

# Public Document Pack

Penallta House,  
Tredomen Park,  
Ystrad Mynach,  
Hengoed CF82 7PG

Ty Penallta,  
Parc Tredomen,  
Ystrad Mynach,  
Hengoed CF82 7PG



[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)  
[www.caerffili.gov.uk](http://www.caerffili.gov.uk)

For all enquiries relating to this agenda please contact Helen Morgan  
(Tel: 01443 864267 Email: [morgah@caerphilly.gov.uk](mailto:morgah@caerphilly.gov.uk))

**Date: 5th October 2016**

This meeting will be filmed and made available to view in live and archive form via the Council's website. The whole of the meeting will be filmed, except for discussions involving confidential or exempt items. The webcast will be available for 18 months from the date of the meeting at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

It is possible that the public seating areas could be filmed and by entering the Chamber you are consenting to being filmed and to those images and sound recordings being used.

If you have any queries please contact the Interim Head of Legal Services and Monitoring Officer by email [willige@caerphilly.gov.uk](mailto:willige@caerphilly.gov.uk) or telephone 01443 863393

Dear Sir/Madam,

A meeting of **Council** will be held in the **Council Chamber, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 11th October, 2016** at **5.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

**Chris Burns**  
INTERIM CHIEF EXECUTIVE

## A G E N D A

Pages

- 1 To receive apologies for absence.
- 2 Mayor's Announcements.
- 3 Presentation of Awards.

A greener place Man gwyrddach



- 4      Declarations of Interest.  
Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest(s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

To approve and sign the following minutes: -

- 5      Council held on 19th July 2016 and Special Council held on 28th September 2016. 1 - 14

To receive and consider the following reports from Cabinet.

- 6      Authorisation of Officers - Community/Partnership Grant Schemes - 7th September 2016. 15 - 20

- 7      Annual Performance Report for 2015/2016 - 5th October 2016. 21 - 118

To receive and consider the following reports: -

- 8      Annual Directors Report on the Effectiveness of Social Services 2015/16. 119 - 162

- 9      Annual Letter from the Public Services Ombudsman for Wales 2015/16. 163 - 180

- 10     Co-option and Membership of Partnerships Scrutiny Committee. 181 - 186

- 11     Caerphilly County Borough Local Development Plan up to 2021 - Annual Monitoring Report 2016 (Including the 2nd Annual Community Infrastructure Levy Report). 187 - 196

- 12     Boundary Commission for Wales 2018 Review - Initial Proposals. 197 - 200

To receive and answer questions received under Rules of Procedure 10(2) which may have been submitted after the preparation of the agenda.

**Circulation:**

All Members and Appropriate Officers

# Agenda Item 5



## COUNCIL

### MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON TUESDAY, 19TH JULY 2016 AT 5.00 PM

---

#### PRESENT:

Councillor Mrs D. Price - Mayor  
Councillor J. Bevan - Deputy Mayor

#### Councillors:

Ms L. Ackerman, M. Adams, Mrs E.M. Aldworth, Mrs K.R. Baker, P.J. Bevan, L. Binding, Mrs A. Blackman, D.G. Carter, Mrs P. Cook, C.J. Cuss, H.W. David, W. David, H.R. Davies, N. Dix, C. Elsbury, M. Evans, Mrs C. Forehead, Miss E. Forehead, J.E. Fussell, Ms J. Gale, L. Gardiner, N. George, C.J. Gordon, R.W. Gough, D.T. Hardacre, D.C. Harse, D. Havard, C. Hawker, A.G. Higgs, G.J. Hughes, K. James, M.P. James, G. Johnston, Ms J.G. Jones, Miss L. Jones, S. Kent, G. Kirby, Ms P. Leonard, A. Lewis, K. Lloyd, C.P. Mann, S. Morgan, Mrs G. Oliver, D.V. Poole, M.J. Prew, J. Pritchard, J.A. Pritchard, D. Rees, K.V. Reynolds, J.E. Roberts, R. Saralis, J. Simmonds, S. Skivens, Mrs E. Stenner, Mrs J. Summers, J. Taylor, L.G. Whittle, T.J. Williams, R. Woodyatt

#### Together with:

C. Burns (Interim Chief Executive), C. Harry (Corporate Director – Communities), N. Scammell (Acting Director of Corporate Services and Section 151 Officer), D. Street (Corporate Director - Social Services), G. Williams (Interim Head of Legal Services and Monitoring Officer), R. Hartshorn (Head of Public Protection), T. Stephens (Interim Head of Planning), R. Kyte (Team Leader Strategic and Development Planning), L. Lane (Solicitor) and R. Barrett (Committee Services Officer)

#### 1. WEB-CASTING FILMING AND VOTING ARRANGEMENTS

The Interim Chief Executive reminded those present that the meeting was being filmed and would be made publicly available in live and archive form via the Council's website. He advised that decisions would be made by a show of hands.

#### 2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors A.P. Angel, D. Bolter, D.T. Davies, K. Dawson, Mrs P. Griffiths, Mrs B.A. Jones, Mrs P.A. Marsden, D.W.R. Preece, A. Rees and Mrs M.E. Sargent.

### **3. MAYOR'S ANNOUNCEMENT - RECENT EVENTS**

The Mayor referred to the recent terrorist lorry attack in Nice, France, on the evening of Thursday 14th July 2016, which had resulted in the deaths of 84 people and left hundreds more wounded. She also referred to the recent murder of Jo Cox MP, who had been fatally injured outside her constituency surgery in West Yorkshire. All present stood for a moment of silence as a mark of respect for the victims of these tragic events.

Members were informed that following both events, the flags at Penallta House were lowered to half-mast in support of the victims and their families, and a book of condolence was opened for Jo Cox MP in the main reception area. The flags at Penallta House were also flown at half-mast as a mark of respect for the multiple victims of the fatal nightclub shooting in Orlando, Florida, in June 2016.

### **4. MAYOR'S ANNOUNCEMENTS**

The Mayor referred to the many events and visits that she and the Deputy Mayor have undertaken since the last meeting. Recent engagements of note included visits to schools across the county borough and commemorating a diamond wedding anniversary. The Mayor spoke of her pleasure in carrying out these duties.

### **5. PRESENTATION OF AWARDS**

#### **Good Practice and Innovation Award**

Members were informed that Caerphilly Council recently received the Welsh Local Government Association's (WLGA) Good Practice and Innovation Award for their Senior Councillor Programme.

This was established as a cross-party training programme for Members who hold or aspire to Senior Office to develop their leadership practice, and gave the opportunity to develop key skills and knowledge with a view to optimising performance and progression within the Council. The programme was held on Saturday mornings over a six-month period and included formal facilitated sessions, briefings, workshops, preparation tasks and practical exercises. On approving the submission, the WLGA noted the thoughtful and structured planning of the programme and the sustained commitment of Members in completing the training.

Sarah Titcombe (Welsh Local Government Association) presented the award to Emma Sullivan (Democratic Services) and the Mayor.

#### **Invictus Games**

Members were informed that two Caerphilly county borough residents recently represented the UK at the 2016 Invictus Games in Orlando. Donna Davies achieved silver and bronze medals in cycling and John Prosser won a gold medal for rowing.

Miss Davies served in the military for 11 years, during which time she participated in a variety of sports. Having developed knee problems during her military service, she has since received key support from the Help for Heroes Sports Recovery Programme over the past few years. Miss Davies also competed at the first Invictus Games in 2014.

Mr Prosser suffered several parachuting injuries during his time in the military, and as part of his recovery, he took up rowing with the support of Welsh Rowing and the Help for Heroes Sports Recovery Programme, winning medals at the Welsh and British Indoor Rowing Championships.

Donna Davies and John Prosser came forward to receive their awards from the Mayor and Members congratulated them on their achievements.

## **6. DECLARATIONS OF INTEREST**

Councillor Ms L. Ackerman declared an interest in Agenda Item No. 11 (Deposit Replacement Caerphilly County Borough Local Development Plan up to 2031). Details are minuted with the respective item.

Gail Williams (Interim Head of Legal Services and Monitoring Officer) confirmed that as the Deposit Replacement Caerphilly County Borough Local Development Plan up to 2031 is a strategic document, there was no requirement for Members to declare a prejudicial interest on that basis. Members were also advised that in respect of Agenda Item No. 13 (Internal Investigation of Senior Officers – Additional Financial Provision), as this report related specifically to financial arrangements (and not the ongoing investigation), there was no requirement to declare an interest on that basis.

## **7. COUNCIL – 7TH JUNE 2016**

RESOLVED that the following minutes be approved as a correct record and signed by the Mayor.

Council held on 7th June 2016 (minute nos. 1-12).

## **REPORTS REFERRED FROM CABINET**

Consideration was given to the following reports referred from Cabinet.

## **8. AMENDMENTS TO AUTHORISATION OF OFFICERS WITHIN THE PUBLIC PROTECTION DIVISION**

The report, which was presented to Cabinet on 29th June 2016, advised of changes to the legislation applicable to Officers of the Public Protection Division. It sought Council approval on amendments to the Council's Constitution to include the Psychoactive Substances Act 2016, and the Children and Families Act 2014, and also sought additional authorisation for Officers under the above Acts.

Under the new Psychoactive Substances Act 2016, it is an offence to supply, produce, import or export psychoactive substances (also called "legal highs"), and the Act enables the police and local authorities to adopt a graded response to such offences in appropriate cases. The Children and Families Act 2014 introduces a number of new powers and responsibilities for the Authority's Trading Standards Service, including legislation which makes it an offence to sell nicotine products (such as e-cigarettes and liquids) to under 18s, or purchase tobacco/nicotine products on behalf of persons aged under 18 (proxy sales).

In response to a Member's query, Officers confirmed that Trading Standards inspections of relevant retail premises take place according to a "risk rating" and that the timeframe for routine inspections may vary. Targeted inspections take place as the result of specific intelligence and concerns received by the Public Protection Division.

Following consideration of the report, it was moved and seconded that the recommendations from Cabinet as outlined therein be approved. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the report:-

- (i) the implementation of the legislation be noted and the recommended changes to the Council's Constitution be approved;
- (ii) the Council's Monitoring Officer make the necessary amendments to the Council's Constitution;
- (iii) the Council's Constitution and Terms of Reference be amended by adding the following: Psychoactive Substances Act 2016, Children and Families Act 2014;
- (iv) Officers within the Public Protection Division be authorised under the Psychoactive Substances Act 2016 and the Children and Families Act 2014 in order to enforce the legislation and carry out their duties.

**9. NOTICE OF MOTION - REMEDIAL ACTION TO IMPROVE AIR QUALITY ON HAFODYRYNYS ROAD**

The report responded to a Notice of Motion received from Councillor A. Lewis, requesting that CCBC take all remedial action urgently to improve air quality on Hafodyrynys Road. The report had been considered by the Health, Social Care and Wellbeing Scrutiny Committee on 21st June 2016 and thereafter Cabinet on 29th June 2016.

Members considered the reasons for the Motion and subsequent recommendations. It was noted that an air quality monitoring exercise had been conducted in the Hafodyrynys area and that there are proposals to develop an Air Quality Action Plan upon which detailed public consultation will be undertaken. Members also noted concerns raised by Councillor Lewis regarding a proposed access road in the Hafodyrynys area, with it reported that Caerphilly Council had sent a letter of objection to Torfaen Council regarding this planning application, on the grounds of the detrimental impact on residential amenity, highway safety and air quality.

Following due debate, and in taking into account the views of the Scrutiny Committee and the additional recommendation of Cabinet, it was moved and seconded that the content of the Notice of Motion be supported. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the report:-

- (i) the Notice of Motion be supported;
- (ii) the Action Plan Steering Group explore the option of building a by-pass in the area, in conjunction with Welsh Government.

**REPORTS OF OFFICERS**

Consideration was given to the following reports.

**10. NOTICE OF MOTION - STATE PENSION ARRANGEMENTS**

Consideration was given to the report, which detailed the following Notice of Motion received from Councillor Mrs E.M. Aldworth and supported by Councillors Mrs P. Cook, Ms J. Jones, Ms P. Marsden and Mrs J. Summers, in relation to State Pension Arrangements. In accordance with Rule 11 (3) of the Constitution, the Mayor has agreed to allow the motion to be dealt with at Council, without being first discussed at an overview and scrutiny committee:-

"Caerphilly County Borough Council calls upon the Government to make fair transitional state pension arrangements for all women born on or after 6th April 1951, who have unfairly borne the burden of the increase to the State Pension Age with lack of appropriate notification".

Members considered the reasons for the Motion, and the information provided by the Member in support of the motion, and following due debate, it was moved and seconded that its content be supported. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the report, the Notice of Motion be supported.

## **11. NOTICE OF MOTION - HATE CRIMES**

The report detailed the following Notice of Motion received from Councillor R. Saralis and supported by Councillors J.E. Fussell and N. Dix, in relation to the matter of Hate Crimes. In accordance with Rule 11 (3) of the Constitution, the Mayor has agreed to allow the motion to be dealt with at Council, without being first discussed at an overview and scrutiny committee:-

"We are proud to live in a diverse and tolerant society. Racism, xenophobia and hate crimes have no place in our country. Our council condemns racism, xenophobia and hate crimes unequivocally. We will not allow hate to become acceptable.

We will work to ensure that local bodies and programmes have the support and resources they need to fight and prevent racism and xenophobia.

We reassure all people living in this area that they are valued members of our community."

Members considered the reasons for the Motion, and the information provided by the Member in support of the motion, and following due debate, it was moved and seconded that its content be supported. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the report, the Notice of Motion be supported.

## **12. CARDIFF CAPITAL REGION CITY DEAL**

Consideration was given to the report, which sought Council approval for the interim governance arrangements for the "Cardiff Capital Region City Deal" agreement, together with a financial contribution to the running costs of the administration of the City Deal for the remainder of the year.

Members were reminded that in February 2016, Council further agreed to sign an agreement with the other nine local authorities in South Wales, UK Government and Welsh Government, which was signed by all parties in March 2016. A copy of the agreement was appended to the report, which sets out proposals for a £1.2 billion investment in regeneration and infrastructure across the South Wales region.

The report recommended continued involvement in the emerging City Deal, with it intended that the City Deal will be managed through a Joint Committee comprising the 10 Authority Leaders, which will be referred to as the "Joint Cabinet". The terms of such a body will require formal Council approval and a further report will be presented to Council once a formal proposal is in place.

Until the Joint Committee/Joint Cabinet is established, it is proposed that the 10 Leaders continue to meet as a Project Board to oversee the process as they have to date, with it

renamed the 'Shadow Joint Cabinet' to reflect the emerging structure. This will not be a legal entity or a decision-making body, save for those powers delegated to each Council leader. Any decisions will be around the administration and development of the City Deal and no formal commitments to funding or approving projects will be made by this Shadow Joint Cabinet.

To enable these activities to continue to the point where a formal City Deal can be agreed, each authority has been asked to make a financial contribution as previously agreed. It was recommended that Council agree to the request (totalling £59,989 for the Authority) which will be met from General Fund Balances. During the interim period, whilst the formal governance arrangements are being drawn up (which will be subject to Full Council approval once finalised) a Memorandum of Understanding has been drawn up for each of the 10 authorities to sign. A copy was appended to the report.

During the course of the ensuing debate, discussion took place regarding the potential projects being developed by the Project Board and their likely timescales for release. Members were assured that the approval of full Council will be sought at a later date prior to any formal commitment to the City Deal. It was explained that there are 5 portfolio areas across the Project Board (comprising of two Leaders per area) with Caerphilly having joint responsibility for the Regeneration, Planning and Housing portfolio. It is anticipated that further details of these projects will be released at the end of 2016 or at the beginning of 2017.

Members welcomed news of the latest development and reiterated the need for investment and regeneration to be focused around local communities. Assurances were given that concerted efforts will be made to ensure that Caerphilly County Borough benefits from the City Deal.

Following consideration of the report, it was moved and seconded that the recommendations as outlined in the report By a show of hands (and in noting there was 1 against and 1 abstention) this was agreed by the majority present.

RESOLVED that for the reasons contained in the report:-

- (i) the interim governance arrangements for the development of the final proposals around the City Deal via the 'Shadow Joint Cabinet' of the 10 local authorities in the region be supported;
- (ii) subject to the Interim Head of Legal Services approving its terms, the Interim Memorandum of Understanding contained at Appendix 2 of the report be signed by the Leader;
- (iii) a contribution of £59,989 be made towards the ongoing development costs for the City Deal.

### **13. DEPOSIT REPLACEMENT CAERPHILLY COUNTY BOROUGH LOCAL DEVELOPMENT PLAN UP TO 2031**

Councillor Miss L. Ackerman declared a personal interest (in that she is an allotment plot owner at a site referenced in the Plan). As it was personal and not prejudicial, she remained in the meeting during consideration of the item.

The report and presentation provided an overview of the representations made by interested parties/people to the public consultation exercise undertaken in February and March 2016 in respect of the Deposit Replacement LDP. The report outlined the Welsh Government response and provided an Officer response to those issues raised, and suggested the appropriate way forward, having regard to a number of factors raised during the consultation period.



During the consultation period, 4,654 individuals and/or organisations submitted comments and five notable petitions were received. It was noted that an additional petition concerning the Gwern y Domen site, which contained 2199 signatures, had been received by Officers ahead of the meeting of Council. Members were asked to note that the report should reflect 3129 petition signatures concerning development at the Ness Tar Site and Nant y Calch Farm. Representations of both support and objection to the Plan were received, and a summary of the issues raised by the general public were detailed within the Officer's report.

Welsh Government (WG) indicated that they are broadly supportive of the LDP strategy which seeks to locate development in sustainable locations, linked to the role and function of places and infrastructure provision, which is to be welcomed. It was observed by WG that the Plan exceeds the WG's population and household projections (a deviation of approximately 6750 dwellings above the Welsh Government principal projection of 5650). The WG recognised that it is for the Local Planning Authority (LPA) to consider the latest household projections and local factors when assessing the housing requirement, and that the LPA should set a level of housing provision that is appropriate for the area, linked to the key issues the Plan is seeking to address and have regard to Planning Policy Wales.

WG have raised a Category A objection in respect of the Delivery of the Strategy as it relies on the delivery of the two Strategic Sites identified in the Plan at Maesycwmmmer and South East Caerphilly, with WG concerned that there is no evidence to support the delivery of the two sites. Officers are working closely with the landowner consortia for both sites on the evidence necessary to demonstrate that both sites are deliverable and viable. WG are of the view that this evidence should have been available during the Deposit Consultation, and as it was not, it will need to be subject to a further formal public consultation exercise to enable interested people/parties to comment upon it. Members were advised that a decision therefore needed to be taken on this matter, which could take the form of a second deposit consultation.

Members were asked to note that the WG has not raised a formal objection in respect of the population and household projections that underpin the Deposit Replacement LDP, and that they merely note the deviation from the WG principal projections.

The report also outlined considerations for Members in respect of the Council's commitment to discuss the prospect of a Strategic Development Plan as detailed in the Cardiff Capital Region City Deal. This agreement discusses the prospect of the ten local authorities (in partnership with the Welsh Government) developing an integrated SDP that incorporates housing and employment land use with wider transport plans, and will provide the blueprint for development across the city region. Additionally, Rhondda Cynon Taff are progressing to the first review of their adopted LDP and have written to Caerphilly to establish the possibility of commencing work on a Joint Local Development Plan.

Having regard to all these factors, the report presented two options for Members' consideration. **Option 1** proposed a Second Deposit (continue with the review of the LDP including a further period of consultation). **Option 2** proposed that the Council seek further discussions with WG and local authorities within the Cardiff Capital Region regarding the possible development of a Strategic Development Plan and withdraw the Deposit Replacement Plan.

Officers highlighted the benefits and implications of each option as outlined in the report and recommended to Members that **Option 2** be supported. It was explained that Option 2 would seek to delay progress on the delivery of the Replacement LDP to enable the implications of the rapidly evolving regional work to be properly understood and incorporated into the Plan. This would allow Officers to explore the aspirations of all relevant parties in terms of the next generation of LDPs and the relationship of these plans with the SDP. It is anticipated that a SDP could be developed by 2021, which coincides with the end date of the existing LDP.

To mitigate implications associated with plan withdrawal, including the Council's vulnerable position in terms of speculative planning applications for housing and other development, together with the shortage in the five year housing land supply, it is proposed that a 'light touch' replacement LDP be prepared for Caerphilly in due course. This would be in conformity with the new SDP and will reflect the importance of the county borough as a pivotal and highly connected place within the wider city region.

Members discussed the report in detail, and in welcoming the proposals for an overarching Strategic Development Plan, spoke of the benefits this approach could have over a wider geographical area in and around the county borough. Reference was also made to the positive effects on planning development if the remaining brownfield sites across the county borough can be unlocked. Members placed on record their appreciation to Planning Officers for the extensive work associated with the production of the Deposit Replacement LDP.

A query was received regarding the costs that had been accrued during the production of the Deposit Replacement LDP. It was confirmed that this totalled £60,000 over three years, excluding staff costs (which had been absorbed as part of normal staff workloads) and after taking into consideration Welsh Government funding. Assurances were given that this expenditure would have continued value in that the information gained to date would form the basis of the Strategic Development Plan and 'light touch' Local Development Plan.

Concerns were raised regarding the impact of withdrawing the Deposit Replacement LDP on proposed infrastructure improvements in the county borough. It was explained that the City Deal would assist in addressing this issue and would play a significant role in improving infrastructure across the whole of the county borough.

Reference was made to the impact on the consideration of future planning applications arising from the withdrawal of the Deposit Replacement LDP (in that the existing adopted LDP will become increasingly outdated). It was confirmed that a workshop will be held in December 2016 which will give guidance to the Planning Committee and Officers in relation to these issues and establish a way forward prior to the delivery of the Strategic Development Plan.

During the course of the debate, an additional recommendation was moved and seconded, in that WG be formally requested to remove the aggregated formula used in the calculation of the 5 year housing land supply. It was confirmed that this would be incorporated into the recommendations.

It was moved and seconded that the recommendations in the report, together with the additional recommendation as detailed above, be approved and by a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the report:-

- (i) Option 2 for progressing work on the development plan for Caerphilly County Borough as set out in paragraph 4.50 of the report be approved;
- (ii) the Council seek further discussions with WG and local authorities within the Cardiff Capital Region regarding the possible development of a Strategic Development Plan;
- (iii) subject to Ministerial Approval, the Deposit Replacement Caerphilly County Borough Local Development Plan up to 2031 be formally withdrawn;
- (iv) the Council seek an urgent meeting with the WG Minister to advise on the intention to withdraw the Deposit Replacement LDP, seek support for the preparation of the SDP as a matter of urgency and discuss the importance of Welsh Government funding to help unlock the remaining brownfield sites across the county borough;

- (v) Welsh Government be formally requested to remove the aggregated formula used in the calculation of the 5 year housing land supply.

#### **14. FINAL CERTIFICATION OF ANNUAL ACCOUNTS (2012/13, 2013/14 AND 2014/15)**

Consideration was given to the report, which presented the final certification of completion of audit for the annual accounts for the 2012/13, 2013/14 and 2014/15 financial years, and sought the re-approval of Council on their content.

It was reported that the external auditor, in accordance with the requirements of the Public Audit (Wales) Act 2004 and the Code of Audit and Inspection Practice issued by the Auditor General for Wales, issues a certificate of completion of audit each year for the Council's annual accounts. However, no certificates were issued for the 2012/13, 2013/14 and 2014/15 years of account when the audit opinion was initially signed off by the Auditor General. This was because they could not be issued until the completion of the police investigation and court proceedings in respect of the decision of the senior remuneration panel in September 2012. Additionally for the 2012/13 financial accounts, the Appointed Auditor had been considering whether to issue a public interest report in respect of the payment of buy-out allowances to senior officers.

These matters have now been concluded and as a result, the Appointed Auditor has now issued final certificates of completion of audit for 2012/13, 2013/14 and 2014/15, which were appended to the report for Council approval.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the report:-

- (i) the final certificates of audit completion for 2012/13, 2013/14 and 2014/15 as appended to the report be noted;
- (ii) the annual accounts for each of the three financial years be formally re-approved.

#### **15. INTERNAL INVESTIGATION OF SENIOR OFFICERS – ADDITIONAL FINANCIAL PROVISION**

The report sought Council approval of further financial provisions to ensure that sufficient funding is set aside to meet costs associated with the ongoing internal investigation of three Senior Officers.

Members were reminded of the current interim arrangements in place within the Authority arising from the ongoing internal investigation. There are revenue budgets established for the posts of Chief Executive, Director of Corporate Services and Head of Legal Services/Monitoring Officer and the post holders currently fulfilling these duties on an interim basis are funded from these revenue budgets. Additional costs associated with the three Senior Officers have been funded from General Fund reserves as approved by Council. On 9th June 2015, Council approved a further provision of £278,000 to cover the anticipated salary costs of the three Senior Officers to the 31st August 2016.

The Authority is now progressing internal investigations in accordance with the Council's approved procedures and statutory requirements. Members were advised that it was therefore necessary to review the current arrangements to ensure that sufficient additional funding is set aside to meet the salary costs of the three Senior Officers during the ongoing

investigation process.

It was recommended that a further provision of £282,000 be established from General Fund balances to cover the period 1st September 2016 to 31st March 2017, to ensure that sufficient funding is available to meet the salary costs of the three Senior Officers if the investigation process is not concluded during the 2016/17 financial year.

The report also detailed legal costs incurred as part of the ongoing investigation process. Actual legal costs of £56,000 have already been incurred in 2016/17 to the end of May 2016. In the event that matters are not concluded during the current financial year, it was recommended that a further provision of £220,000 be established to meet potential legal costs for the period 1st April 2016 to 31st March 2017.

Members were advised that the financial provision for the salaries of the three Senior Officers and for legal costs will need to be reviewed again in early 2017, if it is anticipated at that time that the investigation process will not be concluded in the current financial year. An earlier report may be necessary, should legal costs be higher than currently anticipated.

During the course of the ensuing debate, Members sought clarification on the breakdown of salary costs for the three Senior Officers. It was confirmed that these incorporate a 30% 'on-cost' rate to cover the employer's costs for National Insurance and Superannuation. It was agreed that further information would be forwarded to a Member detailing the breakdown of salary costs for 2015/16 and 2016/17.

A Member queried the Authority's legal obligations in respect of continued salary payments to the three Senior Officers following the conclusion of the police investigation. The Interim Chief Executive confirmed that this would be a matter for the Investigating and Disciplinary Committee to consider but the current legal advice is that the existing arrangements should be upheld.

It was moved and seconded that the recommendations in the report be approved. By a show of hands (and in noting there were 14 abstentions) this was agreed by the majority present.

RESOLVED that for the reasons contained in the report:-

- (i) a further financial provision of £282,000 be funded from General Fund balances to cover the potential salary costs of the three Senior Officers for the period 1st September 2016 to 31st March 2017;
- (ii) an additional financial provision of £220,000 be funded from General Fund balances to meet potential 2016/17 legal costs arising from the ongoing investigation process.

## **16. QUESTIONS RECEIVED UNDER RULE OF PROCEDURE 10(2)**

There were no questions submitted under Rule of Procedure 10(2).

The meeting closed at 7.22 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 11th October 2016, they were signed by the Mayor.

---

MAYOR



## **SPECIAL MEETING OF COUNCIL**

### **MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON WEDNESDAY, 28TH SEPTEMBER 2016 AT 5.00PM**

---

#### **PRESENT:**

Councillor Mrs D. Price - Mayor  
Councillor J. Bevan - Deputy Mayor

#### **Councillors:**

Miss L. Ackerman, M. Adams, Mrs E.M. Aldworth, A.P. Angel, K. R. Baker, L. Binding, Mrs A. Blackman, D.G. Carter, W. David, H.R. Davies, D.T. Davies, N. Dix, C. Elsbury, M. Evans, N. George, C.J. Gordon, R.W. Gough, Mrs P. Griffiths, D. Harse, D. Havard, G.J. Hughes, K. James, M.P. James, G. Johnston, Ms J.G. Jones, Miss L. Jones, S. Kent, A. Lewis, K. Lloyd, C.P. Mann, S. Morgan, Mrs. G. Oliver, D.W.R. Preece, M.J. Prew, J. Pritchard, K.V. Reynolds, J.E. Roberts, R. Saralis, Mrs M.E. Sargent, J. Simmonds, Mrs E. Stenner, L.G. Whittle

#### **Together with:-**

C. Burns (Interim Chief Executive), N. Scammell (Acting Director of Corporate Services), G. Williams (Interim Head of Legal Services and Monitoring Officer), S. Harris (Interim Head of Corporate Finance), A. Southcombe (Finance Manager - Corporate Finance), A. Dredge (Committee Services Officer)

#### **1. WEB-CASTING FILMING AND VOTING ARRANGEMENTS**

The Interim Chief Executive reminded those present that the meeting was being filmed and would be made publically available in live and archive form via the Council's website. He advised that decisions would be made by show of hands.

#### **2. APOLOGIES**

Apologies for absence were received from Councillors P.J. Bevan, D. Bolter, Mrs. P. Cook, C.J. Cuss, H.W. David, K. Dawson, Mrs C. Forehead, Miss E. Forehead, J.E. Fussell, Mrs J. Gale, L. Gardiner, D.T. Hardacre, C. Hawker, A.G. Higgs, Mrs B.A. Jones, G. Kirby, Ms P. Leonard, Mrs P. Marsden, D.V. Poole, J.A. Pritchard, A. Rees, D. Rees, S. Skivens, Mrs J. Summers, J. Taylor, T.J. Williams, R. Woodyatt.

### **3. BEREAVEMENT**

The Interim Chief Executive referred to the recent death of Lynton Jones, Former Head of I.T. Services. Members and Officers stood in silence as a mark of respect and extended their condolences to the bereaved family. Several Members referred to his long and distinguished career in local government with Caerphilly County Borough and its predecessor authority and paid tribute to the manner in which he had carried out his duties and to the high esteem in which he had been held by Members and Officers alike.

Councillor Jan Jones referred to the recent death of former Councillor, Colin Durham who passed away suddenly. She extended her condolences to his family and this was supported by the Members. The Interim Chief Executive stated that he would write to Mr Durham's family to relay the thoughts expressed by Members and staff who worked with Mr Durham during his time in office and this was also supported by the Members.

### **4. DECLARATIONS OF INTEREST**

There were no declarations of interest received at the commencement or during the course of the meeting.

### **REPORT OF OFFICERS**

Consideration was given to the following report.

### **5. FINANCIAL ACCOUNTS 2015/16**

Consideration was given to the report that sought Council approval of the audited 2015/16 Statement of Accounts. This would ensure that the accounts could be signed-off by the Wales Audit Office by the statutory deadline of the 30th September 2016.

The Interim Head of Corporate Finance informed Members that at its meeting on the 14th September 2016, the Audit Committee was presented with the External Auditor's ISA 260 Report on the audit of the 2015/16 financial statements. The auditor's report stated that it was the Auditor General's intention to issue an unqualified audit opinion on the 2015/16 financial statements. Appendix 3 of the ISA 260 Report provides details of misstatements identified during the audit process that have subsequently been corrected by management. It was stressed that these adjustments have no impact on cash or general fund balances. The 2015/16 Statement of Accounts incorporates all of the corrected misstatements identified in the ISA 260 Report.

