent green fleet review was completed and the findings and recommendations were evaluated, and follow up actions taken. For example, in order to reduce vehicle downtime, reduce maintenance costs, better control fuel consumption and emissions and ensure front line services are maintained, the council has, through a rolling programme, changed its fleet so that the majority of its front line vehicles are less than 5 years old.</p> <p>Almost 85% of the Authority's vehicles are now operating with Euro4 and Euro 5 standard Engines.</p> <p>We have improved our driver training, vehicle inspections, vehicle tracking and telematic systems, and route mapping, which has led to better driver behaviour/attitude and vehicle performance.</p> <p>Despite ever increasing demands on our services, between 2010 and 2013, we have reduced our fleet CO2 emissions by 323 tonnes.</p> <p>A number of electric and hybrid vehicles have been demonstrated to and tested by the authority, but currently, they do not offer any major benefits.</p>	Fully Met	 Fully Successful

How much did we do?

How well did we do it?

Is anyone better off?

The following performance data tables, report activities that were measured, in order to evidence changes as a result of our actions:

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
Number of Climate Change Woodlands created	During 2012/13, 3 woodlands were planted at - Ty Sign, Oakdale and Abertysswg	3.00	2.00	–	4
Number of farms and rural businesses advised on sustainable energy issues	At the end of March 2013, a total of 46 individual farms and rural businesses have received specific advise and support on sustainable energy issues over the period 2011-13.	46.00	30.00	–	28
Number of staff on our "Car Share database"	This measure records the number of staff maintained on the care-share register. The rate at which staff have registered on the scheme has slowed recently despite 11 sustainable travel events being held, and the scheme being promoted	342.00	400.00	–	321
Number of sustainable Travel events held	11 events were held in 2012/13	11.00	12.00	↓	13
The number of education for sustainable development training sessions	The 89 training session during 2012/13 now brings the total sessions delivered to 332 over the past 4 years. Training was supported with Energy Audits and Inspections, LAEF scheme advice, utility monitoring, control & management and the awareness of the CCBC adopted Carbon Reduction Strategy (March 2009). Site reports, booklets, leaflets, posters, & video's are used to further supplement the training & awareness.	89.00	80.00	↑	102
The number of individuals that have signed the Climate Change Commitment	This measure was planned to be deleted for 2012/13 due to changes in programme delivery and resource constraints. However, at particular events, members of the public wanted to continued to sign pledges, hence the result reported for 12/13 against a target of 0.	1580.00	0.00	–	3953
The number of organisations that have signed the Climate Change Commitment	This measure was deleted for 2012/13 due to changes in programme delivery and resource constraints.		0.00		50
The number of staff on the cycle to work scheme	This measure records the number of staff maintained on the cycle to work register.	291.00	200.00	–	221

Title	Comment	Actual	Target	RAG	Result 12 Months Ago
The average level of understanding of SD by our staff	Staff Survey was not completed as planned due to a reduction in staff resources. Therefore, we cannot report a result for this year.		2.60		2.50
Number of Solar energy efficiency measures installed (Borough wide stock)	This result shows the installations for 2012/13 only. However, since 2010, there has been a total of 1,107 installations. Target setting for this measure, was difficult, as the results are very dependant upon National Government Incentives to install renewable technologies (such as; Feed-in-Tariffs - which were substantially reduced in 2011/12 and Renewable Heat Incentives). The target set here are to contextualise the results, as any/all installations are beneficial and therefore, a positive result or action towards reducing our reliance on fossil or other fuels for our energy supplies.	228.00	200.00	-	635
Housing Stock with Standard Assessment Practice (SAP) Energy Rating of 65 plus (Compliant with Welsh Housing Quality Standard - WHQS)	Measures stock maintained at SAP>65. During the year a number of properties have had Cavity Wall Insulation (CWI) removed due to water ingress, which has altered their SAP ratings. The original target identified in a housing stock assessment in 10/11 was set at 10756, but this was later revised to 10,713 at the beginning of 12/13.	10438.00	10713.00	↓	10513
Average annual carbon emission savings (Tonnes of CO2) from Council buildings - Resulting from LAEF schemes that have been implemented	Many projects have continued to be implemented through the "LAEF Scheme" to help reduce our carbon emissions, and over the past 7 years, we have implemented projects that now show accumulative annual carbon savings of 1588.28 Tonnes/Year. However, it should be noted, that the 'quick win-high returns' technologies (where possible) have already been installed to many of our properties, with the more costly, complicated technologies remaining, which generally offer lesser-returns on carbon savings. Also, during 2012/13 the number of schemes implemented was lower than anticipated due to a reduction in staff resources and a focus on legal requirements such as the Display Energy Certificates (DECs).	101.00	300.00	↓	230
% of schools with the highest (Green Flag) award under the Eco Schools programme	56 of the county borough's 91 schools achieved 'Green Flag' status by the end of March 2013 giving a figure of 62% achieving this prestigious award.	62.00	60.00	↓	58
% of our staff that travel to work in a car on their own	Staff Survey was not completed as planned due to a reduction in staff resources. However, through the Council's Salary Sacrifice Car Scheme. 191 vehicles have been delivered to staff throughout 2012/13 and on average, the new vehicles have resulted in a 35% reduction in CO2 emissions compared to the vehicles it replaced.		70.00		70.3