Members were advised that the Council cannot realistically change anything in the Statement of Accounts, as any changes require the approval of the Auditor.

A Member raised a query in relation to surplus assets of £16.04 million that were held by the Authority as at 31st March 2015 and the fact that the closing balance as at 31st March 2016 was zero. Officers explained that the assets in this category had been reclassified during the financial year and were now included under other asset categories.

Clarification was sought in relation to the 2015/16 underspend for Education and Lifelong Learning. Officers explained that the 2015/16 Provisional Outturn Report presented to Cabinet in July 2016 contained details of underspends across Directorates which were a reflection of the Authority's prudent approach to financial management, in particular identifying savings in advance to support the Medium-Term Financial Plan. The Acting

Director of Corporate Services advised Members that the first 2016/17 Budget Monitoring Report relating to Education is available on the Members' Portal.

A query was raised in terms of compulsory redundancies and Officers confirmed the figures referred to within the report relate in the main to school based staff.

A Member made reference to the valuation for the Handball Court in Nelson. The Interim Head of Corporate Finance confirmed that this asset would have been valued for accounting purposes and agreed to forward details to the Member.

Members expressed their appreciation and thanks to the Acting Director of Corporate Services and the Finance Team for all their hard work in the preparation of the 2015/16 Statement of Accounts.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the final audited 2015/16 Statement of Accounts be approved.

The meeting closed at 5.28 pm.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 11th October 2016 they were signed by the Mayor.

---

MAYOR

This page is intentionally left blank





## COUNCIL - 11TH OCTOBER 2016

**SUBJECT: AUTHORISATION OF OFFICERS – COMMUNITY/PARTNERSHIP GRANT SCHEMES**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151 OFFICER**

---

- 1.1 The attached report, which was considered by Cabinet on 7th September 2016, seeks approval to authorise Officers in relation to the operation of community/partnership grant schemes within the Public Protection Division, and the endorsement of a subsequent change to the Council's Constitution and is referred to Council for consideration.
- 1.2 The report outlines the proposed changes to the Council's Constitution following organisational changes, whereby the Head of Public Protection is now responsible for the Corporate Policy function including the administration of the Technical Assistance Fund, and Greener Caerphilly Small Grants Fund. For the Technical Assistance Fund a Panel chaired by the Cabinet Member for Regeneration, Planning and Sustainable Development considers applications and makes recommendations. The fund was established to help voluntary organisations and community groups in the borough meet the costs of pre-application professional fees, technical or legal, for capital projects. The Greener Caerphilly Small Grants Fund provides up to £10,000 in match funding for partnership projects to deliver tangible environmental improvement and benefits to the community, applications are considered by the Greener Caerphilly Partnership.
- 1.3 At the meeting of Cabinet, Members noted that, as a result of organisational changes, the Corporate Policy function now sits with the Head of Public Protection and considered a request that the Council's Constitution be amended to reflect these changes and include the delegation for the approval or refusal of applications for funding under the Technical Assistance Fund and Greener Caerphilly Small Grants Fund to the Corporate Policy function.
- 1.4 Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the Officers report it be recommended to Council that: -

- (i) the authorisation of any Director or the Head of Public Protection to approve or refuse applications under the grant schemes detailed in paragraph 4.2 of the report be approved;
  - (ii) the proposed changes to the Council's Constitution as set out in paragraph 4.4 of the report be approved and the Council's Monitoring Officer be given delegated authority to make the necessary amendments to the Council's Constitution.
- 1.5 Members are asked to consider the recommendations.

Author: C.A Evans, Committee Services Officer  
Ext. 4210

Appendix: Report to Cabinet dated 7th September 2016



## **CABINET – 7TH SEPTEMBER 2016**

**SUBJECT: AUTHORISATION OF OFFICERS – COMMUNITY/PARTNERSHIP  
GRANT SCHEMES**

**REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES**

---

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

- 1.1 To seek Cabinet approval to authorise officers in relation to the operation of community/partnership grant schemes within the Public Protection Division
- 1.2 To seek Cabinet endorsement of a subsequent change to the Council's Constitution prior to presentation to Council for approval for the Council's Interim Head of Legal Services and Monitoring Officer to incorporate the changes, if approved.

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

- 2.1 The Council's Constitution promotes and supports the ethical standards of the Council and elected Members and ensures that the Council operates efficiently and with transparency in relation to its decision making.

### **3. SUMMARY**

- 3.1 This report outlines proposed changes to the Council's Constitution following organisational changes whereby the Head of Public Protection is now responsible for the Corporate Policy function including the administration of the following grant funding schemes:

- Technical Assistance Fund
- Greener Caerphilly Small Grants Fund.

### **4. THE REPORT**

#### **Background**

- 4.1 The Council's Constitution sets out how the Council operates, how decisions are made and the procedures, which are followed to ensure that these are efficient, transparent and accountable to local people.
- 4.2 The Constitution is a "living document" in that it is continuously being updated and revised to reflect new legislation, improvement in procedures and changes to working practices. As a result of recent organisational changes the Corporate Policy function is now within the Public Protection Division. The Corporate Policy team administer the following 2 grant schemes:

- 1) Technical Assistance Fund – this fund has been established to help voluntary organisations and community groups in the borough meet the costs of pre-application professional fees, technical or legal, for capital projects.
- 2) Greener Caerphilly Small Grants Fund – Up to £10,000 is available for partnership projects. Funding is dependent on partner match funding on a £1 for £1 basis. Projects must demonstrate collaborative working with other partner organisations and deliver tangible environmental improvement and benefits to the community.

4.3 For the Technical Assistance Fund a Panel chaired by the Cabinet Member for Regeneration, Planning and Sustainable Development considers applications and makes recommendations to the relevant Head of Service which, following organisational changes, is now the Head of Public Protection. In the case of the Greener Caerphilly Small Grants Fund, the Greener Caerphilly Partnership considers applications and makes the recommendations.

4.4 As a result of organisational changes the Corporate Policy function now sits with the Head of Public Protection. This report seeks Members’ approval to amend the Council’s Constitution following organisational changes at Part 3, Section 4, headed ‘Responsibility for Executive Functions, paragraph (f) to add the delegation for the approval or refusal of applications for funding under the Technical Assistance Fund and Greener Caerphilly Small Grants Fund and add the Corporate policy function to the list of functions.

The proposed amendment will read as follows:

<u>FUNCTION</u>	<u>RESPONSIBLE</u>	<u>DELEGATION</u>
(f) Corporate Policy To approve or refuse applications for funding under the following: Technical Assistance Fund Greener Caerphilly Small Grants Fund	The Cabinet	The Cabinet, or the Chief Executive or any Director or the Head of Public Protection.

## **5. EQUALITIES IMPLICATIONS**

5.1 The Council’s Constitution takes account of all equality related issues.

## **6. FINANCIAL IMPLICATIONS**

6.1 None arising from the Report.

## **7. PERSONNEL IMPLICATIONS**

7.1 None arising from the Report.

## **8. CONSULTATIONS**

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

## **9. RECOMMENDATIONS**

9.1 It is recommended:-

- (i) That Cabinet approve the authorisation of any Director or the Head of Public Protection to approve or refuse applications under the grant schemes detailed in paragraph 4.2 above.
- (ii) That Cabinet recommend to Council approval of the proposed changes to the Council's Constitution set out in paragraph 4.4 of the Report and that the Council's Monitoring Officer be given delegated authority to make the necessary amendments to the Council's Constitution.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To enable the effective operation of the grant schemes.
- 10.2 To ensure that the Council's Constitution is updated to reflect current arrangements.

## **11. STATUTORY POWER**

- 11.1 Local Government Act 1972 and 2000.

Author: Rob Hartshorn, Head of Public Protection  
Consultees: Councillor Ken James, Cabinet Member for Regeneration and Planning  
Dave Street, Corporate Director  
Gail Williams, Interim Monitoring Officer  
Kath Peters, Corporate Policy Manager  
Paul Cooke, Senior Policy Officer  
Vicki Doyle, Policy Officer

Background Papers:  
Council's Constitution (not attached) (see Council's website) (hard copy in Members Library)

This page is intentionally left blank



## COUNCIL - 11TH OCTOBER 2016

**SUBJECT: ANNUAL PERFORMANCE REPORT FOR 2015/2016**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151 OFFICER**

---

- 1.1 The attached report was considered by the Cabinet on 5th October 2016. The recommendations of Cabinet will be reported verbally to Council on 11th October 2016.
- 1.2 Members will be asked to consider the recommendations of Cabinet.

Author: Helen Morgan, Senior Committee Services Officer

Appendix: Report to Cabinet - 5th October 2016

This page is intentionally left blank





## **CABINET – 5TH OCTOBER 2016**

**SUBJECT: ANNUAL PERFORMANCE REPORT 2015/16**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

---

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

- 1.1 To present to Cabinet the Authority's Annual Self-Assessment called the Performance Report for 2015/16 and to seek the views and approval of Cabinet prior to its presentation to Council on the 11th October 2016.

### **2. SUMMARY**

- 2.1 The Performance Report is a statutory requirement under the Local Government (Wales) Measure 2009 and an important part of the Council's Performance Framework. The Council is required to assess its own performance and provide the public with a balanced picture of that performance.
- 2.2 In addition, the report must show how the council performed against the Improvement Objectives it set itself for 2015/16. For 16/17 Improvement Objectives are now called Well-being Objectives but as the report covers the time period of 15/16 we have used the same wording (Improvement Objective) for consistency and audit purposes.

### **3. LINKS TO STRATEGY**

- 3.1 The Well-being of Future Generations (Wales) Act 2015 will require each authority to set and publish Well-being goals with effect from 31st March 2017. It is a requirement of the Act that our objectives will have a positive impact upon the social, economic, environmental or cultural well-being of the area or community concerned. In particular our set of objectives must collectively contribute to:
- A prosperous Wales
  - A resilient Wales
  - A healthier Wales
  - A more equal Wales
  - A Wales of cohesive communities
  - A Wales of vibrant culture and thriving Welsh language
  - A Globally Responsible Wales
- 3.2 The Annual Performance Report contributes towards the Single Integrated Plan, called 'Caerphilly Delivers'. The Annual Performance Report also details progress of the council's medium term priorities outlined in the CCBC Corporate Plan 2013-17, namely:

- Peoples social care needs are identified and met in a timely and appropriate way
- Children and Adults are safeguarded from abuse
- Improve standards across all year groups particularly key stage 3 and 4
- Identify vulnerable groups of learners and develop interventions to ensure needs are met
- Reduce the gap in attainment between pupils in advantaged and disadvantaged communities
- Promote the benefits of an active and healthy lifestyle
- Invest in our Council Homes and their communities to transform lives
- Affordability - Deliver a Medium Term Financial Plan aimed at ultimately providing a period of stability that helps the authority to have a range of services in the future that are sustainable

The Council formally adopted the above priorities on June 2014. The priorities reflect the Council's contribution to the delivery of the Single Integrated Plan together with manifesto commitments made by the ruling administration.

#### 4. THE REPORT

- 4.1 The Council has a statutory duty to publish its Performance Report no later than the 30th October each year. Full details of the plan are attached as Appendix 1 to this report. Upon approval by Council, this report will be published on the Council's internet site and made available in hard copy at key council offices and libraries.
- 4.2 Whilst the document is kept in as plain a language as possible, it is a comprehensive, sometimes technical, document so a summary of the plan will also be made more widely available to the public by the end of November.
- 4.3 The report primarily includes; A Director's position statement from each of our directorates; financial statements, progress and achievements made against our 5 Improvement Objectives and performance statistics with progress comments against the National Strategic Indicators and Public Accountability Measures (as prescribed by the Welsh Government) for 2015/16 for Local Authorities.
- 4.4 Detailed appendices of the Council's performance against its Improvement Objectives, using Ffynnon dashboards, were scrutinised at spring / summer Scrutiny meetings and will be placed on the internet at the same time as the Performance Report.
- 4.5 **What does the Annual Performance Report tell us?**
- 4.5.1 In accordance with the Local Government Measure 2009 the Annual Performance Report is focussed, but not limited to, the council's delivery of its Improvement Objectives and the Performance Report reflects that.
- 4.5.2 The council's Improvement Objectives (I.O.) for 2015/2016 were:

I.O.	Description	Status
I.O.1	To help people make the best use of their household income and manage their debts	Partially Successful carried forward to 16/17
I.O.2	Improve outcomes for all learners, particularly those vulnerable to under achievement	Partially Successful carried forward to 16/17
I.O.3	Close the gap in life expectancy for residents between the most and least deprived areas in the borough	Partially Successful carried forward to 16/17
I.O.4	Carbon Management: Reduce our carbon footprint	Successful and retained for 16/17
I.O.5	Investment in Council homes to transform lives and communities	Partially Successful and carried forward to 16/17

The judgements above were made based upon whether the individual IO's had delivered the outcomes set. The judgements were scrutinised and validated at Scrutiny Committees over summer 2016. IO1, 2 and 3 are recognised as long term and complex objectives so may be ongoing for some time, indeed number 3 may not be achievable within the next decade but it is the Council's aspiration to work with partners to improve this aspect. IO4 was judged as successful as most of its associated action plan was completed. IO 5 was judged as partially successful due to the slippage of the planned programme, which resulted in several targets not being met. However, significant improvement was made in both internal and external housing stock and tenant satisfaction was high. The progress and mitigating actions on the Welsh Housing Quality Standard are reported on regularly to Policy and Resources Scrutiny and to the Caerphilly Homes Task Group.

- 4.5.3 For the national data there are several ways to view this, either by performance against previous performance, performance against other authorities, or moving up and down the comparative rankings. For example, some indicators, although having moved down or stayed at a low ranking may still have shown improvements, or performance may decline but it can still improve on the all Wales ranking. As such our Performance Report focuses on how well we have improved year on year but also gives explanations for deteriorating or improving performance in an all Wales context.
- 4.5.4 A summary of the national picture using the Welsh Government's National Measures shows the picture is mixed. Of the 41 National Strategic Indicators, 40 were used as a comparison to create the national picture across Wales. Of those measures Caerphilly saw (20) 50% of those improve upon their 2014/15 results and (16) 40% decline in performance compared to the 2014/15 result. 4 indicators (10%) maintained maximum performance levels (at the best they can be).
- 4.5.5 Below is a break down of year on year improvement of National Strategic Indicators by Directorate.

2015/16 year on year Performance Improvement by area compared to 2014/15							
	No.	Improved		Deteriorated		Maintained	
<b>Education</b> Including Library services	<b>12</b>	<b>6/12</b>	<b>50%</b>	<b>5/12</b>	<b>42%</b>	<b>1/12</b>	<b>8.3%</b>
<b>Social Services</b> Including Public Protection	<b>17</b>	<b>8/17</b>	<b>47%</b>	<b>6/17</b>	<b>35%</b>	<b>3/17</b>	<b>18%</b>
Adult	6	4/6	66%	2/6	33%		
Children	10	3/10	30%	4/10	40%	3/10	
<b>Communities</b>	<b>10</b>	<b>6/10</b>	<b>60%</b>	<b>4/10</b>	<b>40%</b>		
<b>Corporate</b>	<b>1</b>			<b>1/1</b>	<b>100%</b>		
<b>Total</b>	<b>40</b>	<b>20</b>	<b>50%</b>	<b>16</b>	<b>40%</b>	<b>4</b>	<b>10%</b>

*This calculation does not include (CAM037) as the measure was new to set for 2015/16*

Reasons for performance of individual indicators are included within the performance report.

- 4.5.6 Thirteen of the indicators are in the "Upper Quarter" in Wales including 4 which are the best (1st) in Wales, are noted below:
- The percentage of final statements of special education needs issued within 26 weeks **excluding** exceptions maintained **1st** in Wales for the third year running.
  - The percentage of young people formerly looked after with whom the authority is in contact at the age of 19 maintained its **1st** place in Wales.
  - The percentage of young people formerly looked after with whom the authority is in contact at the age of 19, who are known to be in suitable, non-emergency accommodation. Has maintained a **1st** in Wales.

- The percentage of eligible, relevant and former relevant children that have pathway plans as required, also maintained a **1st** position.
- The percentage of looked after children, who experienced one or more changes of school during a period of being looked after, was 5th in Wales last year moving to **3rd** in Wales although this represents a difference of 3.5% improvement.
- The number of visits to public libraries during the year per 1,000 population was 4th in Wales in 2014/15 and has now moved to **6th** in Wales this year.
- The percentage of clients with a care plan at 31 March whose care plans should have been reviewed that were reviewed during the year. Maintained a position in the upper quarter in Wales, although it has moved from 4th to **5th**.
- The percentage of municipal waste sent to landfill has moved from 10th in Wales to **4th** in 2015/16, moving up 6 positions from last year, landfilling 9.57% of municipal waste compared to 28.26% the previous year.
- The percentage of reviews of looked after children, children on the Child Protection Register and Children in Need carried out in line with the statutory timetable, has moved from 8th in Wales in 2014/15 to 4th this year. Improving on its performance by 2.1%.
- The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations. Has also moved from 8th in Wales in 2014/15 to **4th** in 2015/16, improving on its performance by 4.7%.
- The number of additional affordable housing units provided during the year has improved. Our all Wales position has also improved from 8th to **6th**.
- The percentage of reported fly tipping incidents cleared within 5 working days has previously had been ranked 16th in Wales in 2014/15, but has moved up 13 positions in 2015/16 and is now 3rd in Wales.
- The percentage of food establishments which are 'broadly compliant' with food hygiene standards has moved from the upper middle quarter to the upper quarter in 2015/16 and 8th in Wales to **6th**.

#### 4.5.7 Thirteen of the indicators are in the "Middle Quarters" and are noted below:

- The rate of older people (65+) whom the Authority supports in care homes per 1,000 population moved from 6th in Wales to **7th**.
- The percentage of highways inspected of a high or acceptable level of cleanliness has maintained its position of **9th** in Wales.
- The percentage of pupils assessed at the end of key stage 2 achieving the Core Subject Indicator, as determined by teacher assessment has moved to the position of **16th** in Wales, although we were ranked 15th in Wales last year, performance is still improving. (3.2% improvement over 3 years).
- The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3 is now **13th** in Wales, a drop of 3 places.
- The percentage of final statements of special education need issued within 26 weeks including exceptions moved up a place in 2015/16 to **8th** in Wales.
- The rate of delayed transfers of care for social care reasons per 1,000 population aged 75+ is this year **10th** in Wales. This has improved from 22nd in Wales in 2013/14 and 13th last year in 2014/15.
- The percentage of adult protection referrals completed where risk has been managed has moved from 21st in Wales in 2014/15 to **16th**.
- The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting has moved from 5th in Wales in 2014/15 to **15th** this year. The average score has decreased from 322 to 239.
- The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio-wastes that are composted or treated biologically in another way has moved up to **8th** in Wales from 15th in 2014/15 with an improvement of 7.28%.
- We improved the percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year by 7.3% and we are now **13th** in Wales.

- The percentage of adults ages 60+ who hold a concessionary bus pass remains in the middle quarter despite dropping from 5th place in 2014/15 to **12th** place in 2015/16.
- The percentage of principle (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition improved in performance last year but has dropped to **10th** place compared to 8th place last year.
- There were 7,593 visits (per 1,000 population) to local authority sport and leisure centres during this year where the visitor participated in physical activity, this is 180 less than in the previous year and we are now 15th in Wales, moving up 1 place.

#### 4.5.8 Fourteen of the indicators are in the “Lower Quarter” and are noted below:

- The percentage of all pupils in any LA maintained school, aged 15 at 31st August who leave compulsory education, training or work based employment without an approved qualification has maintained a position of **21st** in Wales, whilst performance has improved from 1% to 0.5% in 2015/16.
- The percentage of pupils in LA care in an LA maintained school, aged 15 as at the 31st August who leave compulsory education, training or work based learning without an approved qualification moved from 1st in Wales to **22nd** in Wales. This represents 2 pupils out of 35 leaving without qualifications.
- The percentage of pupils assessed at the end of key stage 3, in schools maintained by the local authority, achieving the core subject indicator, as determined by teacher assessment dropped from 18th in Wales last year to **20th** in 2015/16. Although the performance has been steadily improving over the last 4 years.
- Percentage of pupil attendance in *primary* schools has moved from 18th in Wales to **21st** this year in 2015/16, although attendance has improved from 93.2% in 2013/14 to 94.5% in 2015/16.
- Percentage of pupil attendance in *secondary* schools has moved from 19th in Wales to **22nd** and seen a 0.2% drop in attendance. However, the performance has steadily improved over the previous 3 years.
- The average external qualifications points score for pupils ages 15 at the preceding 21 August in any local authority maintained learning setting has improved by an average of 33.4 points taking Caerphilly to **19th** in Wales from 22nd. Although performance has improved year on year.
- The percentage of pupils aged 15 at the preceding 31 August, in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A\*-C in English or Welsh first language and mathematics. Caerphilly has moved up 1 position from 20th to **19th**. Performance has improved by 6.3% over the past 3 years.
- The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by a social worker dropped from 17th last year to **20th** in Wales this year.
- The percentage of children looked after on 31 March who have had three or more placements during the year dropped 4 places and is now **20th** in Wales
- The percentage of young people formerly looked after with whom the authority is in contact who are known to be engaged in education, training or employment at the age of 19 is now **18th** in Wales compared to 16th place last year.
- Average number of calendar days taken to deliver disabled facilities grant moved from 19<sup>th</sup> in Wales to **17<sup>th</sup>** and improved its performance from 302 calendar days to 271.
- Our position in Wales for the percentage of private sector dwellings that had been vacant for more than 6 months that were returned to occupation during the year through direct action by the local authority dropped from 14th place last year to **17th** place in 2015/16.
- We lost 11.7 working days/shirts per full-time equivalent (FTE) local authority employee due to sickness absence this year resulting in us being ranked **17th** in Wales compared to 16th in 2014/15.
- There was a 1% change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres resulting in a ranking of **17th**.

- 4.5.9 Due to data consistency issues with the rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March (SCA/002a), Data Unit Wales have recently agreed that this indicator should not be compared between local authorities. However, comparisons can be made over time within a local authority.
- 4.5.10 A more detailed picture of Caerphilly's performance for all 41 indicators is included in the Performance Report.
- 4.5.11 The Welsh Government has revoked the National Strategic Indicator set with effect from April 2016 which means we are no longer required to collect them in this way. The data is still reported through other routes directly to Welsh Government but there is no longer a need to report them as national indicator data. However the Welsh Local Government Association wish authorities to keep them for another year to enable comparison in 2016/17, but this is not mandatory so comparators may no longer be a complete set in next year's reporting.
- 4.5.12 Directors have used the Performance Plan to reflect on the performance of their individual directorates:
- Directorate of Education: page 41
  - Directorate Communities: page 49
  - Directorate of Social Services: page 58
  - Directorate Corporate Services: page 68

## **5. EQUALITIES IMPLICATIONS**

- 5.1 The Local Government Measure 2009 includes 'fairness' in its definition of improvement. The legislation also requires organisations to consider 'fairness' when setting priorities. There are 'no protected characteristics' to consider in the actual publishing of the Councils Performance Report and the report will be available in accordance with the Councils Welsh Language policy and in different formats and fonts on request.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no financial implications of this report.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no direct Personnel implications arising from this report.

## **8. CONSULTATIONS**

- 8.1 The Performance Report has been collated via contributions made by all Directorates across the Council. All Heads of Service have contributed and been consulted on their relevant section. All other comments resulting from consultation have been incorporated into this report.

## **9. RECOMMENDATIONS**

- 9.1 That Cabinet recommends to Council they accept the Annual Performance Report 2015/16.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 There is a statutory duty on the authority to publish the Performance Report by the 30th October each year.

## **11. STATUTORY POWER**

### 11.1 Local Government Act 2009.

Author: Ros Roberts, Performance Manager, Performance Management  
Consultees: Rob Hartshorn, Head of Public Protection  
Kathryn Peters, Corporate Policy Manager  
Chris Burns, Chief Executive  
Christina Harray, Corporate Director Communities  
Dave Street, Corporate Director Social Services  
Nicole Scammell, Acting Director of Corporate Services  
Cllr. D. Hardacre, Cabinet Member for Performance, Property & Asset Management  
Gail Williams, Interim Head of Legal Services and Monitoring Officer

Background Papers: N/A

Appendices:  
Appendix 1 Final Year Performance Report 2015/16

This page is intentionally left blank



# Annual Performance Report

## Caerphilly County Borough Council

### 2015/16

Page 31



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



*This report discharges the Authority's duty under the local government measure 2009 section 15.1-15.5 publication of improvement information*

<b>Content</b>		
An update from the Leader		3
Introduction		5
How this Report is Structured		6
The Authority's Financial Summary		7
Progress update of our 2015-2016 Improvement Objectives		11
Progress update of our longer term priorities		14
<b>Our Performance - 2015/16 Annual Self-assessment of our performance</b>		
<b>1</b>	<b>Education</b>	41
<b>2</b>	<b>Directorate of Communities</b>	50
<b>3</b>	<b>Directorate Social Services</b>	59
<b>4</b>	<b>Directorate of Corporate Services</b>	70
Overall Statutory Indicator Performance for 2015/16		75
Reviewing our services - What our Regulators told us about our services in 2015/16		77
Promoting Equalities and Welsh Language		79
Well-being and Future Generations Act 2015		81
Other Policy and Legal Developments		84
Useful Web Links		86
How to Contact us		87



## Message from the Leader

Cllr. Keith Reynolds

Welcome to the Council's, yearly Performance Report, the past 12 months have been a turbulent time for local authorities across Wales and Caerphilly has faced its fair share of challenges.

The ongoing period of austerity has placed significant pressure on our budgets, but we are committed to protecting jobs and protecting frontline services. In fact, over 80% of the savings we had to make last year came from efficiencies in administration and less than 20% were from proposals which affected front line services.

On a wider note, it seems that plans to redraw the map of local government in Wales are being reconsidered and the new Minister for Finance and Public Services will be meeting Council Leaders before presenting his revised proposals in the autumn. Despite these challenges, 2015/16 was a very productive time for the authority and we saw a number of success stories that have helped deliver positive benefits to our residents.

We have made significant investment across many areas to help transform lives and communities within the Caerphilly county borough, such as in **Housing Improvement**. One of our top priorities is to continue transforming the council's housing stock to meet the Welsh Housing Quality Standard by 2020. We spent £25 million on our WHQS programme last year, with some 1,500 separate homes benefitting from that investment.

**Education** - Our 21<sup>st</sup> Century School programme went from strength to strength with the official opening of the £20 million Y Gwyndy campus in Caerphilly and the start of work on the new Islwyn High School in Oakdale. We also progressed plans for a new primary school in Rhymney, to replace the Pontlottyn and Abertysswg primary schools. We also agreed to invest more than £4million over the next 3 years on school improvements across a large number of our schools, as part of the authority's Education Capital Programme.

**Economic Development** - Job creation and regeneration is another high priority area for the council. I am working closely with the other nine Leaders of councils across the Cardiff Capital Region to secure the £1.2 billion City Deal for this area. I signed the memorandum of understanding with those other councils, together with the UK and Welsh Government, in March.

**Social Services** – We heard that ‘good progress was being made within Social Services’ when we received positive feedback from the Care and Social Services Inspectorate Wales (CSSIW) as part of its annual performance evaluation review. The report reinforces our commitment to providing quality Social Services to all sections of our community. We have also continued to invest heavily in social care and allocated an additional £2.5 million for those services, the only area of growth within a reducing budget for the council as a whole.

**Recycling** - I am pleased to say that we have hit our 58% recycling target this year thanks to the efforts of our green residents and the excellent work of our staff in that service. There is still more work to do, especially around tackling contaminated waste in wheelie bins, if we are to hit the increasingly challenging recycling targets for the future.

**Healthy living** -We saw almost 1.4 million customer visits at our popular leisure facilities last year. These impressive figures were collated across all 11 leisure centres where we undertook further improvements including improvements to the fitness suite, dance studio, changing rooms and poolside facilities at Caerphilly Leisure Centre.

**Transport** - Funding to the tune of over £1.2 million was secured for a series of transport and road safety projects across Caerphilly county borough, thanks to financial support from the Welsh Government. The cash will provide safer routes in the community, road safety initiatives, traffic calming schemes and public transport improvements.

Page 34

Caerphilly also received excellent results last year in the major national survey published by the Welsh Government. We came top in 4 key questions that compared the performance of all local authorities across Wales. This independent feedback shows the high level of public confidence in this authority and the services we provide.

This is just a ‘snapshot’ of some of the excellent work that has been done within the county borough and I could fill many more pages listing other achievements. I hope that, like me, you will feel proud of our many achievements this year, but also that you will share my passion that we continue to strive to do even better in the years to come.

One final thing worth noting is that I am very proud that we became one of the first Welsh authorities to respond to the Syrian refugee crisis, taking in a small number of young families who were fleeing the Syrian war zone. We are committed to taking in further families over the next 4 years. I’m proud to be part of an authority which shows such compassion and hospitality to desperate and vulnerable people regardless of race, nationality or religion. I hope you enjoy reading our report this year and if you want to know more or make any comments on this report then we look forward to hearing from you.



# Introduction

Every year we publish a report on how we as a Council have performed during the previous year. This report tells the reader about our performance during 2015/16. Performance of the Council is routinely published in various forms however this is our opportunity to pull all information together to give the reader an overall picture. Some of our information is comprehensive and statistical so we also produce a summary that is available in November each year.

When we ask whether we are making a difference to the communities we serve, addressing the priorities that are important to our citizens, we use some of the activities below to help us determine this. The following list is not exhaustive, but has been provided to give you an idea of the types of activities that the authority does to learn whether we are doing things as best we can:

- We use complaints, compliments and wider consultation to gather feedback and intelligence from our citizens and communities. For example, the citizens forum, viewpoint panel, youth forum, bi-ennial Household Survey, as well as operational intelligence from our partnership work with, the Police, Fire and Rescue, the Health Board, Volunteer Groups, Youth Justice Board, Contractors and other stakeholders.
- External regulators assess us and inspect our Services to ensure we are compliant with statutory legislation and local policies and for 2015/16, the outcome of this is on page 77.
- Each Service Area carries out a Self Evaluation using a range of evidence to judge how they are performing and then produce an annual Service Plan, to take forward and monitor its improvement actions.
- Each Service has its own 'Performance Scorecard' to monitor, analyse and report performance information throughout the year. Services maintain and monitor a Risk Register, which monitors things that could impede service delivery.
- Many of our Services form part of wider partnership or collaborative groups, where they produce partnership strategies, plans and programmes which they use collectively to monitor their activities and progress.
- Budget monitoring and financial statements of accounts are routinely and robustly reviewed.
- The Authority has in place several tiers of information reporting between officers and Councilors such as Scrutiny, Cabinet and Audit Committee. Our Audit Committee routinely monitors aspects of Risk and Complaints reporting.
- Our employees are engaged in annual appraisals, which we call Performance Development Reviews.
- The Welsh Government (WG) and European Commission, monitor activities and outcomes delivered against specific grant funded activities.
- We are continuing to study further in more detail the ways in which we work to see where waste can be eliminated and services improved.

# How the Report is Structured

In providing an insight into authority performance it is important to know that the Authority is very diverse (providing over 600 types of services and has 9,500 staff) providing services from 'cradle to grave'. So to structure our self-evaluation and subsequent report for 2015/16 we provide an overview, and then focus on what we have done well, what has not gone so well and where we think we need to do better within our Directorate Statements.

The report begins with introductions followed by a financial summary of how we are performing within our budgets.

We then summarise how we have performed against our Improvement Objectives for 2015/216 (these will now be called our Well-being Objectives for 2016/17). Our performance progress for our Improvement Objectives uses an overall assessment of: **Successful**, **Partially Successful** and **Unsuccessful**.

For ease of reading, we then cover in greater detail under the section **Our Performance**, a detailed assessment of each Directorate for 2015/16.

Each Directorate assessment will include the following information:

- The Directorate's overall annual performance statement
- Financial information and analysis relating to the Directorate for 2015/16
- Analysis of National Strategic Indicators (NSI) and Public Accountability Measures (PAM) for the Directorate for 2015/16
- Assessment of our progress with our longer term priorities 2013-2017 (as of 2016) by Directorate

We conclude with an overall summary of our statutory performance (national indicators we are required to collect by the Welsh Government) and information on what our regulators have told us and where they think we can improve further.

We hope you enjoy reading about how your Authority is working to make a difference and welcome any comments or feedback that you may wish to make, whether on future content that you would like to see, thoughts on how you would like to see it or any questions on the report itself. If you would like to get involved please see the section called 'How to Contact us' on page **87** and we will tell you how you can do that.

# The Authority's Financial Summary

The Council is the largest employer in the area with over 9,300 staff providing a wide range of services from Social Services, Education and Housing to Highways Maintenance, Waste Disposal and Street Cleaning to name but a few. We also maintain approximately 1,168 buildings, including 92 Schools, 9 Leisure centres and 8 Libraries. These vital public services are funded from the Authority's Revenue and Capital budgets, which for 2015/16 totalled over £485million.

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

Over the past few years the Authority, along with many other Local Authorities in Wales, has been faced with the challenge of maintaining a balanced budget at a time of growing financial constraints. This has not been an easy task; however, the Council has approached the challenge proactively and prudently and agreed a number of principles to help guide its decision-making. These principles are: -

- ◆ to protect front-line services where we can and reduce expenditure on management and administrative costs;
- ◆ to increase fees and charges where appropriate;
- ◆ to reduce, rather than remove services where possible;
- ◆ to focus on our priorities, and
- ◆ to look at alternative ways of delivering services (collaboration, partnerships, community trusts, etc.).

In 2015/16 the Council was faced with a 3.3% (£8.892m) cut in the funding it receives from the Welsh Government and also had to deal with additional unavoidable cost pressures of £5.721m. As a consequence of these funding reductions and cost pressures, for the financial year 2015/16 the Council agreed savings which amounted to £11.960m. The savings were selected on the basis that they would have a limited impact on front-line services and would protect the priorities agreed by the Council.

Full details of the 2015/16 savings and the comprehensive consultation process that was carried out can be found in the 'Budget Proposals 2015/16 and Medium Term Financial Strategy 2015/2018' report, available through the following link:-

<http://www.democracy.caerphilly.gov.uk/documents/s7131/Budget%20Proposals%202015-2016%20and%20Medium%20Term%20Financial%20Strategy%202015-2018.pdf>

For the 2016/17 financial year the reduction in Welsh Government funding is less than originally anticipated but the financial outlook for Local Government across Wales for future years remains uncertain. The Council has adopted a prudent approach to its financial planning and has made an assumption that annual cash reductions of 1.4% will be experienced from 2017/18 to 2019/20 and that there will be no increase or decrease in funding in 2020/21. Work is already underway to identify additional savings to meet a further projected financial shortfall of £25m arising from these anticipated funding reductions and ongoing unavoidable cost pressures. The position will be kept under close review over the coming months and years, and residents of Caerphilly county borough will be kept fully informed, actively engaged and consulted on future savings proposals.

### Where does our money come from?

The majority of the money that the Council receives comes from the Welsh Government in the form of a Revenue Support Grant. Added to this is the money we collect from our residents and businesses in the form of Council Tax and National Non-Domestic Rates. We also receive money from various specific grants and draw down money from the reserves that we hold when appropriate.

The table below shows the income received over the last 3 financial years: -

Income (£m)	2014/15		2015/16		2016/17
	Budget	Actual	Budget	Actual	Budget
Revenue Support Grant	217.20	217.20	212.84	212.84	210.12
Business Rates (share)	55.38	55.38	50.85	50.85	53.18
Council Tax	56.34	57.75	58.85	60.28	59.69
Other Grants	1.91	1.91	1.88	1.88	0
Contribution from Reserves	1.20	1.20	1.20	1.20	1.40
<b>Total Net (£m)</b>	<b>332.03</b>	<b>333.44</b>	<b>325.62</b>	<b>327.05</b>	<b>324.39</b>

### How do we manage our money?

The Authority manages two main categories of finances i.e. **revenue** (everyday running costs for services) and **capital** (specific costs for updating and maintaining key assets and Implementing major new projects).



The following table provides a summary of **revenue budgets** and revenue expenditure for the period 2014/15 to 2016/17:-

Expenditure (£m)	2014/15		2015/16		2016/17
	Budget	Spend	Budget	Spend	Budget
Corporate Services	68.26	57.57	66.14	55.21	67.28
Education & Lifelong Learning	127.30	125.92	127.42	126.26	128.01
Environment Services	58.16	57.31	54.74	52.99	52.91
Social Services	78.31	74.59	77.32	75.83	76.19
<b>Total Net (£m)</b>	<b>332.03</b>	<b>315.39</b>	<b>325.62</b>	<b>310.29</b>	<b>324.39</b>

**Capital Expenditure** varies year-on-year and budgets are allocated from specific funding sources. The table below provides a summary of capital budgets and capital expenditure for the period 2014/15 to 2016/17: -

Capital (£m)	2014/15		2015/16		2016/17
	Budget	Spend	Budget	Spend	Budget
Education	22.44	8.61	23.77	14.86	10.39
Highways	11.05	7.50	10.45	6.67	6.39
Housing Stock (Public)	15.34	15.34	36.29	28.86	38.59
Private Housing Grants	3.66	3.05	4.23	2.47	3.97
Social Services	0.85	0.65	0.84	0.65	0.54
Community & Leisure	3.49	1.39	3.34	0.94	2.84
Other	13.95	6.61	14.20	6.54	15.71
<b>Total (£m)</b>	<b>70.78</b>	<b>43.15</b>	<b>93.12</b>	<b>60.99</b>	<b>78.43</b>

The 2015/16 capital underspend of £32.1m is mainly due to slippage (delays in progressing schemes) and this funding has been carried forward into the 2016/17 financial year to enable schemes to be completed. The most significant areas of slippage relate to Education and the 21<sup>st</sup> Century Schools Programme (£8.8m), the Engineering Division (£3.8m), Community and Leisure Services related schemes (£2.4m), Land Reclamation (£1.9m), Private Housing (£1.8m) and the Welsh Housing Quality Standard programme (£7.4m).

#### Areas where we have performed well and areas for improvement

During the 2015/16 financial year the Authority has: -

- √ Delivered approved savings of £11.960m.
- √ Delivered underspends within service directorates of £6.101m (3.45% of net directorate budgets), much of which relates to savings achieved in advance to support the Authority's Medium-Term Financial Plan (MTFP) going forward.
- √ Increased the % of Council Tax for the financial year which was collected by the Authority to 97%. This is an improvement on the previous year's figure of 96.7%.
- √ Increased the % of National Non-Domestic Rates (NNDR) for the financial year which was received by the Authority to 97.7% (previous year 97%).

In April 2016, the Authority received a 'Financial Resilience Assessment' report from the WAO. This was a generally positive report which concluded that the Council has effective financial control arrangements and a track record of achieving savings in advance. However, it also reported that we do not have a comprehensive Medium-Term Financial Plan and that the monitoring of progress on delivering savings is fragmented. This has since been rectified with a 5-year Medium-Term Financial Plan now in place and a 'whole authority' mid-year budget monitoring report being scheduled for October 2016 in addition to the current budget monitoring reports that are reported on a regular basis.

#### Who do I contact for more information?

If you would like any further information on local authority finances, details can be found on the Caerphilly County Borough Council Website [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk) or by contacting Stephen Harris, Interim Head of Corporate Finance on Tel: 01443 863022 or E-mail: [harrisr@caerphilly.gov.uk](mailto:harrisr@caerphilly.gov.uk).

# Summary Progress of our 2015/2016 Improvement Objectives

During 2015/16, the Authority identified five specific priorities called Improvement Objectives, and the summary below briefly outlines how successful we believe we were in achieving them. The judgement was agreed by Council as part of our Corporate Plan.



## 1. To help people make the best use of their household income and manage their debts

Overall, delivery of this objective was judged to be **partially successful**. We achieved much but as this is a long term objective there is more to do. Specifically we are working well towards achieving and exceeding the target for referring residents for support with managing debts and accessing benefits. We are on target in supporting children to access placements and this is significant in view of engagement in the new Flying Start areas.

Page 41 We are continuing to actively promote take up of Free School Meals, using established media channels, and also working with schools and other partners. The information issued highlights the benefits to families and schools of eligible parents/carers completing Free School Meal applications. Uptake of Free School Meals in Secondary Schools has increased compared with the same period last year, although uptake remains below our target in both the Secondary and Primary school sectors.

2252 Council tenants affected by welfare reform changes were visited in their own home and provided with advice and support; and 2743 residents were referred for to money advice. The value of financial savings generated for tenants as a direct result of face to face support was £493,910. Also £152,847 of additional income has been generated for residents via social services as a direct result of support.

## 2. Improve outcomes for all learners, particularly those vulnerable to underachievement

Overall, delivery of this objective was judged to be **partially successful** at this stage.

All actions have been initiated but are at an early stage of development, performance data at KS4 has yet to be verified and new targets are due to be set in October 2016. A System for Tracking and Reporting Identified Vulnerability in Education (STRIVE) has been developed and utilised to inform all managers in the their work with children and young people.

### Improve outcomes for all learners, particularly those vulnerable to underachievement cont...

An education group has been established in order to improve learning opportunities in the St James area. A draft plan has been produced and will be finalised in early November. A family worker has been approved and schools are working closely with other agencies to ensure services are streamlined. The Education Achievement Service have worked closely with schools that strategies to close the gap in performance between those in receipt of free school meals, and those who are not.

### 3. Close the gap in life expectancy for residents between the most and least deprived areas in the borough

Overall, delivery of this objective was judged to be **partially successful**, as some of the projects are in the early stages of development due to the nature of this long-term health objective. However, Aneurin Bevan University Health Board (ABUHB) have secured funding to deliver the Living Well Living Longer programme, which started in the north of the Borough in November 2015. This is a Welsh Government Tackling Poverty priority and is being delivered on a pilot basis by ABUHB and Public Health Wales. Launched in February 2015 over 2000 individuals have already been seen in Blaenau Gwent West. Within Caerphilly County Borough, it will cover selected GP practices from Rhymney down to Ystrad Mynach and Markham (Neighbourhood Care Network North). In addition it has also been agreed to deliver the programme in Lansbury Park. The programme invites residents aged 40-64 (who are not currently on a chronic disease register), who live in the most deprived areas of ABUHB, to receive a cardiovascular risk assessment (a midlife MOT). In Caerphilly County Borough, it is anticipated that this will be around 7000 residents; assessments will take place in local community venues.

### 4. Carbon Management: Reduce our carbon footprint

We judged this objective to be **successful** for 2015/16 because we believe we have managed to make good and steady progress across all the elements of the objective, which has led to: Greatly improved energy management awareness, knowledge, understanding and control within our organisation. We have quantified reductions in energy consumption, carbon and costs through Invest-to-Save schemes and better property/house management and reduced our carbon emissions through improved technologies, better control on consumption, improving energy awareness and better building management through good housekeeping.

We have safeguarded against significant future energy cost uplifts where energy conservation activities took place and improved the quality of our environments for example in school classrooms and improved the longevity of appliances. We have secured and implemented significant investment in solar PV arrays for Homes For The Elderly and improved local site meter reading, monitoring and reporting (a good house keeping technique).

## 5. Investment in Council homes to transform lives and communities

Overall, delivery of this objective was judged to be **partially successful**, as we did not deliver all the planned improvements and meet all of our targets for the year. Major slippage has arisen within this multi-year programme, and exercises to re-profile the programme are undertaken on an annual basis. Additional measures are being implemented to increase capacity and mitigate risks to ensure the final Welsh Housing Quality Standards (WHQS) target date of 2020 can still be achieved. However, for the works completed in 2015/16, we can demonstrate significant improvements to both internal and external provisions to our housing stock and show that overall tenant satisfaction of tenants whose homes have been improved internally through the WHQS programme is 84%.

### In Summary

This year of our 5 Improvement Objectives 4 were partly successful and one was fully successful. The objectives set for 2015/16 are longer term in what they need to achieve (for example reducing the gap in health will take many years) so it is normal for them to be judged as partly successful as there is more work to do in order to make significant progress. Our year end objective progress went to our Scrutiny's for members to scrutinise and check our progress and the summary was published in our [Corporate Plan 2016-17](#). Full details of the objectives along with their measures and actions plans are available on our website.

## 2015/16 Progress update of our medium term priorities 2013-17

Directorate	Medium Term Priorities	
<b>Social Services</b>	1	Peoples social care needs are identified and met in a timely and appropriate way.
	2	Children and Adults are safeguarded from abuse.
<b>Education</b>	3	Improve standards across all year groups particularly key stage 3 & 4.
	4	Identify vulnerable groups of learners and develop interventions to ensure needs are met.
	5	Reduce the gap in attainment between pupils in advantage and disadvantaged communities.
	6	Promote the benefits of an active and healthy lifestyle.
<b>Community Services</b>	7	Invest in our Council Homes and their communities to transform lives
<b>Corporate Services</b>	8	Affordability - Deliver a medium term financial plan aimed at ultimately providing a period of stability that helps the authority to have a range of services in the future that are sustainable

# 1 People's social care needs are identified and met in a timely and appropriate way

## We said success would look like

- An improvement in the timeliness of assessments; all Care Plans are current and reflect the needs of our service users.
- Users of our service would receive a more-timely and appropriate response.
- The number of assessments completed within the timescale would increase and the quality of assessments completed by our Social Workers will continue to be high.
- We would speed up how long a client has to wait from the time they were assessed to the time they receive the services agreed.
- The standards of care we provide would improve the quality of life for all service users.

## Page 45 Summary of Progress in 2015-2016

Improving the timeliness and quality of care will always be of paramount importance to the Directorate and the efforts made throughout 2015/16 is a reflection of its continued importance to all those who work within adult social care. Our performance in this area was as follows:

- The % of adult services assessments started on time - Performance in this area has been consistent over several years and has shown a slight increase from 77.9% in 2014/15 to 78.8% in 2015/16.
- The number of adults waiting for an assessment outside of the time scale (28 days). This was an area of concern in relation to mental health services. Performance here has shown a significant improvement from 82.7% in 2014/15 to 87.6% in 2015/16.
- % of all adult reviews started on time. Performance in this area remains consistent at 76.30% in 2015/16.
- Number of people awaiting personal care for more than 14 days. Nobody waited more than 14 days for provision of personal care following an assessment.

Taking account of the work that has been outlined throughout 2015/16, the Directorate would conclude that we have been **partially successful** in achieving the priority. We have adopted a new way of thinking called a 'systems thinking approach' where we look at the service from when we are contacted to when the problem is resolved, that is end to end (the whole process from the clients point of view). This system has been applied to the Occupational Therapy team which has seen a significant reduction in waiting time by the removal of unnecessary processes. This has created capacity within administration and enabled all target times for commencing assessments to be met.

Work started at the first point of contact for the public (called our front door) within our Information, Advice and Assistance Team to enable staff to have a better conversation and sign post people appropriately, enabling them to meet their own needs, retain their independence and choice and control. This is reducing the need for statutory interventions, which is a key feature of the Social Services and Well-being (Wales) Act introduced in April 2016.

This year we are moving to record more about qualitative data relating to people service outcomes : This will link to the new performance indicators required by Welsh Government as part of the implementation of the Social Services and Well-being (Wales) Act 2014.

We are working on gathering this information though it has yet to be implemented, we are planning to run these surveys between September and November in 2016 and so will be able to report on these results in our 2017 Performance Report.



## 2 Children and adults are safeguarded from abuse

### We said success would look like

- Our commitment to prevent abuse to vulnerable children and adults within the community will ensure a quick and effective response to allegations of abuse when they occur and our awareness raising will help.
- Increased awareness of safeguarding responsibilities by all partners and an increased community understanding of safeguarding.
- Residents of Caerphilly feel safe in their homes and out in the community.
- Citizens are reassured that they will be listened to by community safety agencies and encouraged to report crime and disorder concerns.
- Public access to community safety agencies, their campaigns, education, training, mediation and victim support services will be secured and people who are affected by crime, disorder and environmental issues are supported and their concerns receive an efficient partnership response.

Page 47

### Summary of Progress in 2015-2016

Safeguarding remains at the very heart of what we do. This includes preventing abuse, minimising risk and responding proportionately where abuse or neglect has occurred. As a directorate we believe that we are responding well to safeguarding concerns in a timely manner and raising awareness of safeguarding responsibilities by all partners and the community.

- The evidence we have that supports this is: For Children's Services;
- 100% of referrals to Children's Services had a decision made within 24 hrs;
- 99% of Child Protection Conferences were held within timescales;
- 100% of Children's Services Core Groups were held within timescale;
- A Corporate Safeguarding Policy has been developed in response to the Wales Audit Office National Review of safeguarding arrangements, and 100% of children who are on the child protection register have an allocated social worker.

### **In Adult Services:**

- A Regional Adult Safeguarding Conference was held in response to “In Search of Accountability” following Operation Jasmine;
- The number of protection of vulnerable adults (POVA) cases being received referrals for 2014/15 was 276, this reduced in 2015/16 to 224. This has been a steady 4 year trend in reduction in the number of referrals, and
- The number of adult protection referrals completed where risk has been managed for 2015/16 is 95.3% against the Directorate target of 93%.

In addition to the above, plans are in place to develop a joint Safeguarding Unit across Adult Services, Children’s Services and Education, and regional discussions are underway to consider the development of a Multi-agency Safeguarding Hub (MASH) across the Gwent Police and Aneurin Bevan University Health Board region.

The continued effectiveness of the regional Safeguarding Boards – Gwent Wide Adult Safeguarding Board (GWASB) and South East Wales Safeguarding Children Board (SEWSCB) play a critical role in supporting and promoting the safeguarding agenda, with the co-ordination of regional multi-agency training and awareness raising sessions for all staff and partner agencies.

### **In Public Protection:**

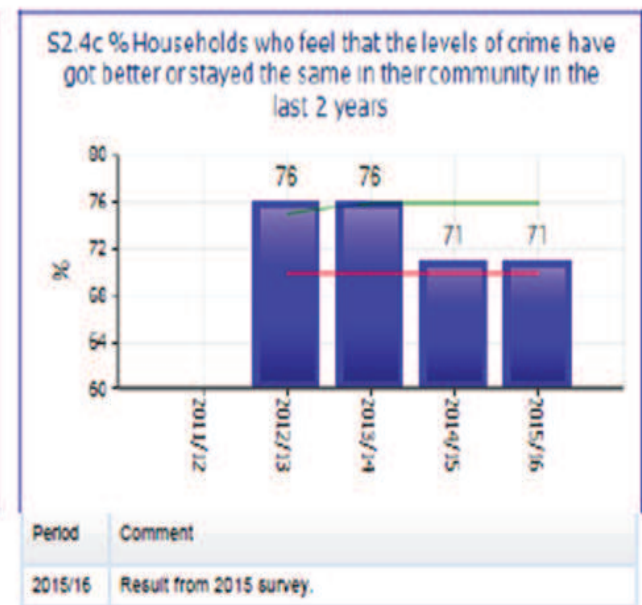
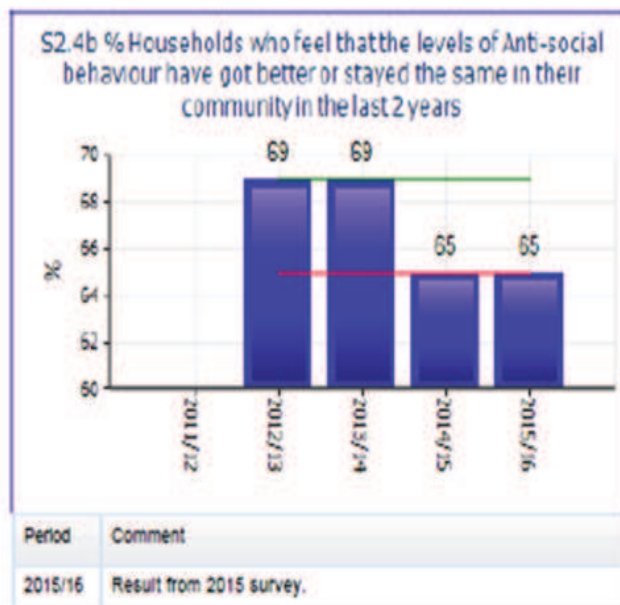
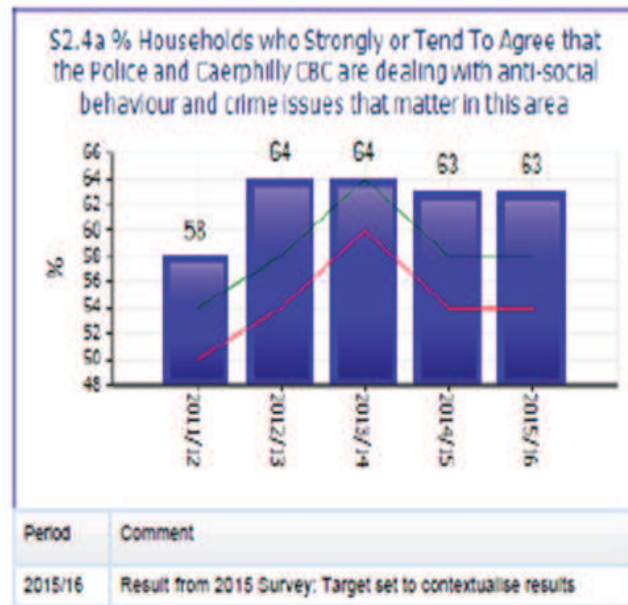
Every two years the Council carry out a resident’s survey to determine levels of satisfaction with council services as well as establishing current perceptions on crime and anti-social behaviour and how the Council and Police deal with these issues across the area. The following three questions have been included to measure the perception of residents on community safety issues:

Percentage of households who strongly or tend to agree that the Police and Caerphilly County Borough Council are dealing with anti-social behaviour and crime issues that matter in this area – The result from the 2015 survey for this question was 63% [see graph referenced S2.4b on page 19).

Percentage of households who feel that the levels of anti-social behaviour have got better or stayed the same in their community in the last 2 years – The result from the 2015 survey for this question was 65%.

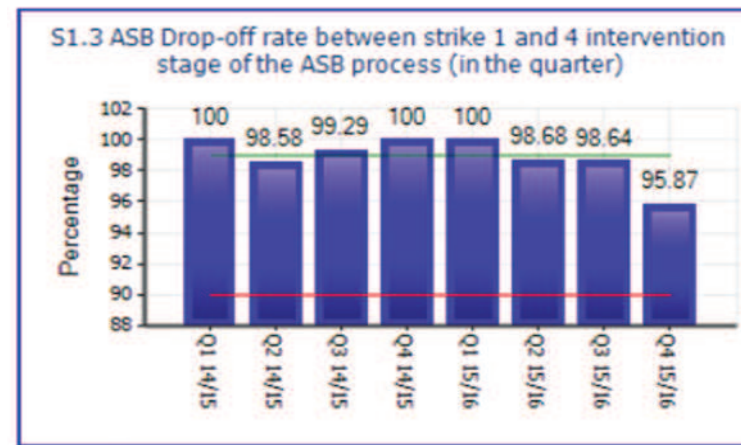
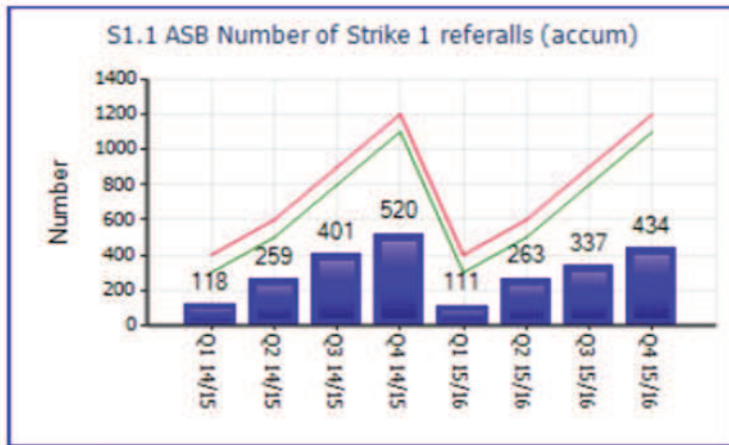
Percentage of households who feel that the levels of crime have got better or stayed the same in their community in the last 2 years – The result from the 2015 survey for this question was 71%, which is a reduction from the 2013 survey results which were 76%.

*See graphs on next page:.*



The new tools and powers introduced by the Anti-Social Behaviour, Crime and Policing Act 2014 continue to be utilised via the Safer Caerphilly Anti-Social Behaviour 4 Strike Process. The process aims to modify an individual's behaviour and prevent further anti-social behaviour which can have a detrimental effect on communities. Throughout 2015/16 there were 434 referrals made into the process and 632 interventions carried out to address perpetrators behaviour. Unfortunately some people fail to engage with the process or to moderate their behaviour and it is necessary to escalate them to the fourth strike of the process which consists of enforcement options. A total of 7 people escalated to a Civil Injunction in court. This equates to a 98% drop off between strike 1 and 4 of the process which shows that over 98% of people coming through the process modified their behaviour.

The below graphs show the number of referrals received at the first strike stage of the process and the percentage drop off rate between strike 1 and 4 of the process. These figures illustrate the of the first 3 strikes of the process in deterring future anti-social behaviour.



Gwent Police have recorded a 37% reduction in reported anti-social behaviour incidents throughout the year. There has been a slight increase in all crime of 2% compared to the previous year. However this could be attributed to the introduction of new practices which has made crime recording more consistent across the Borough, and has led to more crime being recorded. The numbers of reported domestic abuse crimes have also risen this year. Crimes and incidents of domestic abuse are hugely under reported and the actual volume of domestic abuse crime may well be significantly higher. Daily conference calls have been held between partners to ensure victims of domestic abuse are identified and provided with the necessary assistance from the right organisations.

The Safer Caerphilly partners continue to raise awareness of domestic abuse and encourage reporting. Training of frontline staff is a key priority to raise awareness and understanding of domestic abuse issues. Throughout 2015/16 a total of 265 staff have received training. Sessions have also taken place in schools to educate young people on healthy relationships. The aims of the sessions were to consult with young people and scope their views on issues around healthy relationships, substance misuse, sex education and safety with technology. A small project has also been commissioned to work with young people who are displaying abusive and controlling tendencies in their intimate and familial relationships. It has been identified through the multi-agency ASB processes that very often normal behavioural boundaries have broken down and the parental figure in the family, often a mother or grandmother, is in fear of the young person and therefore unable to exert any control. Throughout 2015/16 a total of 17 young people were engaged through the project and received support.

# 3 Improve standards across all year groups particularly key stage 3 and 4

## We said success would look like

- Performance of pupils in vulnerable groups continues to improve.
- Literacy will be raised for all but specifically for year 4 pupils.
- The gap between boys and girls achievements narrows.
- There is improved level of performance across all key stage 3 and key stage 4 pupils.

## Page 51 Summary of progress in 2015/16

The results highlighted within this report were achieved by pupils in July 2015, which is the most recent complete academic year.

The performance of pupils at each Key Stage continues to show improvement. At Key Stage 2, when pupils are assessed at age 11, 87.4% achieved the expected level for the core subject indicator (language, mathematics and science). This was an increase from 85.8% in July 2014. The continued focus upon improvement in literacy, resulted in 89.3% of pupils achieving the expected level in English (up from 88%) and 90.7% achieving the expected level in Welsh (up from 89.9%).

At Key Stage 3, when pupils are assessed at age 14, there was a significant improvement in the percentage of pupils achieving the expected level for the Core Subject Indicator (CSI - language, mathematics and science) an increase of 2.7% from 77.6% in July 2014 to 80.3% in July 2015.

The performance of pupils undertaking examinations at age 15 continued to improve in 2015. 52.6% pupils achieved the level 2+ indicator of 5 GCSEs at grades A\*-C including language and mathematics, an increase from 50% in 2014. With more accurate data now available, we have set an ambitious target of 58.4% for July 2016 (the official results will not be available until December 2016).

The gap in performance between boys and girls, continued to close across Key Stages 3 and 4, though it widened at Key Stage 2.

Key Stage 2: The gap in performance between girls and boys achieving the Core Subject Indicator (CSI) = - 9.42%

Key Stage 3: The gap in performance between girls and boys achieving the Core Subject Indicator (CSI) = - 6.99%

Key Stage 4 : The gap in performance between girls and boys achieving the Core Subject Indicator (CSI) = -11.68%

We believe that this priority is making some progress but, although continuous improvement is being made, it is not reflected in our position within Wales as a whole, which remains consistent. We continue to work closely with schools and our partners in the \* Education Achievement Service (EAS) to set ambitious targets for the forthcoming academic year with the raising of standards across all Key Stages continuing to be a key priority for the Directorate.

\* Education Achievement Service (EAS) is a service designed to raise education standards in South East Wales and has been formed through the five local authorities: Blaenau Gwent, Caerphilly, Monmouth, Newport and Torfaen.

# 4 Identify vulnerable groups of learners and develop interventions to ensure needs are met

## We said success would look like

- We will have created a wide range of learning opportunities, appropriate for all, to encourage young people to engage in learning.
- We will improve prevention by increasing the number of pupils who are identified as needing appropriate support earlier and in a timely manner.
- We aim to reduce the number of young people leaving compulsory education, training or work based learning without an approved external qualification.

## Summary of progress in 2015/16

The identification of learners vulnerable to underachievement has been a focus for the local authority. When Estyn undertook a monitoring visit in January 2014 they recognised that we had:

*“introduced a comprehensive target setting process that links school performance targets to the progress of individual learners. Schools are required to identify potential barriers to success for individual learners in years 10 and 11. The targets produced by schools are very challenging and clearly set the ambition for improvement across the Authority. The target setting process leads to coordinated and well-resourced programmes of support for learners. There is a suitable focus on working with families of targeted learners and, where appropriate, support includes links to Communities First and Family First programme”.*

In addition to this development, the Authority has developed a database known as STRIVE (**S**ystem for **T**racking and **R**eporting **I**dentified **V**ulnerability in **E**ducation). This information tool draws together a collection of data including attendance, exclusions, Free School Meal status, any Additional Needs and other key pieces of data to produce a vulnerability score. Pupils who achieve a high vulnerability score are further analysed by the school and support services to provide intervention and support to reduce the risk of underachievement.

The STRIVE system also has the capacity to look holistically at the pupils' engagement in registered extra-curricular activity. The Youth Service has been using this system to record pupils gaining national accreditation through youth clubs and projects. The percentage of pupils engaged by The Youth Service gaining this type of accreditation has increased from 5.9% to 6.2%, engaging 398 young people (up from 377 last year). The range of accreditation activities has been broadened to provide young people with a curriculum that is both engaging and rewarding.

The STRIVE system is now being further developed to enable the early identification of pupils with complex Additional Learning Needs who may require special educational provision.

The number of pupils leaving compulsory education, training or work based learning at age 16 without an approved external qualification has remained generally constant since 2011. We continue to work in partnership with the Education Achievement Service (EAS) who have undertaken the role of challenging all secondary schools to improve performance, which includes ensuring that all pupils leave with a approved external qualification.

The percentage of young people Not in Employment, Education or Training (NEET) has decreased for the third consecutive year, from 5.9% in 2012, dropping to an all time low of 2.1% in 2015. The introduction and implementation of the early identification tool has supported this improvement, alongside the delivery of the \* Welsh Government Engagement and Progression Framework. We have set a challenging target of 1.5% for July 2016.

We believe that this priority is making good progress so far, as the early identification tools we have developed allow us to work proactively with young people to ensure that appropriate interventions are put in place to support them to achieve their potential.

\* Welsh Government Engagement and Progression Framework: This is a Welsh Government national programme **aimed at reducing the number of young people not in education, employment or training (NEET).**



# 5

## Reduce the gap in attainment between pupils in advantaged and disadvantaged communities

### We said success would look like

- Parents will be supported to value what our schools do and encourage positive views about learning and achievement.
- Timely support will be provided to pupils who do not attend school regularly and we will help to raise aspirations by promoting and developing a mobile outreach provision for isolated communities.
- A strategy will be developed to reduce the gap in attainment for children on Free School Meals to target resources appropriately so that ultimately regardless of the child or young persons social background they achieve their full potential.

Page 55

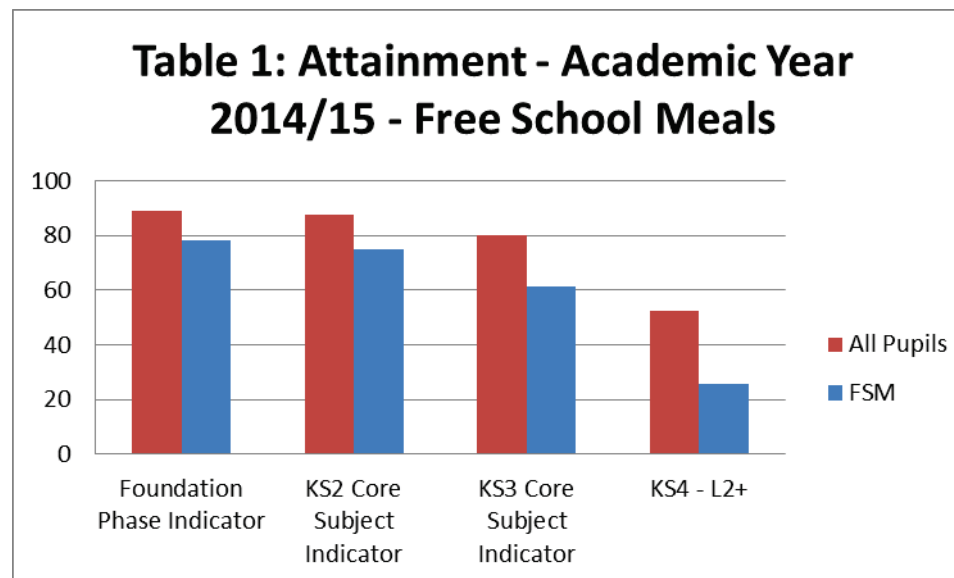
### Summary of progress in 2015/16

In line with the Council priority that “*every child should have the best start in life, and the opportunity to achieve success as a young person and as an adult*”, we are working with schools and other services that provide educational opportunity to children and young people to ensure that regardless of personal circumstances they are provided with the support and opportunity to succeed.

We have supported parents to value what our schools do and encourage positive views about learning and achievement by delivering Parenting programmes across the borough funded through Flying Start and Families First. Literature is appropriate for parents and available for schools to promote the provision to parents. Many schools have had staff trained to deliver Family Lives short course modules and they deliver these locally for parents within their school catchment area. They then refer if the parents require longer more in depth courses.

The identification of learners vulnerable to underachievement has been a focus for the local authority; however the factors that affect vulnerability have been evaluated in greater detail. Vulnerability in education can be determined by a number of different factors including deprivation. However, it can also be determined by whether the child or young person has additional learning needs, or is a Looked After Child (LAC).

The measure that is commonly used to measure deprivation is a pupil's eligibility to receive Free School Meals. The data across Table 1 below, provides an insight into the performance of all pupils in comparison to the pupils in receipt of Free School Meals. This also highlights that the gap in performance increases throughout school life, and when moving from internal assessment at Foundation Phase, Key Stage 2 and 3, to external assessment through examination at Key Stage 4.



The development of STRIVE (**S**ystem for **T**racking and **R**eporting **I**dentified **V**ulnerability in **E**ducation), which considers Free School Meal status as a contributing factor to vulnerability, allows both schools and support services to identify pupils and ensure they are provided with the appropriate interventions, including family support, to allow them to achieve success.

We believe, that although we are continuing to focus on the achievement of vulnerable learners, we must continue to raise the achievement levels of all learners within the Authority, in order to ensure that every child and young person is given the opportunity to succeed. We are continuing to work in partnership with the Education Achievement Service (EAS) to ensure that schools are setting ambitious targets and aspiring for the best outcomes for all pupils.

# 6 Promote the benefits of an active and healthy lifestyle

## We said success would look like

- Reduce the harm caused by alcohol.
- Increase physical activity.
- Reduce the prevalence of smoking.
- Promote healthy eating.
- Support intergenerational schemes that promote community cohesion.
- Carry out a consistent needs based approach across the Authority for the use of intergenerational facilities.
- Work in partnership with Aneurin Bevan University Health Board to make sure that the services provided at the new hospital at Ystrad Fawr are meeting local needs.

## Summary of progress in 2015/16

### Reduce the harm caused by alcohol

Caerphilly Council continues to support the work of the Gwent Substance Misuse Area Planning Board in tackling substance misuse issues that affect communities. The Safer Caerphilly After Dark initiative has been developed to address night-time economy issues. Gwent Police licensing officers and the Night Time Economy Officer monitor calls and investigate any matter relating to licensed premises.

Our Trading Standards Officers undertake alcohol Test Purchase exercises, where there is intelligence to suggest that under age sales are taking place. All intelligence is acted upon. During 2015-16, there was 1 sale from 8 attempts at a licensed premise, 12.5% positive sales; 5 sales from 40 attempts at off licences, 12.5% positive sales. There was a positive reduction in sales compared to last year, which reflects that the message is getting through to all premises in the Borough. However the low numbers of sales that still occur are down to poor judgement/lack of training on the part of the premise owner as opposed to any negligent attitude.

## **Reduce the harm caused by alcohol**

Our test purchases are all intelligence led and some premises get reported to us on a frequent basis. We believe this is down to a hard-core of businesses that deliberately sell to children. During 2015-16 one such premises was taken to License Review & had their licence to sell alcohol revoked. This was achieved due to a joint surveillance operation between Trading Standards and the Police. We had tested this off licence on numerous times, but were never sold.

Alcohol misuse remains a major threat to public health in Wales. It is a major cause of death and illness with high costs to the NHS, society and the economy. Alcohol related deaths are more in the most deprived areas of Wales. Caerphilly Council are supporting the delivery of the 'Have a Word' Brief Intervention Initiative. Individuals in any profession are trained to deliver a one to one intervention providing an opportunity for individuals to explore their lifestyle habits which could impact negatively on their health. On average for every eight people who receive an alcohol brief intervention, one will reduce their alcohol consumption to safer levels.

## **Increase Physical Activity**

In 2015-16 opportunities to undertake physical activity in the local community have increased. Caerphilly Communities First now has a team of officers that deliver door step activity opportunities. Additional opportunities have also been created through the development of programmes such as Street-games, Us Girls and Positive Futures which is delivered by the authority's Sports Development department Sports Caerphilly. Communities First deliver a variety of physical activity projects across the borough aimed at parents and children and community members to break down the barriers to physical activity and utilise our outdoor spaces.

As part of CCBC'S Play Sufficiency Action Plan we are working in partnership to deliver: Adventure Play sessions (funded through Families First and Communities First) are staffed and provision delivered by trained play workers, who work outdoors in areas throughout the county borough. GAVO's Creative Play and Homestart teams run "Pop in and Play" groups (funded through Families First and Flying Start) for children aged 0-3 years and their families.

The School Swimming programme is working towards the national target of 90% by 2022 but is currently at 64% of children to be able to swim 25 metres by the time they are aged 11, targeting years 3-4 which will then have a knock on effect on older year groups.

Other physical activity classes, such as dance classes, were productive and well attended. Street-Games projects, delivered by Communities First, in partnership with Sport Caerphilly have proved popular with children and young people. There are 14 sites providing doorstep sport opportunities to young people across the borough. This was supported through a partnership with Police, Youth Service, Community Safety and Sports Development, with Communities First leading on coordination but working in partnership to share objectives, resources and outcomes. The results from the most recent 'Active Adults' survey showed that 41.9% of adults in Caerphilly County Borough are 'Hooked on Sport'. The results from the survey are promising, but more need to be done, adults in Caerphilly having an understanding of the importance that sport and physical activity has on their health.

## Increase Physical Activity (cont'd)

In our quest to get “more people, more active, more often” Sport Caerphilly delivers various initiatives in schools and the community in partnership with Sport Wales and National Governing bodies. In 2015-16 Sport Caerphilly recorded over 80,000 attendances at various community and school based activities. 2015-16 saw the launch of the Tots programme which provides opportunities for 3-6year olds to take part in sport and physical activity and learn fundamental movement skills. The programme has an average of 25, 3-6yr olds attend over 10 sessions in a variety of leisure centres across the authority.

Sport and physical activity not only contributes to a healthy lifestyle but also a change in behaviour. The Positive Futures programme in Caerphilly provides young people who are disengaged opportunities to take part in sport. In Blackwood ASDA, the alternative sport engagement sessions has reduced the local crime rate by 22%. There has also been a considerable reduction in theft at the ASDA store as a result.

The Sports Development team have been working with Schools and community clubs to increase membership at community clubs with 52% of Caerphilly pupils now members of a sports club. The 2015 School Sport Survey results showed the number of young people hooked on sport has increased from 39% to 47% since 2013.

Over 2,300 people took part in the Caerphilly 10k race on Sunday 19th June 2016. Now in its fourth year, the event saw thousands travel to Caerphilly to compete in the annual race which attracts people from all across the country. The race saw an extra 300 people partake compared to last year which saw just over 2,000 participants. The 2k fun run race also saw a rise in numbers with 427 runners participating compared to last year's 345.

In 2015 community chest in Caerphilly funded over £85,000 worth of applications from community groups in and sports clubs to increase opportunities for people in the authority to take part in sport and physical activity. Community chest offers grants of up to £1500 in any 12 months towards increasing participation.

During National School Sports Week (20th -24th June) 600 pupils from primary schools across Caerphilly county borough took part in the Legacy Games event. Sport Caerphilly hosted yet another successful Legacy Games as part of the Youth Sport Trust National School Sports Week (NSSW) at the National Indoor Athletic Centre, Cardiff. This is the sixth year Sport Caerphilly has delivered the annual event with over hundreds of year 5 & 6 primary school children taking part. Each of the 40 schools that attended adopted an Olympic country and they did not disappoint with their efforts to represent, arriving to the event dressed in their chosen country's colours, banners and flags.

The day consisted of an opening ceremony followed by an action packed day of sporting activities, which was delivered in partnership with Community Clubs, National Governing Bodies, Sainsbury's, Sports Leaders from Secondary schools and Colleges. Children of all abilities had the opportunity to try out new and quirky sports as boccia and seated volleyball, in addition to football, hockey, rugby, tennis, golf, athletics and netball which also featured during the day. It's hoped that by trying a variety sports activities children will join their local sports club and become hooked on sport for life.

## Reduce the Prevalence of Smoking

Smoking prevention continues to reduce in Caerphilly County Borough in line with targets by Welsh Government to reduce smoking rates to 16% by 2020 across Wales. In 2014/15 smoking prevalence was 21% in Caerphilly. This is similar to other areas in Gwent and the Wales average at 20%. The rate of adult smokers in Caerphilly County Borough has fallen from 27% in 2007/08. The Caerphilly Tobacco Action Plan 2015/16 was developed and implemented to include elements of prevention, smoking cessation and the promotion of smoke free environments. This work will continue through 2016/17.

Stop Smoking Champions Initiative - Smoking cessation was identified as a GP Cluster Network Plan priority in 2014-15. All NCN surgeries have been asked to nominate a Stop Smoking Champion/s to represent to improve systematic referral of patients to Stop Smoking Wales on a regular weekly basis using a designated e-referral system. In excess of 90 Stop Smoking Champions have been trained across ABUHB with 21 of these from Caerphilly Borough.

Community Pharmacy Level 3 Enhanced Service - Trained and accredited Community Pharmacists and technicians are now offering specialist advice on stop smoking treatments and intensive behavioural support on a one to one basis. The Community Pharmacy Level 3 smoking cessation service has been expanded with a total of 17 pharmacies now delivering the scheme in Caerphilly, compared with 4 in 2015-16.

Help 2 Quit Campaign - The Aneurin Bevan Gwent Public Health Team launched a Gwent wide Help 2 Quit Campaign. The 10 week campaign aimed at the general public was designed to raise awareness across Gwent of smoking cessation services available to help and support an individual to successfully stop smoking. The campaign was developed following insight and focus group work with a range of target groups. The theme of the campaign reinforced stopping smoking and saving money, to be able to afford aspirational items, such as a dream car or a luxury holiday.

Smoking cessation services available include groups, telephone support and on-line support provided by Stop Smoking Wales, and a 1 to 1 service provided by participating Community Pharmacies. The campaign was designed to appeal to a range of target groups, using a variety of different mediums which included digital/social media, outdoor media, radio adverts and pop up shops. The campaign ran from Monday 25th January – 31st March 2016 and is currently being evaluated. Caerphilly Trading Standards & Health Challenge Caerphilly developed and co-ordinated an Illegal Tobacco Campaign to reduce availability within the borough. The team has received 22 intelligence reports in relation to 16 individual's targets, of these 11 are ongoing investigations.

We have banned smoking in enclosed children's play areas in our parks and in multi use games areas. All 77 primary schools in the borough are now displaying the 'Young Lungs at Play' signs. The 41 Pre school settings are now part of the Smoke Free zone initiative and display 'Young Lungs at Play' signs.

## **Promote Healthy Eating**

In Caerphilly, 62% of adults can be categorised as overweight or obese. This is one of the highest rates in Wales according to the Welsh Health Survey 2014-15, with the Welsh average at 58%, and the Welsh average is itself at a low level of health. The Child Measurement Programme for Wales reported in 2013/14 that 27.1% of children in Caerphilly County Borough aged 4-5 are overweight or obese. This is above the Welsh average of 26.5%, which is again not considered to be at a good level.

Less than one third of adults (26%) eat the recommended 5 a day of fruit and vegetables. This is less than the Welsh Average at 32% (Welsh Health Survey 2014-15). The amount of people, reporting that they eat 5 portions of fruit and vegetables a day has decreased over the past years. A high number of people are now accessing lifestyle changing projects in our most deprived communities. Projects such as weight management (Food Wise), prevention of diabetes, cooking skills, physical activity opportunities and schemes to improve mental well-being, are now available, on a regular basis. Good relationships are being developed with GP surgeries. Demand for community classes on both managing and preventing diabetes has increased.

Gwent Childhood Obesity Strategy - "Fit for Future Generations – a childhood obesity strategy for Gwent to 2025" This draft strategy presents a vision of healthier, fitter future generations – where obesity will not be harming children and limiting the well-being of future generations of Gwent as it is today. It recommends areas for action for ABUHB, Local Authorities and Public Service Boards. The strategy is a 'call to co-ordinate' and suggests shared governance and accountability and scrutiny within both organisations and Local/Public Service Boards.

## **Support intergenerational schemes that promote community cohesion**

Schools continue to be keen to integrate into the community. One example of this is the creation of Intergen clubs on school sites. These are formed to provide mutual activities, interests; understanding and tolerance between pupils and older persons, there are currently eight clubs in the Borough.

## **Carry out a consistent needs based approach across the authority for the use of intergenerational facilities**

Intergen clubs in schools are warmly received by all those attending and of course Head teachers as schools derive great benefit from their presence. A club will be formed at a school based on the availability of existing older persons groups within the locality and on the mobility of the older persons. Efforts are always made to break down these barriers in partnership with housing and social services.

## **Work in partnership with Aneurin Bevan Local Health Board to make sure that the services provided at the new Hospital at Ystrad Fawr are meeting local needs.**

We continue to work with our partners as appropriate regarding the delivery of healthcare services. In particular we are working with ABUHB to protect and improve the wellbeing of our communities and the Chief Executive of ABUHB is a key member of the Caerphilly Public Services Board.

# 7 Invest in our Council Homes and their communities to transform lives

## We said success would look like

- The Energy Company Obligation (ECO) grant will run to provide energy saving improvements to properties. These will help Council homes be more energy efficient which will help reduce fuel poverty. This is one of our contributions towards tackling poverty so that fewer residents will be living in fuel poverty.
  - Bid for grant funding to qualifying areas within the new ECO Public and Private Sector grant.
  - Raise the awareness of residents in the borough to the Green Deal and ECO grant.
  - Our homes will ultimately meet the Welsh Housing Quality Standards (WHQS) and will become more energy efficient with the installation of improvements such as new boilers and loft insulation.
- Tenants will be happy with their homes.
- Tenancy Support Officers provide advice to households to help them reduce their expenditure, this will include assessments and help with utilities such as water savings.
  - Increase awareness of the Welsh Government Fuel Poverty Scheme to obtain greater take-up within CCBC.

## Summary of progress in 2015/16

**Energy Company Obligation (ECO)** - This is funding provided by energy suppliers for the provision of various energy efficiency works to domestic properties to reduce carbon emissions and utility costs.

During 2015/16, a procurement exercise was undertaken to establish contract arrangements for the first phase of works to carry out external wall insulation to 184 'Wimpy No-Fines' homes (a certain type of property design) at Gelligaer, Pontlottyn and Gilfach. **Eon** was the successful supplier and the funding will be targeted at non-traditional type properties and will provide part funding for both council and privately owned properties. Works are not anticipated to commence 'on site' until April 2016. This work will help residents that are in fuel poverty, whilst improving the aesthetic appearance of properties and tenants' satisfaction with their homes.



## **Bid for grant funding to qualifying areas within the new ECO Public and Private Sector grant.**

During 2015/16, a procurement exercise was carried out to have an ECO framework in place until March 2017 (the end of ECO2). However, there were no site works delivered and no other bids for private sector grants were undertaken (partly influenced by the changes in the government/political arenas during this reporting year).

We wanted to raise the awareness of residents in the borough to the Green Deal and ECO grant schemes, however, Central Government has now disbanded the Green Deal Programme so we are unable to take this forward.

Throughout the period 2013/15; Several Arbed /ECO schemes were delivered to include improvements to; gas mains, new central heating systems, external wall insulation and Voltage Optimisers. Some of the area's that have benefitted from such investments (over £2m) and improvements since 2013 are; Fochriw and Hollybush (250 properties) and Phillipstown (317 properties).

Welsh Government have previously offered us a bidding opportunity to be part of the Welsh Government (WG) Warm Homes Project, but in 2015/16 this bidding opportunity wasn't offered so we were not able to progress this.

## **Our homes will ultimately meet the Welsh Housing Quality Standards (WHQS) and will become more energy efficient with the insulation of improvements such as new boilers and loft insulation**

We have faced major slippage in the programme which has resulted in us revisiting our targets to reflect the delays. The slippage is due to a number of reasons including inability to gain access to properties, contractors' under performing, delays with external asbestos surveys and a backlog of Occupational Therapy referrals.

During the year there has been concerted effort to improve the position on a number of fronts. However, inability to access some properties is a growing problem which represents around 40% of the slippage. With the exception of rewires (where access will be enforced on safety grounds) on the third attempt to gain access the tenant will be advised that no response will be taken to mean that they have declined improvement works and the property will be recorded in the database as an acceptable fail on the basis of tenants choice.

During the course of 2015/16 we hoped to make internal improvements to 1835 properties. We were able to achieve 77% of this target, which meant 1415 benefitted from internal improvements to their homes this year. Internal improvements include ensuring homes have heating systems that are economical to run and are capable of heating the whole house to a comfortable level. We also ensure that the loft insulation is either replaced or existing insulation topped up to meet the standard.

We have made external improvements to 203 properties in Markham, Argoed, Oakdale and Hengoed. This is well below our target of 1520. Concerns about escalating costs of the external works programme led to review of the work specification resulting in the need for re-surveys. This set back the 2015/16 programme. However, there is significant pipeline of external works on the ground, at contract award stage or being tendered. The external works are a major risk to the programme meeting its deadline and slippage will take time to be resolved which will put extra pressure on the delivering the 2016/17 programme. Our ability to speed up the programme is constrained by the availability of resources. Contract Management proves a challenge. In 2015/16 an additional 93 voids (houses that need to be repaired before they can be re-let) have been brought to the WHQS (internally) by Housing Repair Operations (HRO), this brings the overall position for the year to 1508.

Whilst the slippage situation needs to be minimised it is unlikely to be completely eradicated as there will always be issues affecting individual properties and tenants when work is being planned. Based on the performance levels achieved during 2015/16 there is sufficient flexibility to complete the internal works programme by March 2020.

### **Tenants will be happy with their homes**

During 2015/16 84% of our tenants whose homes were improved internally through the WHQS programme were satisfied with the completed works. Although satisfaction generally remains high, this year the percentage has dropped when compared with the 90% reported in 2014/15. This could be due to particular problems in one area due to under resourcing by the contractor. Limits have now been placed on the number of properties the contractor has open at any time.

- The percentage of tenants satisfied with the Housing Allocations and Letting Service: 2015/16 =91.06%, 2014/15 =90.16%
- The tenant satisfaction with the information received in relation to the Rents Services (rating good/very good): 2015/16 =86.81%, 2014/15 =89.89%
- The level of tenant satisfaction with the condition of their new home: 2015/16 =72.93%, 2014/15 =73.12%

**Tenant Support Officers provide advice to households to help them reduce their expenditure, this will include assessments and help with utilities such as water savings.**

In 2015/16:

- The number of council tenants affected by welfare reforms that were visited in their own homes and provided with advice and support to minimise the impact of the changes was 2,252
- The number of council tenants referred for money and debt advice as a direct result of face to face support on the impact of welfare reforms was 215
- The value of financial savings generated for tenants as a direct result of face to face support on the affect of welfare reforms was £493,910
- Tenant Support Officers have also been trained and certified to provide energy advice and during visits tenants are shown how to use their heating systems more efficiently. Additional energy saving advice for all their energy measures including heating, electric and water id s provided including checks to ensure tenants are on the correct tariff for their circumstances.

The success of this support has not only assisted our tenants reducing their expenditure and maximising income, but has also resulted in tenancies being sustained which is reflected in the low numbers of evictions that have been progressed which is comparable with previous years. It is pleasing that Caerphilly Homes has not evicted any tenant solely as a direct result of the so called 'bedroom tax'.

## Increase awareness of the Welsh Government Fuel Poverty Scheme to obtain greater take-up within CCBC

In addition to the support already offered to our tenants and the other programs the authority has reported above, the Welsh Government fuel poverty scheme known as Nest, which started in April 2011, offers further information and advice on the Freephone number **0808 808 2244** or you can visit the **Nest Website** (external link): <http://gov.wales/topics/environmentcountryside/energy/fuelpoverty/?lang=en>

In 2015/16 ad-hoc advice continues to be given to residents that contact the council; the Welsh Governments NEST team are keen to work in partnership with the council on a range of promotions including mail out. This however has yet to successfully be put in place.

The purpose of the scheme is to help low income and vulnerable households to reduce their energy bills and heat their home more affordably through the NEST scheme. The NEST scheme is managed by British Gas and no cold calling is done by the scheme. The scheme expects to help households with energy advice and support on:

- Ways to save energy and make your home more energy efficient
- Energy tariffs and to ensure you are on the most appropriate tariff for you situation
- Benefit entitlement checks

Page 66 Nest will also improve the energy efficiency of privately owned and privately rented properties for those who meet the eligibility criteria and packages could include:

- loft or cavity wall insulation
- solid wall insulation
- new boiler
- central heating
- renewable technologies

A large contributing factor for encouraging energy efficiency improvements in social housing is currently through our **Welsh Housing Quality Standard (WHQS)** programme and the Nest programme is complemented by our area-based scheme, **Arbed**. Both schemes enable us to support households in fuel poverty whereby WHQS/Nest provides support for households whereas Arbed helps to provide targeted improvements for communities in the most deprived area in Wales.

Through grant processes and links through the WHQS programme, during 2015/16, we also delivered the following property improvements; 55 External Wall Insulations and 415 Boiler replacements.



## **Affordability - Deliver a Medium Term Financial Plan aimed at ultimately providing a period of stability that helps the Authority to have a range of services in the future that are sustainable.**

### **We said success would look like**

- The implementation of savings proposals at Council each year when the budget is set in late February, will ensure that at the start of each financial year, a balanced budget is achievable
- Over a 2-3 year period, a reduction in expenditure that allows the services still retained by the Authority to have sufficient budgets to allow for service improvement

### **Summary of progress in 2015/16**

Overall the Authority continues to successfully manage its financial affairs and has a strong track record of balancing its budgets. Despite large scale cuts in funding and the resultant need for significant savings, there has been a limited impact on front-line service provision due to the budget strategy adopted by the Council. Savings of £11.96m were required as part of the 2015/16 budget approved by Council in February 2015. This package of savings was successfully delivered and actual expenditure for the 2015/16 financial year was within the approved budgets for all Directorates.

For the 2016/17 financial year the funding that Caerphilly CBC receives from the Welsh Government has been cut by a further 0.9%, which is a cash reduction of £2.275m. However, to meet all of the unavoidable cost pressures faced by the Council significant additional savings were required to ensure that a balanced budget could be achieved for 2016/17. Consequently, at its meeting on the 24<sup>th</sup> February 2016 Council approved a further package of savings totalling £11.1m. The agreed savings for 2016/17 will have limited impact on front-line services and wherever possible Council priorities are protected from cuts. Full details of the 2016/17 savings and the comprehensive consultation process that was carried out can be found in the 'Budget Proposals 2016/17 and Medium-Term Financial Strategy 2016/2021' report, available through the following link: -

<http://www.democracy.caerphilly.gov.uk/documents/s14240/Budget%20Proposals%202016-17%20and%20Medium%20Term%20Financial%20Strategy%202016-21.pdf>

The funding situation across Wales for future years remains uncertain so the Authority has adopted a prudent approach of producing an indicative 5 year Medium-Term Financial Plan. In addition to the confirmed 0.9% cut in funding for 2016/17 this plan makes an assumption that annual cash reductions of 1.4% will be experienced from 2017/18 to 2019/20 with no increase or decrease in funding in 2020/21. The plan also identifies the cost pressures that will need to be met as we move forward. It is anticipated that the Authority will need to find further total savings of around £25m for the period 2017/18 to 2020/21.

Significant work is already underway to identify further savings proposals to meet the projected financial shortfall for future years and the position will be kept under close review. The financial challenges faced by the Authority are significant but the Council remains committed to its previously agreed principles of: -

- Protecting front-line services where we can and reducing expenditure on management and administrative costs.
- Increasing fees and charges where appropriate.
- Reducing, rather than removing services where possible.
- Focussing on priorities.
- Looking at alternative ways of delivering services (collaboration, partnerships, community trusts, etc.).

Page 68  
In March 2015 the Authority received a draft 'Financial Position Assessment' report from the WAO. This was a generally positive report and concluded that: -

- The Council has good financial management arrangements in place and recognises that it needs to address some areas for improvement to help deliver its future savings plans.
- The Council has a good track record of operating within its budget and has developed a framework to monitor the delivery of its proposed savings in 2014/15.
- The Council's future plans and arrangements to deliver savings are adequate and improvements are currently being implemented.

During the period May to December 2015 the WAO completed a follow-up review on the financial resilience of Local Authorities in Wales. This review focussed on answering the following question: - ***"Is Caerphilly County Borough Council managing budget reductions effectively to ensure financial resilience?"***

The review also considered whether: -

- financial planning arrangements effectively support financial resilience;
- financial control effectively supports financial resilience; and
- financial governance effectively supports financial resilience.

The final WAO report on the outcome of the review was released in April 2016 and overall it concludes that: -

*“Caerphilly CBC has effective financial control arrangements and a track record of achieving savings in advance. However, it does not have a comprehensive medium- term financial plan and monitoring progress of savings is fragmented”.*

The report also provided a risk rating for financial planning, financial control and financial governance. The descriptors for risk ratings we were given are as follows: -

<b>Financial Planning</b>	<b>Medium risk</b>	There are some shortcomings in the systems, processes or information that may affect the authority’s ability to deliver the desired outcomes of its financial plan
<b>Financial Control</b>	<b>Low risk</b>	Arrangements are adequate (or better) with few shortcomings in systems, processes or information. Impact on the authority’s ability to deliver its financial plan may be minimal
<b>Financial Governance</b>	<b>Low risk</b>	Arrangements are adequate (or better) with few shortcomings in systems, processes or information. Impact on the authority’s ability to deliver its financial plan may be

These risk ratings are a positive reflection of financial management within the Council but the WAO report does include the following proposal for improvement: -

*The Council should strengthen its financial resilience by: -*

- *developing more explicit links between the Medium-Term Financial Plan (MTFP) and its corporate priorities;*
- *developing a longer-term MTFP with comprehensive multi-year savings plans to cover the period of the MTFP;*
- *continuing to develop a more strategic asset management plan which is aligned to its MTFP;*
- *reporting ‘Whole Council’ financial and savings progress reports to Members on a regular basis; and*
- *developing income generation/charging policies.*

The Council's response to the WAO proposal for improvement is as follows: -

- The Acting Director of Corporate Services & Section 151 Officer will maintain a dialogue with the WAO regarding the most effective way to demonstrate a link between the MTFP and corporate priorities.
- In February 2016, Council approved an updated Medium-Term Financial Plan covering the five-year period 2016/17 to 2020/21.
- Asset management will continue to be dealt with through the Strategic Asset Management Group. An Asset Management Strategy will be presented to the Policy & Resources Scrutiny Committee on the 4<sup>th</sup> October 2016.
- A 2016/17 'Whole-Authority' mid-year budget monitoring report will be presented to Cabinet outlining projected expenditure for the year and details of progress in achieving savings targets. This report will be in addition to the budget monitoring reports that are already prepared for individual Scrutiny Committees and the 'Whole-Authority' budget monitoring report that is currently prepared in January each year for the Policy & Resources Scrutiny Committee.
- A corporate policy on income generation/charging will be progressed once the WAO produces a final report on its "All Wales Local Government Improvement Study: Strategic approach to income generation and charging".



**The following sections of this Performance Report will give you an overview of the Authority and how we are performing in the following areas:**

- The Directors will provide a statement of Overall Performance, what went well and what did not go so well in 2015/16
- Financial Information and Analysis by Directorate
- National Performance Indicator performance by Directorate

**1**  
Education

**2**  
Community  
Services

**3**  
Social  
Services

**4**  
Corporate  
Services

# 1

## Directorate of Education Services Director's Statement of Overall Performance for 2015/2016



**Chris Burns** Chief Executive

**Keri Cole** Chief Education Officer

The Directorate of Education and Lifelong Learning is made up of a diverse range of services. Education has 91 Schools borough wide with an Additional Learning Needs and Social Inclusion Service to secure equality of access to statutory education for all children and young people. *Our Library Services also provide 18 libraries throughout the borough, offering a wide range of services linked with a large network* of community centres providing residents with a wide range of publicly accessible facilities and resources. Adult Community Learning provides quality-learning experiences across the authority, with courses and programmes of learning open to all post 16 learners. The Youth Service comprises of over 200 staff and provides services, which engage with young people and offer opportunities for formal and non-formal accreditation.

### **How we performed in 2015/2016**

This has been a busy year for the Directorate and below, we detail some of our achievements and areas upon which we need to improve.

The performance of pupils undertaking examinations at age 15 years continues to improve across the authority. The 3-year trend shows improvement in every indicator. However this improvement is not reflected in our position within Wales, which remains consistent, except for at the level 1 threshold at Key Stage 4 where, in 2015 we rose to 7<sup>th</sup> place from 16<sup>th</sup> (All Wales position - Rank).

The table below provides a summary:-

Academic Year	Key Stage 2		Key Stage 3		Key Stage 4							
	% Achieving Key Stage 2 Core Subject Indicator	Rank	% Achieving Key Stage 3 Core Subject Indicator	Rank	% Achieving the Level 1 Threshold	Rank	% Achieving the Level 2 Threshold	Rank	% Achieving the Level 2 + threshold incl. English /Welsh and Mathematics	Rank	Average Capped Wider Points Score	Rank
2015/16 Target	89.6		84.1		96.5		80.6		58.4			
2014/15	87.4	16	80.3	20	96.7	7	80.1	20	52.6	19	339.12	15
2013/14	85.8	15	77.6	18	93.6	16	74.1	20	50	20	326.3	21
2012/13	84.2	14	73.5	17	92.4	17	69.1	21	46.3	19	318.5	21

Page 73

We continued to focus our attention on the identification of our most vulnerable groups of learners working with schools and our partners within the Education Achievement Service (EAS) to target these learners and to identify appropriate interventions according to their need. We have implemented strategic changes to improve the outcomes for all of our pupils within the county borough who are Educated Other Than At School (EOTAS) and this has enabled us to secure improvements in their learner outcomes. Completing a review of EOTAS is one of our priorities for 2016/17.

Our data over the last 3 years has indicated that there has been continued challenge around the management of behaviour in our schools and settings. In light of this data, we carried out a review of our behaviour strategy and reviewed all of our relevant policies. We also funded and rolled out an authority-wide whole school behaviour management training programme for all staff in all schools and settings. It is hoped that this will continue to support the downward trend we have seen in the number of permanent exclusions from our secondary schools. There have been no permanent exclusions for 4 consecutive years in primary schools. The number of fixed term exclusions and the number of days lost due to fixed term exclusions however, continues to be a cause for concern and a priority for the Directorate.

In order to support our work with schools, we have delivered parenting programmes across the borough funded through Flying Start and Families First. Many schools have had staff trained to deliver Family Lives short course modules and they deliver these locally for parents within their school catchment area.

The findings of the review of the Additional Learning Needs Review have been considered and following a consultation process, agreement has been granted to close the Specialist Resource Base at Hendre Junior School and to re-designate the Social Inclusion class at Cefn Fforest Primary School. Further consultations will also be planned. A working group has been established to develop more effective use of data to enable the early identification and forecasting of the number of children with complex Additional Learning Needs who may require specialist educational provision.

Over the past year, we have worked closely with our partners in Catering Services and Housing Benefits team to align services in the promotion of free school meals. As a result, 150 additional pupils were identified as eligible for free school meals.

In order to support the development of an effective and accessible Youth Service, we developed a thematic curriculum framework to guide and define the nature of youth work delivery in Caerphilly. This has now been embedded throughout the service's projects and clubs. The breadth of attendance at the junior and youth forum has been expanded to include children and young people from a wider number of projects.

Much work has been done this year to reduce the number of young people Not in Education, Employment or Training (NEET). As a result, we have seen a dramatic reduction in the number of NEETS with the indicator dropping from 4.4% in 2013/14 to 2.1% in 2014/15.

This academic year has seen an increase in the number of essential skills enrolments for Adult learners. It was hoped that we could increase enrolments to 1000, but in the academic year 2014/15 we saw 1348 essential skills enrolments. In addition to this, a target was set for 300 learners to achieve essential skills qualifications and this was exceeded with 325 adults achieving.

The Library Service continues to work closely with a number of partners in delivery of services. During December 2015 Customer Services completed their co-location of services into Blackwood Library bringing the number of libraries also offering Customer Services facilities up to five.

The Authority's 21<sup>st</sup> Century Schools programme continues to progress. This year has seen the completion of phases 2 and 3 at the former St. Ilan site and phase 4 has commenced. Building progresses at the new Islwyn High School site in Oakdale.

## 2015/16 Financial information and analysis for the Directorate of Education

Overall the Directorate (including schools) is reporting an underspend of £1.419m. Schools had an overspend of £171k and Central Education & Lifelong Learning had an underspend of £1.590m, leaving an underspend total of £1.419m.

The significant variances (over £100k) against budgets are the following: -

	(Over) / Under £000's
Prior Year Accruals	483
Home to School/College Transport	251
Psychological Service	106
Behaviour Support	(227)
Additional Support/Out of County Charges	242
EOTAS (Education Other Than At School)	(163)
Community Education (Adult & Youth)	105

From a review of balances we identified sums of money that are no longer needed to be held to meet anticipated financial commitments that we had identified in previous financial years. This released £483k which is termed 'prior year accruals' above.

The Transport budget, which is managed by the Engineering Division in the Environment Directorate (with variances ring-fenced to Education), has reported a £251k underspend on its core budget. This is positive news and consistent with the £250k Medium Term Financial Plan (MTFP) contract efficiency saving agreed for 2016/17. However, transport expenditure can be volatile due to variations in demand and the budget will need to be closely monitored during the 2016/17 financial year to ensure that contract efficiencies are achieved.

The Psychology Service underspend of £106k is the direct consequence of a number of in-year vacancies. This is a one-off saving as the service is progressing recruitment with regards to these posts due to the recognised demands on the service.

The overspend of £227k on the Behaviour Support budget has been reported in-year and is due to a planned investment in Behaviour Support training across Primary & Secondary schools. In 2015/16 an additional amount of £225k has been spent to address behavioural issues that are giving rise to increasing cost pressures across Additional Support, EOTAS (Education Other Than at Schools) and an increase in potential Tribunal cases. This one-off investment which commenced at the end of 2014/15 will run a little way into 2016/17 and this strategy is essential to support MTFP savings targets moving forward.

The spend on Additional Support (Primary & Secondary) for pupils in mainstream schools increased during the 2015/16 financial year. This has been a consistent trend in recent years and is closely linked to an increase in Statements around ASD (Autistic Spectrum Disorder). However, this cost pressure is off-set by a reduced spend on the more expensive (daily or residential) Out of County Placements. Collectively, spend in this area has resulted in a net in- year underspend of £242k. The 2016/17 budget includes a net savings target of £194k for these service areas.

The overspend of £163k for EOTAS (Education Other Than at Schools) has been anticipated throughout the financial year. This service accommodates learners who are unable to attend and learn through mainstream school and the service experienced a recent increase in referrals for children with challenging behaviour.




The underspend of £105k within the Community Education budget relates to a number of variances across the service. The most notable relates to in-year savings on staffing costs, an underspend on premises costs and additional income generation (including grant income). In 2016/17 the MTFP savings target for this service area totals £137k.

Additional income received in-year, in-year vacancies and other savings in advance linked to the Directorate's Medium Term Financial Plan (MTFP) have also contributed significantly to the overall 2015/16 underspend for the Directorate.




# Education






## National Performance Information

### Our performance keys show:





Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
		Performance maintained at the best it can be (and / or best in Wales)

Performance Year 2015/16 represents Academic Year September 2014 - July 2015

Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
EDU002i	The percentage of pupils (including those in LA care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work base learning without an approved external qualification. (NSI) <a href="#">Improvement Direction: Lower result is better</a>	1.0%	20	0.60%	0.51%	21 out of 22	0.2%
	Of the 1,977 children who left school, training or work based learning in 2015, 10 of those left with no qualifications. Compared to 22 of the 2,152 children in 2014. The Education Advisory Services (EAS) has the role of challenging all secondary schools to improve their performance, which includes ensuring all pupils leave with an approved qualification.						
EDU002ii	The percentage of pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work base learning without an approved external qualification. (NSI) <a href="#">Improvement Direction: Lower result is better</a>	0%	1	0%	5.71%	22 out of 22	0.5%
	Of the 35 children in local authority care, 2 left school, training or work base learning with no qualifications. All other Authorities were joint 1 <sup>st</sup> in Wales as there was no children in care leaving with no qualifications at this time						
EDU003	The percentage of pupils assessed at the end of key stage (KS) 2, in schools maintained by the local authority, achieving the core subject indicator, as determined by teacher assessment. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	85.8%	15	85.76%	87.43%	16 out of 22	88.1%
	Of the 2,076 children at key stage 2, 1,815 achieved the core subject indicator, compared to 1,710 children out of 1,994 in 2014/15 (Academic year 2013/14), although our position in Wales has dropped we have improved last year and exceeded target.						

Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
EDU004	The percentage of pupils assessed at the end of key stage 3, in schools maintained by the local authority, achieving the core subject indicator, as determined by teacher assessment. (PAM) <a href="#">Improvement Direction: Higher result is better</a>	77.6%	18	83.30%	80.21%	20 out of 22	84.1%
	Of the 1,959 children who were assessed at key stage 3 1,573 achieved the core subject indicator, compared to 1,584 of 2,041 in 2014/15 (academic year 2013/14)						
EDU006ii	The percentage of pupils assessed, in schools maintained by the local authority, receiving a teacher assessment in Welsh (first language) at the end of key stage 3. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	11.7%	10	11.71%	10.57%	13 out of 22	17.8%
	Within the LA there is only one Secondary school where pupils are able to receive teacher assessment in Welsh first language. This indicator is entirely dependent upon the size of the cohort within the school as a percentage of Caerphilly's overall school population. 207 of the 1,959 children at the end of Key stage 3 were assessed in Welsh 1st language.						
EDU011	The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	467.3	22	467.30	500.71	19 out of 22	538.6
	1,977 pupils scored a total of 989,900 points compared to the previous year when 2,152 pupils scored 1,005,634 points. This PI has improved steadily since 2003/04, when the average point score was 298.6. This means more pupils are achieving a higher grade within the range of attainment.						
EDU015a	The percentage of final statements of special educational needs issued within 26 weeks, including exceptions. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	90.1%	9	90.14%	88.54%	8 out of 22	68.1%
	Of the 96 pupils who had statements of special educational needs issued, 85 had those statements issued within the 26wks. There has been an increase in the amount of exceptions allocated to statutory cases. The LA was informed that the main Community Paediatrician had taken maternity leave and therefore Health Advice was submitted outside of the statutory timescales (covered by medical exceptions). This has led to the increase in exceptions. 11 of the 96 pupils were issued statements outside of the 26weeks 9 were completed within 27 to 36 weeks.						
EDU015b	The percentage of final statements of special educational needs issued in 26 weeks, excluding exceptions (NSI) <a href="#">Improvement Direction: Higher result is better</a>	100%	1	100%	100%	1 out of 22	94.5%
	Even though there were more pupils for whom statements of Special Educational Needs were required in 2015/16 when compared to 2014/15, all pupils requiring statements of SEN without exceptions had their statements issued within 26 weeks.						



Ref	Description	2013/14		2014/15			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
EDU016a	Percentage of pupil attendance in primary schools (PAM) <i>Improvement Direction: Higher result is better</i>	94.4%	18	93.21%	94.52%	21 out of 22	95%
	Of a total 4,743,509 possible sessions 259,904 were missed when compared to 258,371 missed sessions from a possible 4,645,829 in 2014/15. Although we have slipped down the All Wales ranking we have improved on last year and exceeded our target.						
EDU016b	The percentage of pupil attendance in secondary schools (PAM) <i>Improvement Direction: Higher result is better</i>	92.9%	19	95%	92.75%	22 out of 22	93.9%
	Of a total 3,091,667 possible sessions 224,244 were missed in secondary schools in 2015/16 compared to 220,270 from a possible 3,118,818 in 2014/15.						
EDU017	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by local authority who achieved the L2 threshold including a GCSE grade A* - C in English or Welsh first language and maths. (NSI) <i>Improvement Direction: Higher result is better</i>	50%	20	46%	52.60%	19 of out 22	58.3%
	Of the 1,977 pupils 1,040 achieved the level 2 threshold including A* to C at GCSE. Monmouthshire were 1 <sup>st</sup> in Wales with 66.9% and Blaenau Gwent the lowest at 22 <sup>nd</sup> in Wales with 47.7%						
LCL001b	The number of visits to public Libraries during the year, per 1,000 population. (NSI) <i>Improvement Direction: Higher result is better</i>	6,424	4	5,700	5,701	6 out of 22	5,374
	In comparison to 2014/15 (1,151,455) Caerphilly's libraries saw a shortfall of 125,584 visitors when compared to 2015/16 visitor numbers of 1,025,781, which was anticipated due to the reduction in our opening hours (from 570.5 per week to 496) which took place in October 2015. As this is the effect of a half year reduction in opening hours we would anticipate a further drop in visitor figures for 2016/17, although perhaps not of the same magnitude						

# 2

## Directorate of Communities

### Director's Statement of Overall Performance for 2015/16



#### Christina Harry Corporate Director of Communities

The Communities Directorate consists of a diverse range of services, which impact directly upon the lives of our citizens, whether that be collecting waste, maintaining homes and parks, protecting our countryside, promoting the area as a great place to live, visit and work, or keeping traffic moving within and across the county borough. Once again, this has been a busy year for the Directorate and overall we have performed well. This report provides a summary of the highlights and achievements, as well as the areas we know we need to improve

**Housing** -We have continued to progress the £200m improvement programme across the county borough. Over the past 12 months £25m has been spent on 1,500 separate homes. The internal works programme, consisting of kitchen and bathroom refurbishment is progressing well and the external works is increasing in activity with 8 projects completed and another 12 in the pipeline. £10m is also allocated to carry out environmental improvements – over the next 12 months we will be working with local people on each estate to design and deliver environmental improvements for their areas.

The service is not just about providing high quality housing, wrapped around this core is a network of housing related services, and the way in which we provide these services are wide ranging and involve many different partners. We provide management and support services to council tenants, carrying out repairs and improvements to their homes, providing adaptations to homes in public and private sectors, and improving the condition, management standards and availability of housing in the private sector.

We have 10,825 council owned houses and 947 garages and an annual turnover of £7.8 million. There is a further budget of some £5.5m, which relates to response projects. We have modernised our day to day repairs service using the latest mobile technology and now offer an excellent repairs service. We dealt with around 30,000 repairs this year and customer satisfaction was well over 90%. The repairs service was shortlisted as one of three UK national finalists in the National Association of Public Service Excellence awards (APSE).

Support staff from Housing visited over 2,000 tenants and was successful in helping those people secure an additional £494,000 in benefits. We have also this year, started work on a specific project at Lansbury Park to address the long standing problem of deprivation in that area. We are investing close to £10m in housing and environmental improvements on the estate and are committed to working with local people to make it a place where people are genuinely proud to live. Homelessness has been an increasing challenge but this year we opened a new 17 person facility and we have reduced the use of bed and breakfast accommodation to a very small number .

## Planning and Regeneration

As you may have seen for the local news the Council recently decided to withdraw the review of the deposit Local Development Plan, and to work with the other 10 local authorities and WG across the region to develop a regional development plan, so that matters such as housing, transport, strategic employment sites, can be considered on a wider regional basis, linking with the plans of the City Deal, which aims to improve the economic performance of the region.

The draft local development plan required several special Council meetings and the public were fully engaged and the sessions were long, vocal and sometimes emotional and the public gallery was always full. The draft Plan was subject to an extensive consultation which concluded on April 2016. There was support and opposition to some of the proposed development sites and this was reflected in the hundreds of comments received. In response to the consultation on 19<sup>th</sup> July councillors voted to formally withdraw the draft plan. The Council is now working with Welsh Government to consider forming a different kind of plan that would take into account more regional working.

Our performance dealing with Planning applications is monitored closely and the Welsh Government expects 80% of planning applications to be determined within 8 weeks. There are 25 Local Planning Authorities in Wales. Presently we are ranked thirteenth in terms of overall performance, but our actual figures over the past four quarters have been 79%, 68%, 59% and 62%, which is a positive sign of improvement. 78% of respondents considered that the advice received from the Planning Officer dealing with their application was good or excellent; 55% considered that the time taken to reach a decision on their application was good or excellent; and 84% considered the general courtesy and professionalism of the staff of the Planning Division dealing with their application was good or better. This data indicates we need to do more to improve our turnaround times for applications but without losing the quality aspect that people value. The Wales Planning Act, and legislation, will introduce a number of changes to the planning process, which we are currently considering and will be addressing.

The **Regeneration** team has over the past year assisted 25 business start-ups and provided grant aid to support the creation of 81 new jobs, as well as safeguarding 334 existing jobs. We have also facilitated the construction of a major new factory for IG Doors on the Oakdale Business Park. A major manufacturer of doors in the UK and they also supply our own WHQS programme. We continued with our rolling programme of investment in local town centres – this year we completed Newbridge and Bargoed with considerable funding support from the European Regional Development Fund. We also continued to invest in Tourism and we hosted the Velothon, the Big Cheese and coupled with our tourism attractions across the county borough we saw a 3.8% increase in visitors to the county borough (a total of 1.77 million!).

## Community and Leisure Services

Turning to our **Waste Services**, this year saw the material we previously sent to landfill be treated via the Energy from Waste facility in Cardiff. Through a collaborative 25 year contract our rubbish is taken to be treated and once heated converts it into energy. The £225m facility is really impressive. It's clean, very technical and highly specialised and through this process, our rubbish is converted into energy which is sold onto the national grid and heat which will in the future, be used to power local heating systems.

We are on course to hit our 58% recycling target, with our year end estimate coming in at 62%. There is still much more work to do if we are to hit the increasingly challenging recycling targets for the future and we have been discussing with neighbouring authorities and Welsh Government to learn from their experiences. The 2015 survey revealed that customer satisfaction has generally remained high although there was a slight dip in the garden waste and CA Site services which may be due to certain charging policies introduced by the Authority. Customer satisfaction feedback trend has shown consistent improvement since 2007 but in the 2015 survey we saw a levelling off of certain items, although the satisfaction levels remain very high. Recycling services was also ranked the best in Wales by WG after its own Living in Wales Survey 2015.

We are currently reviewing our waste service, as we know that in order to achieve the 70% recycling target by 2024/25 we will need to increase the amount of food waste recycled and improve the contamination levels we currently have in our recycling. This review will continue to be a priority for the next twelve months and the public will be engaged in the process once developed.

Attendance at the **parks** exceeded a million in 2015/16 but this was 10% down on the previous year. However, factors such as the weather and the economy can impact on visitor numbers. We successfully gained "Green flag" awards for some of our parks which highlights the exemplary condition and value associated with our parks and open spaces. We are under pressure to provide burial space to serve the Caerphilly Basin and we are developing plans to create a new cemetery, subject to the necessary planning permission being obtained.

Within **Leisure** we have 11 leisure centres and staff have been really busy supporting the public in the important role of getting fitter and healthier particularly via the GP referral programme. We have undertaken improvements across our 11 leisure centres, including improvements to the fitness suite, dance studio, changing rooms and poolside facilities at Caerphilly Leisure centre and we also established a new group cycling studio at Newbridge.

This work is paying off with more than 1.36 million customer visits recorded across our leisure centres during 2015/16. Although this is slightly down on last year because we needed to close some premises to make the refurbishments, but visitor numbers are on the rise again.

We recognise the value of a good Sports & Leisure Service and we want to ensure it remains "fit for purpose" and continues to meet the needs of our citizens. As such we are currently reviewing the Sports & Leisure Service and over the next few months we will be considering what the service should focus on over the next 5 to 10 years.

Our internal support services, such as Fleet and Building cleaning have continued to provide effective services ensuring our fleet remains operational throughout the year and our buildings remain clean. Over the next year we will be looking at how these services can maximise income opportunities.

## Highways and Engineering

The Highways and Engineering team have been busy this year – some key projects included: the re-lining of sections of the Mon and Brecon canal; the extensive engineering works between Tirphil and Pontlloyn that were undertaken to protect the road from slipping away; Hafodrynys lights junction improvements, Bargoed town centre regeneration works, as well as the various Park and Ride improvement works to our train stations.

The highway asset is the largest authority asset valued at around £1.75 billion. The condition of the highway network is of importance to everyone who uses it. We aim to carry out pothole repairs within 28 days and our response rate over the last year has not been as good as previous years. Interventions have been put in place and it is expected that this will improve again over the next 12 months. Overall, our road condition across the county borough is ranked as being in the lower top quartile across Wales.

An innovative project that was undertaken included the design and installation of reed beds in Nelson. We dispose of our gully emptying waste through an environmentally friendly series of reed bed ponds which act as filters and once the water is cleansed the water is recycled. Through this creative solution we have resolved a costly problem. Even more impressive was the specifically designed “duck houses” that staff constructed for the resident ducks who live on the ponds.

Lots of activity has taken place across the traffic and road safety teams, who through an intensive education programme ensure our younger people, remain safe. Overall our road casualty statistics have continued to reduce – a positive outcome.

## Future Priorities

This year the Council agreed to sign the Terms of Reference for the City Deal on behalf of the Council. The Cardiff City Deal is a partnership between UK Government, WG and the 10 local authorities, with a total funding package of £1.28 billion being invested across the region into transport and digital infrastructure, skills development and community regeneration. This will include £734m of investment towards the Metro, an integrated transport system which will see, amongst other things, increased frequency of trains along the Rhymney valley rail line.

Whilst it is very exciting, it is also a big challenge, getting 10 local authorities, UK Government, WG and the business community to all agree on how the funding should be allocated across the region. However, we will continue to help shape this agenda and ensure that the county borough remains a pivotal place within the region.

The financial challenges remain very real over the next 12 months and the emphasis will continue into how we can make our services more efficient, effective and customer focussed. Challenging but exciting times ahead!

## 2015/16 Financial Information & Analysis for the Directorate of Community Services

The Directorate continues to deliver services within its allocated budgets and has generated some significant savings and efficiencies over the past few years to help manage cost pressures and to support the Authority's Medium-Term Financial Plan. Savings and efficiencies have no doubt been delivered with some impact on front-line services, but have been necessary to prevent unnecessary costs and to find improved ways of using the resources available to the Directorate.

The 2015/16 outturn position for the Directorate of the Environment was an overall under spend of **£1,791k** on a net revenue budget of **£55.09m**. The budget under-spend is attributed to a range of services, many associated with savings made in advance, to achieve Medium Term Financial Plan (MTFP) budget savings: -

Regeneration and Planning reported an under spend of **£212k**, which was due to staff posts being vacant, reduced operational costs and increased income generation, particularly in relation to tourist visitor centres and events.

Community and Leisure Services under spent by **£523k**. This included however a **£97k** over spend in relation to waste and cleansing primarily due to ongoing increases in dry recycling treatment costs. There was a **£447k** under spend in relation to Parks, Cemeteries and Outdoor Facilities primarily relating to cemeteries where under spend is used for future investment in cemetery provision and an under spend of **£21k** for Leisure services, primarily due to staff vacant posts and reduced energy costs partly offset by under achievement of income targets at some Leisure Centres. The Fleet Management & Vehicle Maintenance service reported an under spend of **£78k** and the Building Cleaning service an under spend of **£74k**.

Engineering and Transportation Services had an under spend of **£576k**, primarily in relation to winter maintenance due to a mild winter, transport engineering and passenger transport and also including a net under spend of **£115k** for Network Contracting Services (NCS). These under spends were partly offset by an over spend on Highways Operations due to ongoing pressure on our road infrastructure including road maintenance, flooding & drainage issues.

Two of the biggest budgets within the Environment relate to our highways assets and the management of waste. We have focused on continuing to increase the amount of waste we recycle to reduce the amount of waste going to landfill. Also this year the Council started to send non recyclable residual waste to a new Energy from Waste (EfW) facility as part of the Prosiect Gwyrdd collaborative contract with 4 other local authorities. This has significantly reduced our residual waste disposed to landfill and also the overall cost of managing residual waste, as the cost of waste disposal through Prosiect Gwyrdd is significantly less than current landfill disposal costs. This has also removed the risk of not meeting European Landfill diversion targets and incurring European fines for exceeding landfill directive targets.

## 2015/16 Financial Information continued....

### Housing Finance

The Housing General Fund had a budget of £1.4m, and just under £1.4m was expended during 2015/16 for the provision of housing advice, homelessness prevention and support, area renewal schemes as well as the development of housing strategy.

The Housing Revenue Account (HRA) had a budget of £46m which was utilised to manage and maintain our properties and provide housing related support services. At the year-end, a balance of £6.8m was remaining. The most significant underspends are as follows:-

- **£1.9m** of the Housing Revenue Account (HRA) underspend is in Capital Financing Recharges due to the Minimum Revenue Provision (MRP) on the HRAS buy-out not being required in its first year.
- **£2.4m** of the reported underspend was in the Building Maintenance budget, in particular the budget for works completed by external contractors, which was not fully used due to the in-house response team undertaking more work directly rather than needing support from external contractors.
- A further underspend of **£2.5m** was reported across HRA pay and non pay budgets in 2015/16.

These HRA underspends will be carried forward into the 2016/17 financial year and earmarked for reinvestment into the housing stock to support the delivery of the WHQS programme.



### WHQS Programme




The WHQS programme had a Capital budget of £36.3m, we spent in the year £28.9m, leaving an underspend of £7.4m due to programme slippage. The under-spend will roll in 2016/17 to continue delivery of the WHQS programme.

# Communities Services



National Performance Information

## Our performance keys shows:



Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
	N/A	Data not available or comparable – see individual comments for an explanation.




Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
PSR002	The average number of calendar days taken to deliver a Disabled Facilities Grant. (NSI) <b>Improvement Direction: Lower result is better</b>	302	19	288	271	17 out of 22	241
	It took 47,934 calendar days to deliver 177 DFGs in 2015/16 compared to 59,252 calendar days in 2014/15 to deliver 196 adaptations. A almost fully resourced adaptations team is now operating, following a complete review of policies and procedures.						
PSR004	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority. (NSI) <b>Improvement Direction: Higher result is better</b>	4.51%	14	4.3%	3.86%	17 out of 22	11.08%
	958 private properties were vacant for more than 6 months in 2015/16, 37 of these were returned to occupation.						
PLA06b	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year. (NSI) <b>Improvement Direction: Higher result is better</b>	47%	8	42%	51%	6 out of 22	36
	Of the 352 houses built in Caerphilly in 2015/16 , 177 were deemed to be affordable, compared to the 189 houses built in Gwynedd (96%) of which 182 were affordable.						



Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
THS007	The percentage of adults aged 60+ who hold a concessionary bus pass. (NSI) <i>Improvement Direction: Higher result is better</i>	91.2%	5	90	86.06%	12 out of 22	85.6%
	National Fraud Initiative (NFI) audited CCBC in 2014/15 and the deceased records identified were removed from the system in April 2015, which explains the overall decrease in over 60 passes on issue.						
THS012	The percentage of A, B & C roads that are in overall poor condition. (PAM) <i>Improvement Direction: Lower result is better</i>	7.0%	8	8.3%	6.61%	10 out of 22	11.2%
	Improved scanner coverage has resulted in higher lengths of road in each condition category. The actual percentage of A roads in the red category has only increased by 0.3% and B roads in the red category increased by 0.7%. Scanner survey coverage has improved to over 81% of possible survey length of A roads compared to 62% last year and improved to over 75% of possible survey length of B roads compared to 59% last year. Roads that are equal to or above the RED Threshold are those roads that are in a poor overall condition and will require planned maintenance soon within the year or on a 'worst first' basis.						

#### Additional PIs for Information only

THS012a	The percentage of A roads that are in overall poor condition. <i>Improvement Direction: Lower result is better</i>	4.2%	14	4.5%	4.5%	17 out of 22	3.7%
THS012b	The percentage of B roads that are in overall poor condition. <i>Improvement Direction: Lower result is better</i>	3.4%	3	6.0%	4.1%	10 out of 22	4.3%
THS012c	The percentage of C roads that are in overall poor condition. <i>Improvement Direction: Lower result is better</i>	9.9%	8	13.0%	9.2%	10 out of 22	15.9%
STS005b	The percentage of highways inspected of a high or acceptable standard of cleanliness (PAM) <i>Improvement Direction: Higher result is better</i>	97.8%	9	97	96.78%	9 out of 22	96.5%
	Of a total 1,056 highways inspected 1,022 had a higher or acceptable level of cleanliness. Compared to 1,049 acceptable highways out of a total 1,073 in 2015/16.						
STS006	The percentage of reported fly tipping incidents cleared within 5 working days. (NSI) <i>Improvement Direction: Higher result is better</i>	93.61%	16	99	97.95%	3 out of 22	95.26%
	The number of incidents of fly tipping has increased over 2014/15 partly due to improvements in data collection and partly due to an actual increase in tipping. However whilst there has been an increase in numbers there has been an improvement in clearing of materials.						

Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
WMT004b	The percentage of municipal wastes sent to landfill. (NSI) <i>Improvement Direction: Lower result is better</i>	28.26%	10	41%	9.57%	4 out of 22	18.14%
	The amount of waste sent to landfill saw a huge decrease in 2015/16 as it was the first year an entire years worth of landfill was sent to the Viridor plant in Cardiff, for incineration with energy recovery under Prosiect Gwyrdd. A total of 102,755.80 tones of municipal waste was collected in Caerphilly in 2015/16. Of that tonnage 9,830.85 tones was sent to landfilled. Compared to 27,313/96,650 in 2014/15.						
WMT009b	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way. (NSI) <i>Improvement Direction: Higher result is better</i>	54.58%	15	58%	61.86%	4 out of 22	60.19%
	As above the amount of waste sent to landfill saw a huge decrease in 2015/16 as it was the first year an entire years worth of landfill was sent to the Viridor plant in Cardiff, for incineration with energy recovery under Prosiect Gwyrdd, increasing the amount of waste used for energy recovery. Of the 102,755.80 total municipal waste collected, 63,564.78 tonnes was recycled, reused and composted. In 2014/15 the council recycled, reused and composites a total of 52,749 tonnes of the municipal waste 96,650 collected.						
LCS002b	The number of visits to local authority sport and leisure facilities during the year per 1,000 population where the visitor will be participating in physical activity. <i>(Improvement Direction: Higher result is better)</i>	7,773	16	8078	7592.99	15 out of 22	8,409
	Overall there was a decrease in visitor numbers to both indoor and outdoor sporting facilities of 26,929 in comparison to 2014/15. Both Risca and Caerphilly Leisure Centres had pool closures for a number of months in 2015/16 for refurbishment work to take place, which had a significant impact on Leisure Centre usage. The particularly wet autumn / winter (wettest December on record) resulted in many fixtures being cancelled and a lower number of users to our outdoor facilities.						

# 4

## Directorate of Social Services

### Director's Statement of Overall Performance for 2014/15



#### **Dave Street** Corporate Director of Social Services

The introduction of the Social Services & Well-being (Wales) Act 2014 is a landmark for Social Services across Wales. Throughout 2015 the Directorate has been preparing for its introduction with significant training events for staff. A key element of our preparation for the Act has been our joint work with the four local authorities in the 'Gwent' region and other key partners, particularly in terms of the ongoing development of our population needs assessment. The Act means that the way our performance will be measured will change significantly and the work we do in 2016/17 will be fundamental in ensuring that we have mechanisms in place to move to these new performance measures.

Page 89

In my 2014/15 update I referenced the impact of the current financial climate on how we provide Social Services. It is clear that financial austerity will be with the public sector for the foreseeable future and will continue to present a formidable challenge to providing quality services. In 2015/16 the Social Services Directorate made savings of around £3.1million and was able to do this in a way that minimised the impact on the public by targeting back office areas and general efficiencies. Despite these budget reductions, it is of great credit to staff that they have been able to maintain performance levels throughout the year.

The safeguarding of children and adults in our communities has been, and will remain, our most significant objective as a Directorate. In July 2014, Dr. Margaret Flynn published 'In Search Of Accountability - A review of the neglect of older people living in care homes investigated as Operation Jasmine'. These events occurred in South East Wales and many of them within the geographical boundaries of Caerphilly. Whilst work has been ongoing to improve the care of older people in care settings, the publication of Dr. Flynn's report has brought about the opportunity for further reflection on our position. Accordingly, as a result of this report, two learning events for managers and practitioners were held and the Gwent Wide Adult Safeguarding Board has made residential care for older people one of its three key priorities. Internally, the authority has established a Corporate Safeguarding Group which brings key representatives from all parts of the authority together. This reinforces the message that safeguarding is the responsibility of all staff within the local authority.

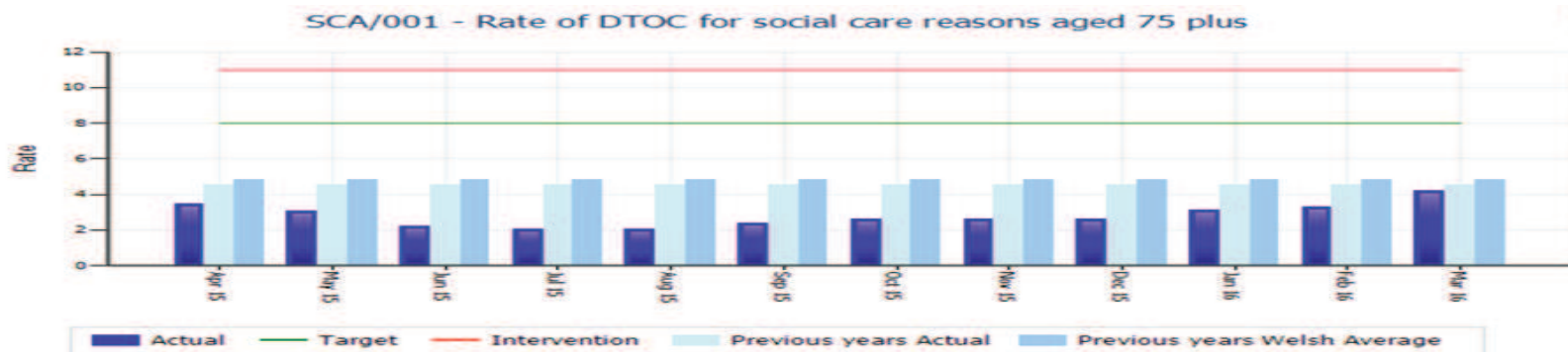
One major area of concern at the moment is the fragility of the care sector across Wales. Caerphilly, like almost all other authorities, is experiencing a series of service closures that appear to have occurred as a result of Providers experiencing financial difficulty, and finding it difficult to recruit and retain particular groups of staff. These issues are by no means unique to Caerphilly and we are working hard in partnership with the Welsh Government to identify a sustainable solution. In addition, whilst the implementation of the increases in the National Minimum Wage from April 2016 is welcomed, it has increased the financial pressures on Providers. To this end the authority has uplifted its fees to providers by around £1.4million to help ease the difficulties in this area.

A stable provider market is essential in allowing the authority to maintain the improvement it has made in Delayed Transfers of Care (DToC). 2015/16 has seen significant pressures in this area with substantial staff resources being used to keep DToC numbers as low as possible. (see graph below).

The focus on integrated services with Aneurin Bevan University Health Board continues to be strong and 2015/16 saw the implementation of the Regional Partnership Board for Health and Social Care. Whilst still in its early stages, the Board will be the key mechanism for progressing integrated working. We know that one of the fundamental difficulties in integrated working is information sharing between partner agencies.

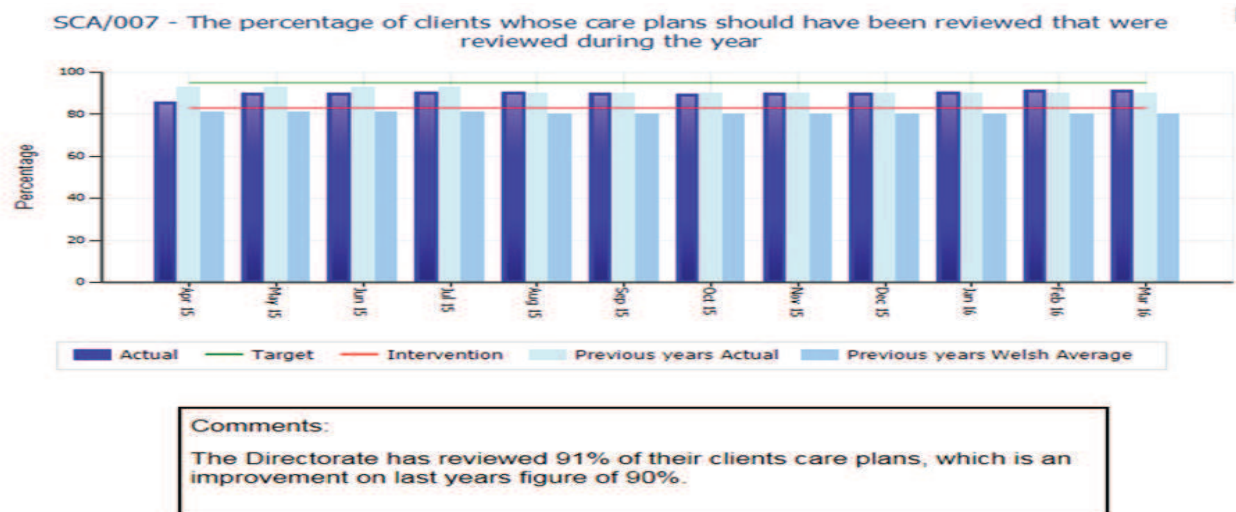
Consequently, Health Boards and Local Authorities across Wales are currently beginning to implement the Welsh Community Care Information System (WCCIS). This will be a single IT system giving Health and social care practitioner's access to shared information and help to avoid situations where users of our services have to provide the same information on more than one occasion. We will continue to work with other agencies to develop this system with implementation likely to take place in 2017.

Page 90



**Comments:**

There were 58 delayed transfers of care in total for 2015/16, this is an improvement on the previous years figure of 61. A number of improvements have been made to the DToC process including more thorough validation and closer working with our Health colleagues, for example, the Joint Hospital discharge team are now responsible for contracts for long term care which speeds up the discharge process and the Intermediate Care Fund has been used to develop schemes to look at winter pressures to reduce lengths of stay in hospital and DToC.



#### Updates from **Children's** Services

The Welsh Government/Social Services Improvement Agency (SSIA) National Outcomes Framework (NOF) Pilot concluded in September 2015 and Caerphilly was chosen to present their experiences at a National Conference. Training is being rolled out across Wales with the aim that all staff will be trained over the next two years. However, within Caerphilly, the NOF continues to be operated within the North Cluster area i.e. Bargoed and Rhymney. We are continually reviewing our Foster Care Recruitment Strategy and have held consistent marketing campaign across the county borough using a variety of methods including; Facebook, the media, adverts in all public buildings and Health Centres, banners in parks and on school railings, leaflet drops and coffee morning drop-ins in key locations. This work will continue in 2016/17. In 2014-15 our Children's Services Division underwent a National Inspection in relation to 'Safeguarding and Care Planning of Looked After Children and Care Leavers Who Exhibit Vulnerable or Risky Behaviours'. The findings of the Inspection report for Caerphilly identified many positive areas of practice, however a number of areas for improvement were also noted. A comprehensive Action plan was developed to address these issues in 2015- 16 and all outstanding actions were completed by the end of March 2016.

The Director of Social Services produces a yearly report called the Annual Directors Report on the effectiveness of social care services 2015/2016 and this provides fuller details of the service and its progress. This will be available from the Council Website [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk) between October - November 2016.

Within **Public Protection** the Registration Service continues to achieve excellent levels of customer satisfaction and a consistent theme from the comments and letters received, and in response to surveys, is the high standard of customer service provided by officers at all levels within the service. In all areas of work 99.51% of customers who responded to surveys stated the service received was very good with 87% stating it was excellent, the remaining 0.49% stated it was good. An electronic booking system for appointments and ceremonies was introduced in June 2015. This creates a much improved database of customers and has significantly assisted office procedures in the gathering and updating of information. In June 2016, the system will allow for new parents wishing to make an appointment to register a birth to do so via an online booking option. Looking forward our reporting to the General Registration Office will have a focus on the Public Protection Counter Fraud aspects of the work of the Registration Service to meet Home Office control and compliance requirements.

100% of high risk businesses that were liable to a programmed inspection were inspected for Food Hygiene, Food Standards, and Health & Safety. The percentage of food establishments which are broadly compliant with food hygiene standards has continued to increase rising to 96% from 95% in 2014/15 and 92% in 2013/14. The service operates the Welsh Food Hygiene Rating Scheme which made it mandatory for businesses to display the hygiene rating awarded to the business from 28th November 2014. All businesses within the scope of the scheme are issued with a food hygiene rating following an unannounced inspection. All businesses inspected under the voluntary scheme have been transferred to the mandatory scheme during 2015/16. Our food law enforcement activity was the subject of an audit by the Food Standards Agency in January 2016; the findings were positive and the final report is still awaited.

Whilst 100% of high risk businesses that were liable to a programmed inspection were inspected for Food Hygiene and Food Standards not all inspections or assessments were completed in relation to medium and low risk businesses, or new businesses for Food Standards. This was due to increasing demands upon the service and a vacancy due to staff turnover. The introduction of new legislation requiring food businesses to provide allergy information on food resulted in an increase in the number of significant breaches for and a reduction in the percentage that were rectified by Trading Standards.

The number of children accessing school meals across both the Primary and Secondary sectors, paid and free, has increased. More children are enjoying eating a nutritious balanced meal which will benefit them throughout the school day. Evidence shows that eating a healthy school meal improves children's concentration during lessons and can have a positive impact on classroom behaviour. Nutritious school meals for disadvantaged children can also help children to develop healthy eating habits and have the potential to decrease health inequalities.

We were able to invest in our CCTV system in transferring town centre CCTV cameras which were transmitted via BT fibre onto the Public Sector Broadband Aggregation (PSBA) network, reducing annual running costs in the process, for which we won the Recognising Excellence – CCTV Management and Innovation award. CCBC CCTV Control Room continues to be accredited by the National Security Inspectorate (NSI) for The Management and Operation of a CCTV. It is also the first to be accredited under BS7958:2015. The Control Room will also be looking for Accreditation of the Surveillance Camera Commissioners certification scheme against the Surveillance Camera Code of Practice in November 2016. This is normally a 2 step process with a 1 year 12 month certification followed by a full 5 year accreditation at step 2. Following the recent National Security Industries audit, they recommend that CCBC apply for the 5 year accreditation as we are more than sufficiently placed to achieve it, without the need for stage 1.

Addressing enviro-crime remains a priority particularly with regard to dog fouling, which in the 2015 Household Survey 45% of respondents felt was a big problem affecting the appearance of streets in their neighbourhood and local town centre (49% in 2011 and 45% in 2013). We need to move forward with proposals for additional dog control measures in the shape of Public Space Protection Orders following the completion of the informal public consultation.

We intended to sustain our enforcement resource and take advantage of organisational changes which have seen the Community Safety Wardens service brought together with the General Enforcement Team within Environmental Health. We are also developing a new campaign to promote responsible dog ownership.

Some organisational changes were implemented to bring together a number of roles within a strengthened Corporate Policy function within Public Protection. This has already proved beneficial in addressing the requirements of the Well-being of Future Generations (Wales) Act 2015. Also, as part of these changes the Community Safety Warden service now operates within Environmental Health allowing the opportunity to identify and take advantage of better working together with the General Enforcement Team.

## 2015/16 Financial Information & Analysis for the Directorate of Social Services (including Public Protection)

Despite the challenging target of delivering savings of £2.084m, sound financial management across the Directorate helped to ensure that an underspend of £1.547m was achieved in 2015/16 for Social Services. This included £0.632m in respect of partnership arrangements for which the Directorate does not hold sole budget responsibility and cannot depend on a recurrence of these underspends in future years.

An analysis of the £1.547m underspend for Social Services is provided in the following table:

	<u>£000s</u>
<b>Savings made in preparation for 2016/17: -</b>	
Vacancy management	663
Budget realignment	679
Day services	127
Shopping service	48
<b>Underspent Partnership arrangements:-</b>	
Gwent Frailty Partnership	195
Minor Works of Adaptation	121
Workforce Development	21
Mental Health Services	140
GMCES - Community Equipment	96
Integrated Transport Unit	59
<b>Other non recurring underspends</b>	51
<b>Sub Total</b>	<u>2,200</u>
<b>Add back overspends:-</b>	
Late announcement of W.G. grant reduction	373
One-off invest to save expenditure	280
<b>Overall Underspend</b>	<u>1,547</u>

This underspend position places Social Services in a relatively positive financial position as we move into another year of austerity across public sector services. Again, the Council has set a challenging savings target of £1.509m for the Directorate for the 2016/17 financial year but thanks to the prudent approach to financial management adopted by the Directorate these savings have already been delivered through back-office restructurings and budget realignments that will have no direct impact upon the public.

Nonetheless, we can not be complacent. The introduction of the National Living Wage and other changes to employment law is likely to have a significant impact upon the care sector and result in sizeable cost pressures for all Social Services departments. Demographic changes in Caerphilly's population are likely to add further cost pressures for the Directorate and this is all set against a background of continuing austerity. Therefore, the Directorate will need to maintain its prudent approach to financial management and continue to work in partnership with other agencies in order to respond to the emerging cost pressures and to deliver cost effective public services.




Public Protection Services reported an overall under spend of **£480k**. The most significant underspends were in Trading Standards, Licensing and Community Safety (95k) Environmental Health (£144k) and Catering (£189k). These under spends are mainly due to a combination of staff vacancies, reduced operational costs and income generation in schools catering.











# Social Services






## National Performance Information




### Our performance keys show:

Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
		Performance maintained at the best it can be (and / or best in Wales)


Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
SCA001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (NSI) <a href="#">Improvement Direction: Lower result is better</a>	4.54	13	8	4.20	10 out of 22	4.87
	This will continue to be a priority for adult services due to the significant interest from Welsh Government and the provision of Intermediate Care Funding to further improve performance in this area. There were 58 delayed transfers of care in total for 2015/16, this is an improvement on the previous years figure of 61.						
SCA002a	The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March (NSI) <a href="#">Improvement Direction: Higher result is better</a>	109.04	3	125	98.33	*	64.12
	<p>This is a good news story as we need to promote peoples independence, choice and control in terms of solving their own problems. It is illustrating the outcomes of working with people differently, impact of community connectors and frailty. Although the rate of older people has reduced, this should be seen as positive. The service is focusing on the signposting of people to community based services, increasing the use of frailty services, volunteers and community connectors. The WG guidance for this PI does not include these services. Last year 2014/15 3,471 older people were supported in the community, compared to a difference of 257 less in 2015/16, with 3,214 supported in the community.</p> <p>* Due to data consistency issues with SCA/002a, Data Unit Wales agreed that this indicator should not be compared between local authorities. However, comparisons can be made over time within a local authorities.</p>						
SCA002b	The rate of older people (aged 65 or over) whom the Authority supports in care homes per 1,000 population aged 65 or over at 31 March (NSI) <a href="#">Improvement Direction: Lower result is better</a>	16.18	6	21	16.34	7 out of 22	18.02
	We are still below the welsh average in terms of number of people supported in a care home illustrating continued success of keeping people at home. The increase in number relates to the increasing complexities of older people, the needs of their informal carers and those people who are no longer self funding their care as their income has dropped below the threshold. 19 more older people were supported in care homes in (534) 2015/16 than (515) 2014/15.						

Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
SCA007	The percentage of clients with a care plan at 31 March whose care plans should have been reviewed during the year (PAM) <a href="#">Improvement Direction: Higher result is better</a>	90.2%	4	95%	91.17%	5 out of 22	83%
	Of the 1,983 clients with a care plans that should have been reviewed, 1,808 were reviewed in 2015/16. Compare to 1,877/2,080 in 2014/15.						
SCA018a	The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year (PAM) <a href="#">Improvement Direction: Higher result is better</a>	87.2%	16	90%	94.52%	13 out of 22	91.4%
	These figures are based on our existing / historical reporting mechanisms and are not an accurate reflection of the numbers of carers. In line with the development of the Information, Advice and Assistance service we are developing our processes in relation to recording information on the Carer's record and will be reviewing our management information reports to monitor in line with these developments.						
SCA019	The percentage of adult protection referrals completed where the risk has been managed (NSI) <a href="#">Improvement Direction: Higher result is better</a>	86.96%	21	90%	95.26%	16 out of 22	97%
	Over the last 4 years there has been a year on year decrease in the number of pova referrals that have met the threshold of significant harm.						
SCC002	The percentage of children looked after at 31 March who have experienced one or more changes of school, during the period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March. (NSI) <a href="#">Improvement Direction: Lower result is better</a>	8.53%	5	13.7%	5%	3 out of 22	11.9%
	Of the 220 children of compulsory school age, 11 experienced 1 or more changes of school.						
SCC004	The percentage of children looked after on 31 March who have had three or more placements during the year. (NSI) <a href="#">Improvement Direction: Lower result is better</a>	10.7%	16	10%	13.41%	20 out of 22	9.8%
	Of the 276 looked after children of school age, 37 had 3 or more changes of school in 2015/16. Although performance has deteriorated there are particular issues regarding WG's data requirements. On the 1st April all looked after children are counted as having had 1 placement, even if they are in a long term placement. A planned return home or move to an adoptive placement is also counted, despite ending the child's period of being looked after. The main reasons for placement breakdowns are violent and aggressive behaviour towards carers, persistent absconding and safeguarding concerns in relation to risky behaviours. The circumstances relating to each of these are closely reviewed. Carmarthen performed the worst at 14.9% and RCT the best at 5.9% .						

Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
SCC011b	The percentage of initial assessments that took place during the year where there is evidence that the child has been seen alone by the Social Worker. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	38.7%	17	40%	36.9%	20 out of 22	49.5%
	2015/16 saw an increase in the demand of initial assessments, from a total of 1,593 in 2014/15 to 1,832 in 2015/16. Of these total assessments completed, 676 children were seen alone by a social worker, compared to 617 in 2014/15. A number of assessments are undertaken by skilled and experienced Support Workers and if these were able to be included, performance would be 47%. Reasons why children are not seen alone are clearly recorded and include; children under the age of 4 yrs (accounting for 25% of all assessments undertaken), refusal by child, refusal by parent and where the referral concern is clearly unsubstantiated through the observation of the worker. 96% of children are seen as part of their assessment. Pembrokeshire saw 88.8% of children alone and the Vale of Glamorgan just 19.8%						
SCC025	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations. (PAM) <a href="#">Improvement Direction: Higher result is better</a>	91.1%	8	90%	95.84%	4 out of 22	88.1%
	More visits required as more children have become looked after, and moved placement during the year.						
SCC033d	The percentage of young people formerly looked after with whom the Authority is in contact at the age of 19. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	100%	1	100%	100%	1 out of 22	93.2%
	The Authority is still in contact with all 25 young people formerly looked after at the age of 19.						
SCC033e	The percentage of young people formerly looked after with whom the Authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	100%	1	95%	100%	1 out of 22	93.5%
	Of those 25 young people for whom the Authority is still in contact with at 19, all are in suitable non-emergency accommodation.						
SCC033f	The percentage of young people formerly looked after with whom the Authority is in contact, who are known to be engaged in education, training or employment at the age of 19. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	54.5%	16	50%	52%	18 out of 22	60.7%
	13 of the 25 young people still in contact with the Authority are known to be engaged in education, training or employment. Of the remaining 12 young people, 5 have a disability and 7 are unable to work due to illness, pregnancy or being a parent. The best performer in Wales is Flintshire with 100% of former looked after in Education, training & employment 87.5% and Torfaen were the lowest at 30.8%						

Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
SCC037	The average external qualifications point score for 16 year olds looked after children, in any local authority maintained learning setting. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	322	5	200	238.72	15 out of 22	269
	There were less children in Cohort in 2015/16 including 5 children with significant differences in ability. 18 children scored a total of 4,297 points, compared to the previous year 2014/15 when 27 children scored 8,681 points.						
SCC041a	The percentage of eligible, relevant and former relevant children that have a pathway plan in place. (NSI) <a href="#">Improvement Direction: Higher result is better</a>	100%	1	100%	100%	1 out of 22	93.5%
	There was a reduction in the number of young people in the cohort in 2015/16 (84 young people) compared to 2014/15 (112 young people in the cohort).						
SCC045	The percentage of reviews of looked after children, children on the child protection register and children in need carried out in line with the statutory timetable. (PAM) <a href="#">Improvement Direction: Higher result is better</a>	94.8%	8	90%	96.9%	4 out of 22	90.3%
	2,313 reviews of looked after children, children on the child protection register and children in need were due in 2015/16 and of those 2,241 reviews were carried out in timescale. The performance for each category of review is as follows; 99% of LAC Reviews, 99% of CPR Reviews and 94% of CIN Reviews took place in timescale.'						

### Public Protection

PPN009	The percentage of food establishments, which are 'broadly compliant' with food hygiene standards. (PAM) <a href="#">Improvement Direction: Higher result is better</a>	95.01%	8	85%	95.79%	6 out of 22	94.22%
	Of a total 1,501 food establishments in 2015/16 1,436 were deemed to be broadly compliant. Compared to 1,428 of the 1,503 establishments in 2014/15						

The new Social Services and Well being Act 2014 sets out a new list of 35 indicators that replace the Social Service indicators above. Half of the new indicators are survey based and ask adults, children and carers about their experiences. This means that next year it is unlikely we will be using most of these indicators to measure improvement and with a few exceptions will be using the new indicators and this will affect comparisons across Wales and the way they are reported.

# 4

## Directorate of Corporate Services

### Director's Statement of Overall Performance for 2014/15



#### Nicole Scammell Acting Corporate Director of Corporate Services

Corporate Services provides a mixture of services directly to the public such as Customer Services and Housing Benefits and back up support to help other departments carry out their work within the Council such as providing all information technology, managing our finances, helping to purchase effectively and managing our range of properties so they are fit for their purpose.

**What we did in 2015/2016** The various teams within **Corporate Finance** continued to perform well during the 2015/16 financial year and all statutory targets were met. This has been achieved against a backdrop of downsizing many teams to address budget cuts. The various Corporate and Accountancy Teams have played a pivotal role in supporting services to identify and develop savings proposals to support the Council's Medium-Term Financial Plan (MTFP). Effective financial planning and robust budget monitoring arrangements have helped the Authority to manage its financial affairs. We have continued the trend of delivering balanced budgets and identifying many savings in advance of need, the majority to date have had limited impact on the public. Some of our key indicators are noted below:

66  
69

Key Performance Indicators	2014/15	2014/15	2015/2016	2015/2016
	Target	Actual	Target	Actual
Percentage of total Council Tax due for the financial year received by the Authority.	96.5%	96.7%	96.8%	<b>97.0%</b>
Percentage of total non-domestic rate (NNDR) due for the financial year received by CCBC.	97.0%	97.0%	97.2%	<b>97.7%</b>
Time taken in days to process housing benefit change events and new claims.	14	9.90	14	<b>12.54</b>
Percentage of undisputed invoices which were paid within 30 Days	95%	95.5%	95%	<b>94.01%</b>
Average number of calendar days to make payment of undisputed Invoices to small and medium size businesses.	13.00	12.2	13	<b>13.93</b>

It is pleasing to report that 97% of all council tax bills issued for the 2015/16 financial year were collected in full, which is the highest amount achieved since Caerphilly CBC was formed in 1996. In each of the last 2 years the amount collected has increased by 0.3% and over a 3 year period collection rises to 99.5%, which means that the vast majority of residents do pay in full.

Following the external audit of the Authority's 2014/15 financial statements, the auditors (PwC) included the following comments in their ISA260 Report to the Audit Committee: -

*"We have no concerns about the qualitative aspects of your accounting practices and financial reporting. We found the information provided to be relevant, reliable, comparable, material and easy to understand. We concluded that accounting policies and estimates are appropriate and financial statement disclosures unbiased, fair and clear."* And *"We did not identify any material weaknesses in your internal controls"*

The Council's **Insurance Team** now handle motor claims in-house, dealing with in excess of 500 claims per annum with a value of circa £1.5m. Our claims handling processes were recently subject to an external review by Gallagher Bassett. This resulted in an exemplary rating with an overall assessment score of 97.7%, which is a significant achievement.

The ongoing austerity programme will require additional savings to be delivered. It is anticipated that the Authority will need to find further total savings of around £25m for the period 2017/18 to 2020/21.

Our **Communications** team have been busy this year with the Council leading the way in Wales with its successful use of social media and other digital channels to engage and communicate with residents and other key stakeholders. The Communications team has played a key role in leading the Authority's public consultation and engagement agenda on major pieces of work including the consultation on the Budget, Household Survey and the Velothon consultation. Social media continues to grow with residents commenting by Facebook and Twitter.

**Property Services** continued to carry on streamlining our offices and this has gone extremely well. Pontllanfraith House was closed as planned in February 2016 realising a saving of £600k per annum. The site is currently being advertised for sale and the interest level is high. Other departments have successfully been relocated to Penallta, Tredomen, and Tir-y-Berth. Dyffryn House has been sold (subject to contract) to a large manufacturer, securing jobs in the borough. The value of Capital receipts from the disposal of land and buildings for 2015/16 was £883,710. Office accommodation costs have reduced by 18.18% between 2014/15 and 2015/16. The condition of our worst performing buildings has improved by 61% from 2014/15 to 2015/16.

Property Services has worked with Natural Resources Wales (NRW) to bring forward the Risca Flood Alleviation Scheme. Works commenced in September 2015 and are now complete. The scheme was part funded by the Council and on completion will reduce the number of properties in Risca subject to flooding in an extreme event from 752 to 459, a difference of 293 properties.

Phases 1-3 of the secondary school development at Y Gwindy (formerly St Ilan) have been completed. The project was designed and project managed by the Authority's Building Consultancy Team and was completed on time and within the budget of £20m. This project is particularly interesting as it combines the architectural challenges of the refurbishment of an abandoned listed structure, refurbishment of a former 1980s teaching block and construction of new facilities and bringing them all together as a cohesive development

**Procurement** continues to use the Caerphilly Community Benefits guide which actively aims to consider initiatives that are linked to targeted recruitment & training. This means we aim to use our purchase of goods and services to provide additional apprenticeships and training opportunities wherever possible. Some recent examples include improving our housing stock and the Construction of Islwyn High School, which included 17 work experience placements, 2 trainees and 7 apprentices.

It has been a busy time for **Electoral Services**, who ran 5 by-elections, the recent Welsh Assembly and Police and Crime Commissioner Elections and the EU Referendum. The later had a 70.7% turn out making our polling stations very busy throughout the year.

We retained our Lexcel accreditation for our **Legal Services** and the inspection recognised several areas of good practice.

**IT and Central Services** provides a complex range of services underpinning the Authority's and its schools' information and communications technology (ICT) requirements. We improved our compliance with FOI request response times and replaced technologies affecting approximately 4,000 desktop computers and 450 servers.

	2015/16	2015/2016
	Actual	Target
IT Network & System Availability	99.71%	99.70%
Data Protection Act Subject Access Requests answered within 40 calendar days	64.00%	70.00%
FOI/EIR Act requests responded to within 20 working days	85.00%	80.00%

**The Human Resources Service** has continued to support managers to reduce the workforce numbers due to savings required to try to avoid compulsory redundancies. Excluding the end of fixed term contracts, there were 2 compulsory redundancies of the 82 leavers required to deliver savings proposals. **The Health and Safety Team** offered an additional service to primary schools for the first time. 65 primary schools bought this service with 99% overall satisfaction rates from these schools.

Our 6 **Customer Service Centres** performed well over the last year, with high levels of customer satisfaction (98% of customers satisfied with the service they received in Customer Service Centres) and very few complaints (800,000 contacts generated 2 corporate complaints).

More than 275,000 visits were made to the Customer Service Centres during 2015, including 220,486 visits to make payments with a total value of £26.1 Million. This is down from the 290,782 visits made in 2011 as more customers pay online or over the phone. The changes to opening hours in October 2015 as part of our efficiency savings were implemented with very few problems. Waiting times remained within target for almost all of 2015.

The Contact Centre answered 166,300 phone calls, replied to 35,000 e-mails from customers and forwarded 250,000 switchboard calls. Call answering performance remained within target values during every month of 2015 apart from September when the % of calls answered within 20 seconds dropped to 66.7% [Target=70%] and Unanswered calls rose to 5.3% [Target=5%].

During 2015 nearly 5,000 Blue Badges were issued to residents. In a survey of customers all respondents said that they had been well treated during the process. We are working closely with Welsh Government to improve the Blue Badge scheme and implement the improvements across Wales.

Blackwood Customer Service Centre moved into the Blackwood Library and the new Customer Service Strategy was approved.

<b>Our performance for 2015/16 was</b>	<b>Actual</b>	<b>Target</b>
% Calls unanswered – year to date (YTD)	5.07	5.00
Average Waiting time at Customer First Centres (minutes) YTD	5.30	10.00
Average Speed of Answer in the Contact Centre (seconds) YTD	4.67	20.00

For 2016 the service will be looking at more ways to provide services online to meet the needs of the customer whilst still continuing with a face to face presence.

Overall our Sickness levels are just below the corporate target with performance at 3.98%.

An Administrative Cost review in June 2015 (held by external auditors KMPG) showed our costs overall for Corporate Services as below the Welsh average.

Our main future challenge not surprisingly is how we continue to manage and provide services people need within the Austerity agenda, as it is anticipated that the Authority will need to find further total savings of around £25m for the period 2017/18 to 2020/21. There is more information about this in our Corporate Priority 8 – Affordability and in our Financial Summary on page 7.



## 2015/16 Financial summary and analysis for the Directorate of Corporate Services

The Directorate of Corporate Services continues to deliver within its allocated budget on a consistent basis and has made further savings and efficiencies over the past year in order to manage cost pressures and a shortfall in external funding.

Corporate Services including Miscellaneous Finance budgets and the Housing Revenue Account (HRA) reported a 2015/16 underspend of **£10.573m**.

Corporate Services reported a 2015/16 underspend of **£1.173m** as follows:-

- Corporate Finance reported an overall underspend of **£421k**. This relates in the main to delays in appointing to vacant posts, vacancies that have been held to support MTFP savings requirements for the 2016/17 financial year and additional one-off grant funding.
- Legal & Governance reported an underspend of **£195k** due to delays in filling posts and withholding vacancies to support MTFP savings requirements for 2016/17.
- Procurement reported an underspend of **£102k** which again is due in the main to vacancies that have been held to support MTFP savings requirements for the 2016/17 financial year.
- Performance & Property reported a net underspend of **£86k**. The main underspends are on Corporate Buildings and reduced planned maintenance spend. Building Consultancy also reported additional fee income during the 2015/16 financial year.
- Human Resources and Health & Safety reported a combined underspend of **£319k** again due in the main to vacancies being held to support the MTFP. An element of the underspend is also due to vacancies within the Occupational Health Section but these are now in the process of being filled.
- Other budgets within Corporate Services reported a net underspend of **£50k**.


Budgets in Miscellaneous Finance underspent by £2.638m, the most significant element of which was an underspend of £2.113m on capital financing budgets due to the following:-



- Changes to debt pooling arising from the Housing Revenue Account Subsidy (HRAS) buy-out. This saving has now been factored into the budget for the 2016/17 financial year.
- Deferral of borrowing to future years.
- Improved return on investments.

# Corporate Services

National Performance Information

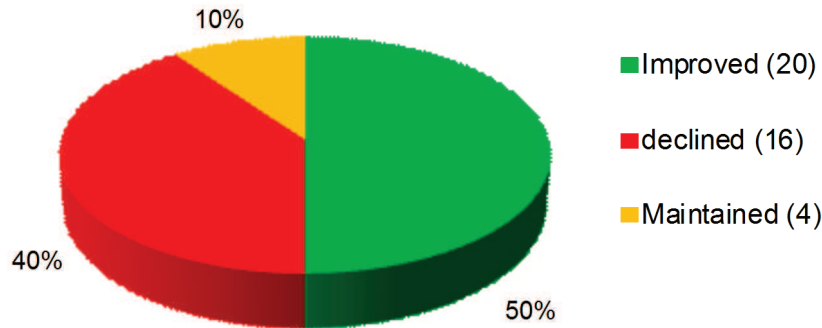
## Our performance keys show:

Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
		New Measure
	N/A	Data not available or comparable – see individual comments for an explanation.

Ref	Description	2014/15		2015/16			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
CHR002	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence. (PAM) <b>Improvement Direction: Lower result is better</b>	10.7	16	10.4	11.7	17 out of 22	9.9
	25,881 days/shifts were lost in 2015/16 to short term sickness absence and 50,839 days/shifts were lost to long term sickness for both staff and teachers, a total of 76,719 days/shifts lost. For an average 6,565 full-time equivalent employees.						
CAM037	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres. (PAM) <b>Improvement Direction: A positive number is better</b>	N/A	N/A	N/A	1%	17 out of 22	3.0%
	<p>This measure is new to the Welsh Government Public Accountability Measure (PAM) data set for 2015/16. The reporting year results are for the previous operational year (i.e. 2014/15 actual result is reported in 2015/16). Through our Carbon Reduction Strategy, our corporate Energy Team continues to work with and support our property managers to secure good energy management principles and energy saving investments wherever possible.</p> <p>For those properties where a DEC was lodged/registered between 2013/14 and 2014/15 operational years, we have seen a 1% improvement to the percentage change in average DEC score (average score changed from 94.81 to 93.89).</p> <p>DEC ratings are categorised: A (score 0-25) B (26-50) C (51-75) D (76-100) E (101-125) F (126-150) G (over 150). Where A is more energy efficient.</p>						

# Overall Statutory Performance for 2015/16

## Our 2015/16 performance compared to previous year

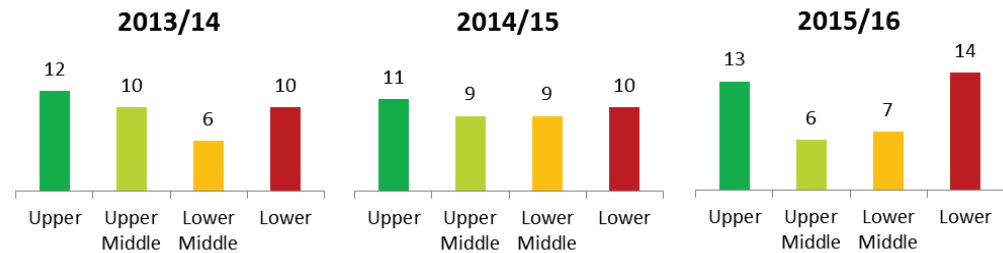


Source: Data Unit Wales

All 4 (10%) maintained indicators have maintained a performances of 100%.

It is important for the Welsh Government to understand how well local authorities are performing. In order to do this, they use 2 sets of National Performance Measures; the National Strategic Indicators (NSI) and the Public Accountability Measures (PAM). Over the last 2 years, there are 40 comparable measures covering the main areas of Government Policy, Social Services, Education and the Environment (Communities). The chart shows how we performed against those measures in 2015/16 where performance improved, fell or stayed the same when compared to the previous year.

### Number of PIs per quarter per year



	How did we perform when comparing 2015/16 to 2014/15?			How did we perform compared to Wales in the 4 quarters?				How did we perform against our Targets?		
	Improved	Deteriorated	Maintained	Upper	Upper Middle	Lower Middle	Lower	Met Target	Missed Target	No target set
Education	6	5	1	2	1	2	7	7	5	-
Communities	6	4	-	3	3	2	2	5	5	-
Social Services	8	6	3	8	2	3	3	13	7	-
Corporate	-	1	-	-	-	-	2	-	1	1

Source: Data Unit Wales

Source: Internal

## Indicators where performance has fluctuated significantly and those who are performing well

- The percentage of waste we send to landfill has decreased considerably over the last year and our performance has moved from the upper middle quarter to the upper quarter in Wales, with 9.57% of waste being sent to landfill compared to 28.26% in 2014/15. We were able to achieve this in 2015/16 as we have been able to send an entire year's worth of waste to the Viridor plant in Cardiff for disposal. **(Communities - WMT004b)**
- While we needed to reduce the opening hours of our libraries, which resulted in the average number of visits declining per 1,000 population our performance has maintained its position in the upper quarter and 6th in Wales. **(Communities - LCL001b)**
- Whilst the number of fly tipping incidents has been on the increase in 2015/16 we were still able to improve the amount of materials we cleared within the 5 working days, from 93.61% in 2014/15 to 97.95% in 2015/16. Moving us from the upper middle quarter in Wales to the upper quarter and from 16th in Wales to 3rd. **(Communities - STS006)**
- Over the past four years we have seen a significant decrease in the number of POVA (protection of vulnerable adults) referrals, meeting the threshold of significant harm, therefore we have been able to increase the percentage of adult protection referrals completed where the risk was managed to 95.26% from 86.96% over the year, taking Caerphilly from 21st in Wales to 16th. **(Social Services - SAC019)**
- Although just 2 of the 35 pupils in care leaving education, training or work based learning in academic year 2014/15 (performance year 2015/16) left with no qualifications, our overall performance decreased from 0% in 2014/15 to 5.71% in 2015/16. Taking us from 1st in Wales to 22nd, and from the upper quarter to the lower quarter. **(Education - EDU002ii)**
- There were significant differences in the abilities of this year's group of looked after 16 year olds and the average external point score for those 16 year olds decreased in 2015/16 to 239 pts from 322 pts in 2014/15, taking us from 5th in Wales in 2014/15 to 15th in 2015/16. **(Social Services - SCC037)**
- For the past 4 years we have completed a 100% of the final statements of special education needs issued excluding exceptions within the 26 week statutory deadline. Although we had more pupils requiring Statements of Education Need (SEN) this year, we still completed all of them 100% within the statutory timescale making us 1st in Wales. **(Education - EDU015b)**
- The Authority has remained in contact with 100% of formerly looked after children at 19 years for the past 4 years remaining 1st in Wales from 2012/13. For the past 2 years 100% of those 19 year olds have been in suitable accommodation and the Authority has remained 1st in Wales during that period 2014/15—2015/16. **(Social Services - SCC033d, SCC033e)**

***All performance Indicators referenced above can be found in the Directorate section of this report.***

## Reviewing our Services — What our Regulators told us about our services in 2015/16

Each year we receive an Annual Improvement Report from the Wales Audit Office. For 2015/2016 the Auditor General concluded:

“Based on, and limited to, the work carried out by the Wales Audit Office and relevant regulators, the Auditor General believes that the Council is likely to comply with the requirements of the Measure during 2016-17

The Auditor General has reached this conclusion because:

- The Council complied with its improvement planning and reporting duties under the Measure.
- CSSIW reported that the Council continued to take a structured and planned approach to develop and transform services in readiness for the Social Services and Wellbeing (Wales) Act (SSWB Act), and this was also reflected in the objectives set out in the local single improvement plan.

The Council had effective financial control arrangements and a track record of achieving savings in advance. However, it did not have a comprehensive medium-term financial plan, and monitoring progress of savings was fragmented.

The Council responded to its financial pressures in 2012 by reviewing its leisure centres and outdoor recreation and leisure facilities, but given its stronger financial position for 2016-17 onwards, the Council can now take stock to adopt a more holistic and strategic approach to reviewing its sports and leisure services to ensure that together they can meet the future needs of its citizens.

- The Gwent Frailty Programme had demonstrated positive regional cross-sector partnership working to tackle growing community-based needs, but it had not evidenced tangible improved outcomes, which would be important as partners determine the future of the programme.
- The Council had further improved its data quality assurance arrangements, resulting in increasingly robust data quality
- Disciplinary investigations are continuing in relation to the issues about senior pay identified in the ‘Report in the Public Interest’ issued in March 2013. Consequently, there are a number of interim or acting posts at senior management level, and a degree of uncertainty remains at the Council until the disciplinary proceedings are concluded”.

The recommendations from the AIR 2015/16 were to take forward improvements that have been suggested by the Care and Social Services Inspectorate Wales following their evaluation of our Performance in 2014/15 and these are being acted on.

**The specific work undertaken this year is noted below:**

**Project name**

Wales Audit Office Financial Resilience Assessment

Wales Audit Office Annual 'Improvement Plan' Audit

Wales Audit Office Annual 'Assessment of Performance' Audit

Wales Audit Office Corporate Governance progress review

Wales Audit Office: Sports and Leisure Review

Wales Audit Office: Waste Review

Wales Audit Office: Gwent Frailty Programme

Estyn: Evaluation of schools performance

CSSIW: Annual Review and Evaluation of Performance

Welsh Language Commissioner

**Brief description**

Review of the Council's financial position and how it is budgeting and delivering on required savings.

Review of the Council's published plans for delivering on improvement objectives.

Review of the Council's published performance assessment, including testing and validation of performance information.

Review of arrangements to address external audit, inspection and regulation recommendations, and proposals for improvement

Review of the development of a sport and leisure strategy.

Overview of the Council's progress in considering changes to its waste and recycling service to meet future statutory targets.

A review of the Gwent Frailty Programme to assess whether the Programme had delivered improvements in line with individual organisations' expectations.

A review of performance across a range of areas within schools in the Council.

An evaluation of the Council's performance in delivering its social services functions.

The Welsh Language Commissioner's response to the Council's 2014-15 Annual monitoring Report.

The outcomes of the reports above can be found on the Website address below.

Wales Audit Office is the overseeing regulator for the whole Authority. Reports from the relevant inspectorates can be accessed from the websites listed below: [www.wao.gov.uk](http://www.wao.gov.uk). Wales Audit Office can be contacted by e-mail [audit.wales/contact-us](mailto:audit.wales/contact-us) or writing to WAO 24 Cathedral Road, Cardiff CF11 9LJ

Additionally the Council monitors the progress of agreed suggestions and recommendations made by our Regulators through a register which is reported to the Councils Audit Committee twice a year. The monitoring of these can be found on the Councils Internet under [Audit Committee Meetings](#).

# Promoting Equalities and the Welsh Language

The Council is committed to identifying and eradicating any form of discrimination, whether direct or indirect, institutional or other, in employment, training and in the procurement and delivery of its services. The Council's equalities statement makes its commitment clear:

*This Council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities, residents, elected members, job applicants and workforce.*

*We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL and other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.*

As part of meeting its ongoing duties under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, Caerphilly County Borough Council updated its Equalities Objectives in readiness for 1<sup>st</sup> April 2016, and also updated the action plan that sets out how these objectives will be met.

This document sets out those Equalities Objectives and related actions that Caerphilly County Borough Council has chosen, following extensive consultation and engagement with the public and other stakeholders. We also have introduced actions under the new **Welsh Language Standards (WLS)**. These are statutory duties around Welsh Language issues under the Welsh Language (Wales) Measure 2011, the regulations of which were agreed in March 2015. For Caerphilly County Borough Council this means that they begin to come into force from 30<sup>th</sup> March 2016.

The Council has also included actions around the **Armed Forces Covenant (AFC)** under this scheme as so much of the work runs in parallel and is related. It has also linked in with existing partnership working so as to take advantage of work already ongoing in the county borough and not create additional work where good practice is already being achieved. This has resulted in 11 “umbrella” themes under which the Council can show its commitment to as wide a range of issues as possible.

9 of our objectives can be classed as outward-facing and involve a great deal of partnership working, whilst the final 2 are more inwardly focused and show how the council's own internal practices continue to develop.

The full report can be accessed at:

<http://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Equalities/Strategic-Equality-Objectives-and-Action-plan>

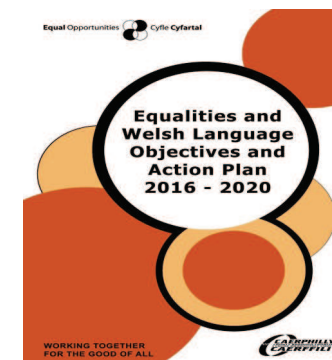
An update of our progress against our Strategic Equality Plan can be found at <http://www.caerphilly.gov.uk/CaerphillyDocs/Equalities/Strategic-Equality-Plan-Annual-Report-2014-2015>. Although this is noted at June 2015 it was written in advance and is not due to be updated until March 2017 so this is the most recent update against our action plan.

This year we received an award for Stonewall (is a lesbian, gay, bisexual and transgender rights charity in the United Kingdom) as most improved Local Authority by promoting access of services for all young people regardless of gender and sexual orientation. All schools in the borough have been provided with written guidance in relation to prejudice based bullying with future lessons to include these issues in the curriculum.

We run a range of training and development and last year enrolled 142 members of staff, partners, elected members and so forth in Welsh Language training and delivered courses which included Saturday and Weekend Welsh Schools, Lampeter Residential Course and any revision courses required to prepare staff for examinations in the summer each year. In the academic year 2014-2015 (reporting year 2015/16) a total of 32 people booked to attend a variety of British Sign Language (BSL) Courses, ranging from taster courses to 30 week courses Welsh Government funded Gypsies and Travellers Equalities and Inclusion Training and Caerphilly was selected as a pilot area to run a session pan Gwent. The course is designed for Health, Housing and Social workers in partnership with Gypsies and Travellers. As part of a National Welsh Government funded project, Victim Support delivered Hate Crime Awareness training to key service areas within West Gwent. This free opportunity was made available to those Local Authority services who may encounter possible cases.

We continue to deliver improvements to make public buildings accessible for all. In 2013, we reviewed our original disability access policy dating from 2006 and implemented an updated internal policy titled '**Disability Legislation and Access to Council Properties Policy 2013**'. Each year, a programme of Disability access work is arranged to improve the physical access capacity of council owned buildings and since 2010, we have completed 145 'Disability Access Surveys' and with other property/site knowledge and continued investments, we have now improved public access for 210 properties (up from 140 back in 2010).

A great deal of the Council's Equalities related information is already published in greater detail on the Equalities pages of the Council's website, available at:- [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities)





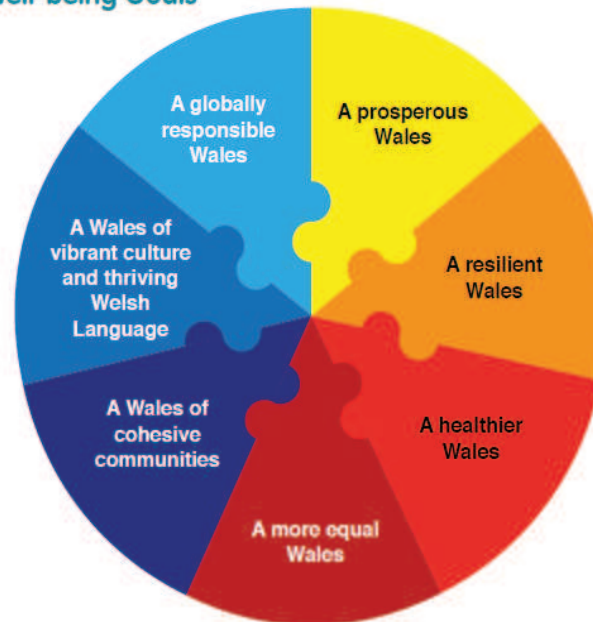
# The Well-being of Future Generations Act (Wales) 2015

A new Act has been introduced by the Welsh Government, which will change some aspects of how we work. The general purpose of the Act is to ensure that the governance arrangements of public bodies for improving the well being of Wales take the needs of future generations into account. The Act is designed to improve the economic, social, cultural and environmental well being of Wales in accordance with the sustainable development principles

## Well-being Goals

The Well-being of Future Generations (Wales) Act is about encouraging public bodies to think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. This will help us to create a Wales that we all want to live in, now and in the future. To make sure we are all working towards the same vision, the Act puts in place **seven** well-being goals, which are noted below. On page 81 there is a description of what the seven goals mean.

Well-being Goals





## Well-being Goals

The seven well-being goals ('the goals') show the kind of Wales we want to see. Together they provide a shared vision for the public bodies listed in the Act to work towards.

They are a set of goals; the Act makes it clear the listed public bodies must work to achieve all of the goals, not just one or two.

Goal	Description of the goal
A prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.
A resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
A healthier Wales	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.
A Wales of vibrant culture and thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
A globally responsible Wales	A globally responsible Wales. A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being, and the capacity to adapt to change (for example climate change).

Below are 5 ways of working that Public Bodies including the local authority need to work towards and consider all these factors in our decision making

There are 5 things that public bodies need to think about to show that they have applied the sustainable development principle. Following these ways of working will help us work together better, avoid repeating past mistakes and tackle some of the long-term challenges we are facing.

- 

**Long term**  
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
- 

**Prevention**  
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.
- 

**Integration**  
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
- 

**Collaboration**  
Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
- 

**Involvement**  
The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

## Progress so far.....

### *Well-Being Future Generations Act 2015*

We are currently having conversations with a wide range of people and groups on behalf of the Caerphilly Public Services Board, to ask people about the Caerphilly they want in the future and to gain an understanding of whether peoples experience of living and working here supports or disagrees with what the statistics tell us.

We have run several workshops, across 5 specific community areas so we can gain peoples opinion on the 'Caerphilly they want' so we can ensure a richer narrative and understanding along with the data so our assessments build on a range of information, not just statistics.

We will also use 9 statutory data sets with additional data to pull together a qualitative and quantitative picture for the 'local well-being assessment' of the area. From that picture we will pull together a 'well-being plan' which will help all partners to work together to priorities and take actions to improve quality of life for those who live and work in the borough.

We have targeted events running with organisations to look at future trends, long term and preventative approaches, and multi-generational challenges facing the Caerphilly county borough to have a better understanding of what the borough will look like in 2040.

Internally we are working on a range of changes and improvements based on the 5 ways of working, to 7 organisational structures, which are: Corporate, Financial and Workforce Planning, Procurement (the way we purchase goods and services) the way we manage our Assets, Performance Management and Risk Management. For example we are looking more closely at how we identify and capture longer term risks that will affect the population whilst retaining the appreciation of short term and immediate risks.

In thinking differently we will be running a range of staff awareness and training sessions and looking at how our decision making is made and recorded to show we have considered the 5 ways of working when we make Council decisions for example on expenditure. Another example in our Financial Planning is where we have introduced a tool to make sure that any savings proposals are impact assessed to ensure the 5 ways of working are taken into account and how delivery towards the Well-being goals would be impacted against the individual savings proposals.

If you wish to know more about the Well-being and Future Generations Act and our work towards meeting it please contact Kathryn Peters, Corporate Policy Manager on [peterk@caerphilly.gov.uk](mailto:peterk@caerphilly.gov.uk) or call 01495 235108

## Other Policy and Legal Developments

Welsh Government produces a range of legislation in which we as an Authority have a duty to implement. This year the **Social Services and Well being Act 2014** came into place April 2016.

The intention of the Act is to:

- Transform the way social services are delivered, mostly through promoting people's independence to give them a stronger voice and control.
- Integration and simplification of the law to provide greater consistency and clarity for people who use social services, their carers, local authority staff and their partner organisations, the courts and the judiciary.
- Promote equality, improve the quality of services and the provision of information people receive, as well as ensuring the right incentives for commissioners to achieve a shared focus on prevention and early intervention.
- Integrate and align arrangements so that there is a common set of processes, *for people*.

Page 14  
There is a clear emphasis on wellbeing and a requirement for Local Authorities to gain a better understanding of who needs care and support in their community and a recognition that improving wellbeing is a combined effort. As such we are working regionally with 5 Local Authorities across the region and the Health Board to produce a Population Needs Assessment report *the extent to which there are people who need care and support and carers who need support* and a single partnership arrangement must be established and the assessment will inform a regional report. There are several different parts to the Act some of which include new duties on local authorities to promote the development of new ways of working such as through social enterprises, co-operatives and voluntary sector services. We are also required to promote the availability of preventative services from the third sector in the arrangements it makes for providing care and support, and informing people what services are available. We are working on consulting with users of social services to gain their opinion on the service provided and this consultation will run between September - November 2016 with the results being published the end of March 2017.

The **Environmental (Wales) Act 2016** came into place this year and has 7 different parts to it, the main areas that concern us will be Part 1: Sustainable management of natural resources which is focused on the opportunities our resources provide. Part 2: Climate change- provides the Welsh Ministers with powers to put in place statutory emission reduction targets and carbon budgeting to support their delivery and Part 4: Collection and disposal of waste – improves waste management processes by helping us achieve higher levels of business waste recycling, better food waste treatment and increased energy recovery and we discuss this within the Communities Directorate statement.

Other duties will involve a requirement to report on our biodiversity activities and outcomes as Local authorities will also be required to meet the new biodiversity and resilience of ecosystems duty.

## Developments to Improve our Services

Local government is at a crossroads. The reduction in funding during the austerity programme over the next five years is widely felt to be more than just a reduction in budgets: it is a 'tipping point' and a watershed, where local government will have to fundamentally redefine what we do; what services we provide and how we provide them. It will require a new relationship and understanding with our communities as to what we do, why we exist and what our residents can expect.

To cope with this challenge we need to have a clear picture of what sort of council we want to be. We want to be an organisation that knows where it is going and how we are going to get there - not one that is simply swept along by events.

Caerphilly has a proud record of being recognised as a high performing authority with good resident satisfaction levels and maintaining this proud record is something we want to preserve. Some things are certain in that we will have considerably less money to spend on services than we do now. Assuming school and health budgets are protected, all other services will probably have 20 – 25% less money than they currently do. At a UK level the Government has spoken of reductions in spending of up to 40%, so this estimate (20 – 25%) may prove to be an underestimate. We hope to know more following the Government's Autumn budget statement announced in November 2016

We also have demographic changes, particularly with the growing proportion of older people within the community. After schools, social care is by far our largest budget and the aging population may bring added pressures to this service. Meanwhile public expectations continue to change. More and more people are used to high quality, responsive on-line digital services from the organisations and businesses they deal with, and they expect local authorities to be capable of offering the same service.

We operate against a backdrop of a relatively weak local economy and high levels of deprivation. Recent evidence shows that Caerphilly has the highest percentage of 'workless' households of any authority in Wales. We also have some of the worst ill-health indicators in the UK. This impacts on demand for services and on key outcomes such as educational attainment. The government's austerity programme and reductions in benefits and welfare spending will take considerable sums out of the local economy and has the potential to hurt many local people significantly and push many families into crisis.

Therefore we have set up Business Improvement Teams across a wide range of areas as part of our Improving Service Programmes to look at new ways of working. Improvements take place routinely but this is an opportunity to provide a structure our programme. These programmes will be lead by in-house expertise rather than use consultants so we do not increase costs. We have 12 programmes some of which include alternative ways of working (are we working in the best way we could), asset rationalisation (are we making the best use of our property portfolio of over 800 buildings), reviewing our customer services strategy to offer more services online and Waste services (to meet the challenges of recycling targets).

We will update you next year, through Newline and through more formal publications on our successes and will no doubt be seeking your views on some of our suggestions for improvement in some of these areas.

## Useful Web Links



[Council's Improvement Objectives 2015-2016—Full details](#)

<http://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Improvement-Plan/Improvement-Objectives>

[Caerphilly's Public Services Board](#)

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

[Future Generations Commissioner](#)

<http://www.thewaleswewant.co.uk/future-generations-commissioner>

[Stats Wales](#)

<https://statswales.gov.wales/Catalogue>

[Human Rights Commission \(Equalities\) - Wales](#)

<https://www.equalityhumanrights.com/en/commission-wales>

[Welsh Language Standards](#)

<http://gov.wales/about/welshlanguagestandards/?lang=en>

[Wales Audit Office](#)

<http://www.audit.wales/>

[Care and Social Services Inspectorate wales \(CSSIW\)](#)

<http://cssiw.org.uk/splash?orig=/>

[ESTYN](#)

<https://www.estyn.gov.wales/language>

## How to contact us

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

Please contact us by: Email: [PMU@caerphilly.gov.uk](mailto:PMU@caerphilly.gov.uk) OR by Web link: [Council Performance](#) and follow the instructions on screen:

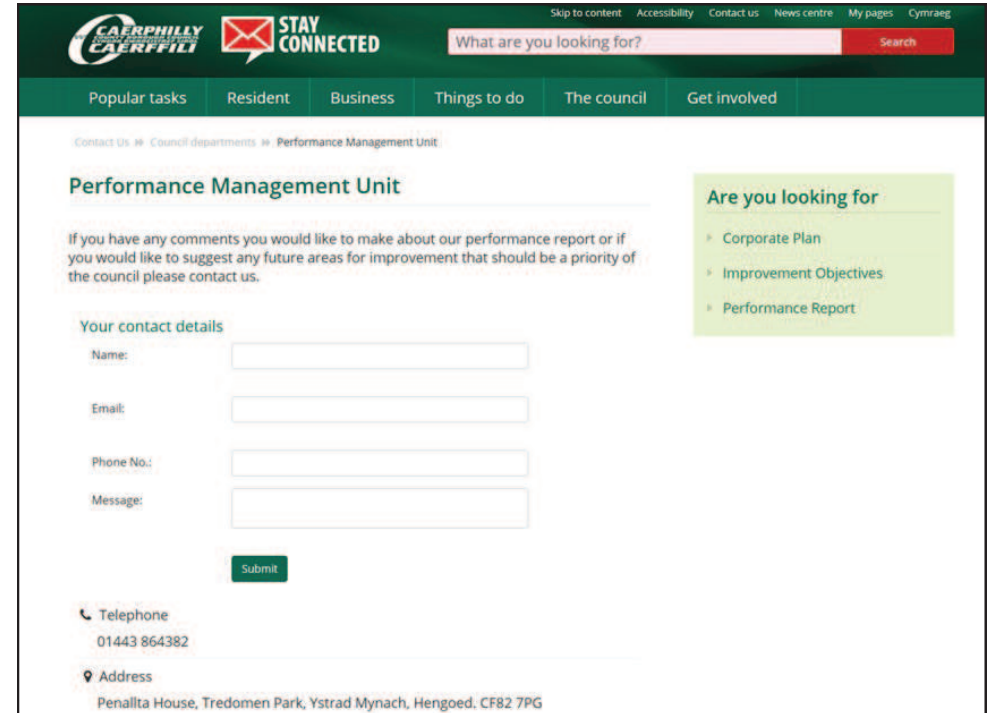
**Alternatively, please contact:**

**Ros Roberts**

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

**Tel:** 01443 864238

**E-mail:** [roberr@caerphilly.gov.uk](mailto:roberr@caerphilly.gov.uk)



The screenshot shows the Caerphilly Council website's 'Performance Management Unit' contact page. The page has a green header with the council logo and 'STAY CONNECTED' text. A search bar is visible in the top right. Below the header is a navigation menu with options like 'Popular tasks', 'Resident', 'Business', 'Things to do', 'The council', and 'Get involved'. The main content area is titled 'Performance Management Unit' and includes a brief introduction: 'If you have any comments you would like to make about our performance report or if you would like to suggest any future areas for improvement that should be a priority of the council please contact us.' To the right, there is a green box titled 'Are you looking for' with links to 'Corporate Plan', 'Improvement Objectives', and 'Performance Report'. The contact form itself is titled 'Your contact details' and contains fields for 'Name', 'Email', 'Phone No.', and 'Message', followed by a 'Submit' button. At the bottom, contact information is provided: 'Telephone: 01443 864382' and 'Address: Penallta House, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG'.

This document is also available in different languages and formats upon request. Further information can also be found on our website: [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)



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







## COUNCIL - 11TH OCTOBER 2016

**SUBJECT: ANNUAL DIRECTOR'S REPORT ON THE EFFECTIVENESS OF SOCIAL CARE SERVICES 2015/2016**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151 OFFICER**

---

- 1.1 The attached report, which detailed the key messages that had been identified in the preparation of the seventh Annual Director's Report on the Effectiveness of Social Care Services, was presented to the meeting of the Health Social Care and Wellbeing Scrutiny Committee on 13th September 2016.
- 1.2 Members were advised that the process of compiling the report has been undertaken in accordance with the Annual Council Reporting Framework. It was the seventh Annual Director's Report and its aim is to provide a summary outlining the effectiveness of how CCBC delivers Social Services to its citizens. The report provides details on the Directorate's performance for 2015-2016 and the priority areas for development in 2016-17. In 2015-16 the Directorate set itself a number of specific divisional priorities. The progress achieved in relation to these priorities is shown throughout the document.
- 1.3 The Directorate has also identified a number of priority areas for development in 2016-17. These are also shown throughout the document and have informed the Directorate's Annual Service Plan for 2016-17. Following presentation to Council on 11th October 2016, the Annual Director's Report will be made available to members of the public, partner agencies and stakeholders.
- 1.4 After due consideration, it was recommended that the Annual Director's Report on the Effectiveness of Social Care Services 2015-16 be noted and the report be submitted to Council on 11th October 2016 for adoption.
- 1.5 Members are asked to consider the recommendation.

Author: Amy Dredge, Committee Services Officer

Appendix: Report to Health Social Care and Wellbeing Scrutiny Committee on 13th September 2016.

This page is intentionally left blank



## HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 13TH SEPTEMBER 2016

**SUBJECT: ANNUAL DIRECTOR'S REPORT ON THE EFFECTIVENESS OF SOCIAL CARE SERVICES 2015-16**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

---

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

- 1.1 To inform scrutiny committee of the key messages that have been identified in the preparation of the seventh Annual Directors Report on the effectiveness of social care services in Caerphilly CBC (Appendix 1).
- 1.2 To seek the views of the committee on the report prior to the presentation of the report to Council on the 11th October 2016.
- 1.3 To inform members of the future requirements of the Social Services & Wellbeing (Wales) Act 2014 (SSWBA) in terms of the content of annual reports.

### **2. SUMMARY**

- 2.1 In June 2009, the Welsh Assembly Government issued Statutory Guidance on the Role and Accountabilities of the Director of Social Services. The Guidance sets out a requirement for Directors of Social Services to report annually to the Council on the performance of Social Services functions, and plans for further improvement. The process of compiling the report has been undertaken in accordance with the Annual Council Reporting Framework. This framework has been devised by the Social Services Improvement Agency, in conjunction with the Welsh Government, and provides a structure for the compilation of the Annual Report.

### **3. LINKS TO STRATEGY**

- 3.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services (Welsh Government, June 2009).
- 3.2 Annual Council Reporting Framework (Social Services Improvement Agency, 2009).
- 3.3 Local Authority Social Services Inspection, Evaluation and Review Framework (Care and Social Services Inspectorate, April 2009).
- 3.4 Social Services & Wellbeing (Wales) Act 2014; Well-being of Future Generations (Wales) Act 2015.
- 3.5 The functions of the Social Services Directorate contribute to the Safer, Healthier and Learning Caerphilly Priorities within the Single integrated Plan, Caerphilly Delivers. As part of its Corporate Plan for 2016/17 the Council has set eight corporate priorities, two of which relate to Social Services. These are:

- CP1- Peoples social care needs are identified and met in a
- timely and appropriate way.
- CP2 – Children and Adults are safeguarded from abuse.

#### **4. THE REPORT**

- 4.1 This will be the seventh Annual Director's Report for Caerphilly County Borough Council. The aim of the report is to provide a summary outlining the effectiveness of how Caerphilly County Borough Council delivers Social Services to its citizens. The Report provides details on the Directorate's performance for 2015-16 and the priority areas for development in 2016-17.
- 4.2 In 2015-16 the Directorate set itself a number of specific divisional priorities. The progress achieved in relation to these priorities is shown throughout the document.
- 4.3 The Directorate has also identified a number of priority areas for development in 2016-17. These are also shown throughout the document and have informed the Directorate's Annual Service Plan for 2016-17.
- 4.4 The report put significant focus on our preparation for the introduction of the Social Services & Wellbeing (Wales) Act 2014 as well as highlighting a number of key issues which the Directorate dealt with in 2014-15 but remain significant issues moving forward, namely;
- Our response to Operation Jasmine
  - The current fragility of the care sector
  - Ongoing financial pressures
  - A focus on integrated services with Aneurin Bevan University Health Board
  - Responding to the Public Law Outline
  - Our links to Corporate Priorities
- 4.5 Following presentation to Council on the 11<sup>th</sup> October 2016, the Annual Director's Report will be made available to members of the public, partner agencies and stakeholders.
- 4.6 This will be the last time that Directors Of Social Services report performance / effectiveness this way. Part 8 of the SSWBA sets out specific requirements of Directors of Social Services in terms of the way that performance must be evaluated and reported moving forward. These requirements are set out in Appendix 2 of this report.

#### **5. EQUALITIES IMPLICATIONS**

- 5.1 This report is for information purposes and therefore the Council's Equality Impact Assessment process does not need to be applied.

#### **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no specific financial implications arising from this report.

#### **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no specific financial implications arising from this report. However, considerable work will need to be done to collate the future information requirements set out in Appendix 2. Where possible this work will be considered regionally but inevitably there will need to be a heavy local focus on data and evidence collection.

## **8. CONSULTATIONS**

- 8.1 In order to produce the Annual Director's Report a wide range of information sources are taken into account. For 2015-16 the Social Services Self Evaluation document was a major contributor. Information captured as part of the self-evaluation process includes feedback from our customers and regulators/inspectors. This feedback has been incorporated into the Annual Directors Report where relevant.

## **9. RECOMMENDATIONS**

- 9.1 The HSCWB Scrutiny Committee are requested to note the contents of the Annual Director's Report on the Effectiveness of Social Care Services 2015-2016 and offer its view(s) prior to submission to Council on 11<sup>th</sup> October 2016 for their adoption.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To ensure that Scrutiny Committee is fully informed on issues pertaining to the Annual Director's Report on the Effectiveness of Social Care Services 2015-16.
- 10.2 Statutory guidance requires the Corporate Director Social Services to present the Annual Report to Council for their adoption.

## **11. STATUTORY POWER**

- 11.1 Social Services & Wellbeing (Wales) Act 2014.

Author: Dave Street, Corporate Director Social Services  
Consultees: Councillor Robin Woodyatt, Cabinet Member  
Social Services Senior Management Team

### Appendices:

Appendix 1 - Annual Directors Report on the effectiveness of Social Care Services 2015-2016  
Appendix 2 - Statutory Guidance on the Director's Annual Report

This page is intentionally left blank

APPENDIX 1

# ANNUAL DIRECTOR'S REPORT ON THE **EFFECTIVENESS OF SOCIAL CARE SERVICES**

2015-2016



Page 125

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



# Contents

Section		Page
<b>1</b>	<b>Director's Introduction</b>	3
<b>2</b>	<b>Cabinet Member for Social Services</b>	5
<b>3</b>	<b>Social Services Outcomes</b>	6
<b>4</b>	<b>Our Performance &amp; Priorities</b>	7
<b>5</b>	<b>Links to Corporate Priorities</b>	31
<b>6</b>	<b>Conclusion</b>	33
<b>7</b>	<b>Where to Find Out More</b>	34





## Director's Introduction



**Dave Street**  
Corporate Director  
Social Services

Page 27

I am pleased to present the seventh Annual Directors report for Caerphilly Council's Directorate of Social Services. The purpose of this report is to outline the achievements of the Directorate in 2015/16, explain how the changing face of social care legislation is impacting on the way we deliver services and to highlight the challenges faced in providing services to a changing population at a time of significant financial austerity for our communities and the public sector in general.

The introduction of the Social Services & Well-being (Wales) Act 2014 is a landmark for Social Services across Wales. Throughout 2015 the Directorate has been preparing for its introduction with significant training events for staff. A key element of our preparation for the Act has been our joint work with the four local authorities in the 'Gwent' region and other key partners, particularly in terms of the ongoing development of our population needs assessment. The Act means that the way our performance will be measured will change significantly and the work we do in 2016/17 will be fundamental in ensuring that we have mechanisms in place to move to these new performance measures.

In my report for 2014/15 I referenced the impact of the current financial climate on the provision of Social Services. It is clear that financial austerity will be with the public sector for the foreseeable future and will continue to present a formidable challenge to the provision of quality services. In 2015/16 the Social Services Directorate made savings of around £3.1million and was able to do this in a way that minimised the impact on the public by targeting back office areas and general efficiencies. Despite these budget reductions, it is of great credit to staff that they have been able to maintain performance levels throughout the year.

The safeguarding of children and adults in our communities has been, and will remain, our most significant objective as a Directorate. In July 2014, Dr. Margaret Flynn published 'In Search Of Accountability - A review of the neglect of older people living in care homes investigated as Operation Jasmine'. These events occurred in South East Wales and many of them within the geographical boundaries of Caerphilly. Whilst work has been ongoing to improve the care of older people in care settings, the publication of Dr. Flynn's report has brought about the opportunity for further reflection on our position. Accordingly, as a result of this report, two learning events for managers and practitioners were held and the Gwent Wide Adult Safeguarding Board has made residential care for older people one of its three key priorities. Internally, the authority has established a Corporate Safeguarding Group which brings key representatives from all parts of the authority together. This reinforces the message that safeguarding is the responsibility of all staff within the local authority.

One major area of concern at the moment is the fragility of the care sector across Wales. Caerphilly, like almost all other authorities, is experiencing a series of service closures that appear to have occurred as a result of Providers experiencing financial difficulty, and finding it difficult to recruit and retain particular groups of staff. These issues are by no means unique to Caerphilly and we are working hard in partnership with the Welsh Government to identify a sustainable solution. In addition, whilst the implementation of the increases in the National Minimum Wage from April 2016 is welcomed, it has increased the financial pressures on Providers. To this end the authority has uplifted its fees to providers by around £1.4million to help ease the difficulties in this area.

## Director's Introduction



**Dave Street**  
Corporate Director  
Social Services

A stable provider market is essential in allowing the authority to maintain the improvement it has made in Delayed Transfers of Care (DToC). 2015/16 has seen significant pressures in this area with substantial staff resources being utilised to keep DToC numbers as low as possible. It is to the credit of all staff involved that numbers have been able to be maintained at the level achieved.

The focus on integrated services with Aneurin Bevan University Health Board continues to be strong and 2015/16 saw the implementation of the Regional Partnership Board for Health and Social Care. Whilst still in its early stages, the Board will be the key mechanism for progressing integrated working.

We know that one of the fundamental difficulties in integrated working is information sharing between partner agencies. Consequently, Health Boards and Local Authorities across Wales are currently beginning to implement the Welsh Community Care Information System (WCCIS). This will be a single IT system giving Health and social care practitioner's access to shared information and help to avoid situations where users of our services have to provide the same information on more than one occasion. We will continue to work with other agencies to develop this system with implementation likely to take place in 2017.

Whilst a lot of our focus in 2015/16 has centred on the requirements of the Social Services & Well-being (Wales) Act 2014, it is by no means the only piece of legislation that has called for our attention. Firstly, the Welsh Language Act has required us to review the way we provide services to people who wish to converse with us in Welsh, and I am grateful for the work of our two Welsh language champions. Secondly, the Well-being of Future Generations Act, which has brought with it significant responsibilities for local authorities that will need to be factored into the

way we work, and finally, in April 2017 the Regulation and Inspection of Social Care (Wales) Act will come into force which will significantly change the way Social Care Services are inspected across Wales.

I hope my report provides a flavour of the challenges and achievements of Social Services in Caerphilly throughout 2015/16. As always, I am indebted to the work of all staff, Carers and Elected Members for their support over the past year and their commitment to delivering high quality services in increasingly challenging times.



# Section 2

## Cabinet Member for Social Services



**Robin Woodyatt**  
Councillor  
Page 129

April 2016 saw the introduction of the Social Services and Well-being (Wales) Act into the Local Authority. This Act will fundamentally change the way in which we deliver our social care services. Throughout 2015-16, the Social Services Directorate has been working hard to develop and transform our services in readiness, and making sure that the decisions we make now and for the future are compliant with the new Act. I am confident that the structured and planned approach we have taken to this work has positioned us well to take on the challenges that the new Act will bring.

The costs of providing quality social care services are increasing year on year. To help meet these growing costs, additional growth money of £2.5m was agreed by Cabinet for Social Services. Growth is essential to maintain the quality services we provide, and while this may seem like a large amount of money, it is essential in order to meet the increase in demand and to provide protection to the service in the years ahead.

The need for foster carers never goes away, and we are always looking for people in the county borough who are interested in caring for a child or children. Throughout 2015-16 there has been an active push towards the recruitment of new foster carers and over the course of the year the Directorate recruited 26 new foster carers. Unfortunately, however the service lost 31 carers due to retirement and resignation. Recruitment is a constant priority for our Children's services and the Foster Care Recruitment Strategy will continue to be monitored closely to ensure adequate numbers of carers are approved to meet the demand.

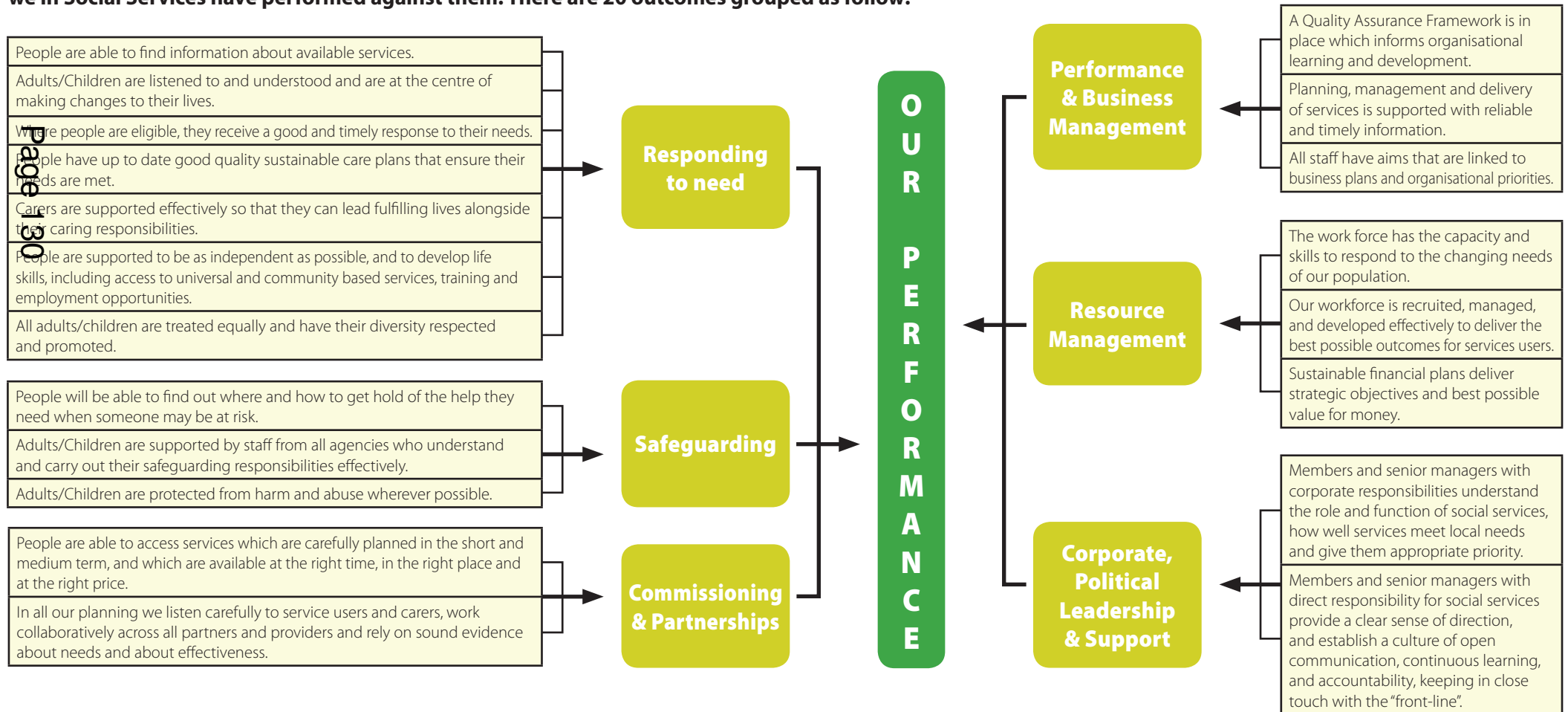
Looking forward, 2016-17 will continue to present challenges for the Directorate, such as implementation of the new Social Services and Well-being (Wales) Act and managing the demand for services in the face of an ageing population at a time of reducing public sector finances. However, I am confident that through playing an active part in pan Gwent activities and embracing collaborative working we can continue to provide the best possible services to those in need, when they need it, across Caerphilly county borough.

Finally, on behalf of residents of the county borough I wish to thank all members of staff for the services they provide to our most vulnerable people.



# Social Services Outcomes

Over the past few years we have been working hard towards the achievement of a set of specific outcomes. These outcomes are 'conditions of well-being' that we want to achieve for our service users, carers and staff. My report this year has been developed around these outcomes and I hope to show you how we in Social Services have performed against them. There are 20 outcomes grouped as follow:



# Our Performance & Priorities

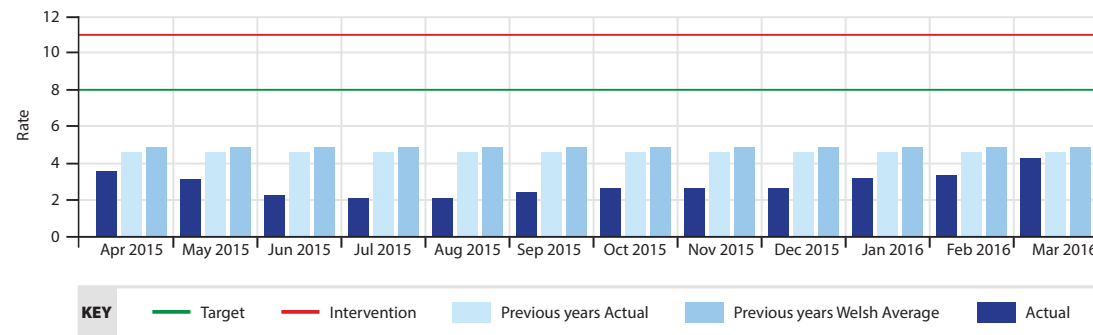
## Fact:

Did you know in 2015-16 there were 14,041 contacts recorded by the Information, Advice and Assistance Team (IAA). 8,974 for Adult Services and 5,067 for Children's Services.

## 4.1 Responding to Need

The Directorate of Social Services has 18 National Indicators that are comparable across the 22 Local Authorities in Wales. Of the 18 indicators, 14 of them are in the upper or middle quartiles, which equates to 77%. We have listed below some examples of our performance from the national suite of performance measures and where we are working to improve our performance.

### SCA/001 Rate of Delayed Transfer of Care (DToc) for social care reasons aged 75 plus



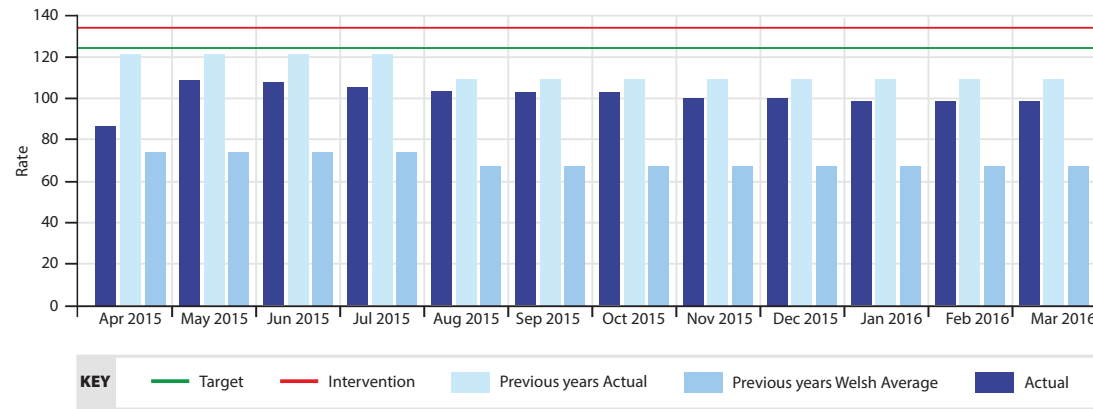
There were 58 delays coded to social care in total for 2015/16, this is a sustained improvement over the last few years. Figures in 2014/15 were 61. A number of changes have been made to the reporting process by Welsh Government, which has resulted in a change in practice, for example, the introduction of regional validation has helped to ensure consistency.

Additional Intermediate Care Funding was made available by the Welsh Government for use between 1st January and 31st March to address delays in the system. As a result, specialist equipment was purchased along with additional assessment capacity and money allocated to Care and Repair to provide minor adaptations in order to reduce the length of stay in hospital. This area will remain a priority for the Directorate given the national focus and need to improve outcomes for people.



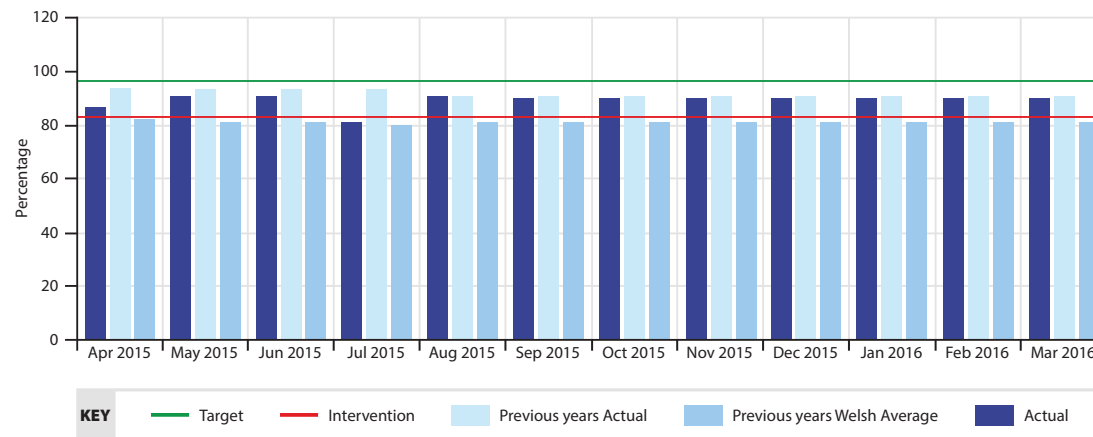
# Our Performance & Priorities

**SCA/002a** The rate of older people supported in the community aged 65 or over



The rate of older people supported in the community has reduced slightly from the previous year and is going in the right direction. This illustrates the impact that working differently with people is having in terms of enabling them to be independent and meeting their own needs rather than being reliant on statutory services. This target will be reduced in accordance with the implementation of the Social Services and Well-Being Act, which looks to provide more information advice and assistance to promote independence, choice and control.

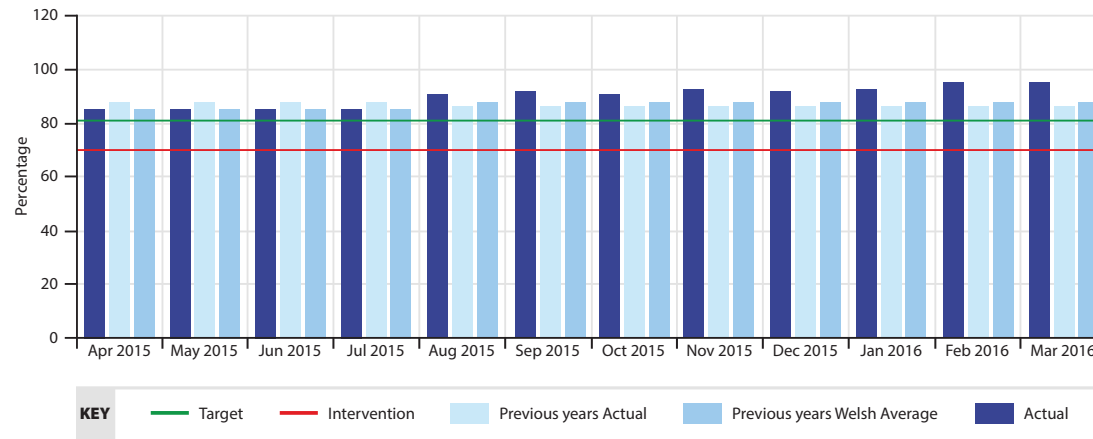
**SCA/007** The percentage of clients whose care plans should have been reviewed that were reviewed during the year



The Directorate has reviewed 91% of their clients care plans, which is an improvement on last year (90%). Performance in this area remains consistently good.

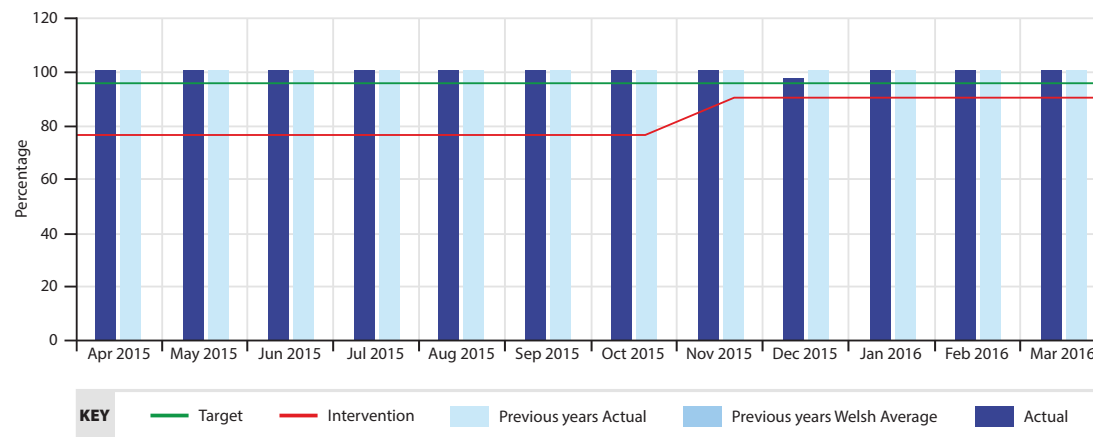
# Our Performance & Priorities

## SCA-018a The percentage of adult carers who were offered an assessment



The Directorate has offered an assessment and/or reviewed the needs of 94% of adult carers, which is an improvement on last years figure of 87%. In line with the development of the Information, Advice and Assistance service we are developing our processes in relation to recording information on the Carer's record and will be reviewing our management information reports to monitor in line with these developments.

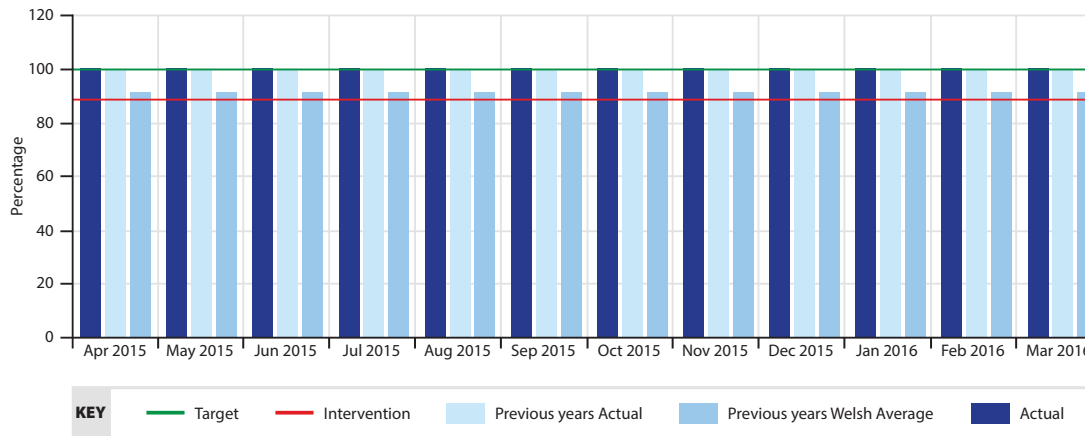
## SCC/030a % of young carers who were assessed



100% of young carers were assessed in 2015/16 continuing the previous years performance and placing the Local Authority in the top quartile in Wales.

## Our Performance & Priorities

**SCC/041a % of eligible children that have pathway plans**



The Directorate has maintained its performance at 100% compliance ranking the Local Authority as 1st in Wales.

Out of the 11 National Indicators for Children services, 3 have been ranked 1st in Wales and 5 fall into the Upper quartile. The 3 ranked 1st are:

- The % of former LAC in contact at age of 19
- The % of former LAC in suitable accommodation at 19
- The % of eligible children that have pathway plans



Out of the 7 National Indicators for Adult services, 3 fall into the Upper quartile within Wales. These are:

- The rate of older people supported in the community aged 65 or over.
- The rate of older people supported in care homes aged 65 or over.
- The % of clients whose care plans should have been reviewed that were reviewed during the year





## Our Performance & Priorities

### 4.1 Responding to Need

#### What we've done in 2015 - 2016

Within **Children's Services** we have continued to implement practice improvements to reduce challenges in the Courts, to improve Social Worker's confidence and to improve business processes. This has included leading on the implementation of the Connected Person's Assessment template across 10 South Wales Local Authorities in partnership with the Local Family Justice Board.

As mentioned previously, the Foster Care Recruitment Strategy is continually reviewed and revised. There is a consistent marketing campaign across the county borough using a variety of methods including; Facebook, the media, adverts in all public buildings and Health Centres, banners in parks and on school railings, leaflet drops and coffee morning drop-ins in key locations. This work will continue in 2016/17.

The Welsh Government/Social Services Improvement Agency (SSIA) National Outcomes Framework (NOF) Pilot concluded in September 2015 and Caerphilly was chosen to present their experiences at a National Conference. Training is being rolled out across Wales with the aim that all staff will be trained over the next two years. However, within Caerphilly, the NOF continues to be operated within the North Cluster area i.e. Bargoed and Rhymer.

Within **Adult Services** it was anticipated that funding for the Supporting People programme would be cut considerably. Fortunately this was not the case. However, the priorities have changed to focus on homelessness, tackling poverty and older people.

Adult services continues to embed practice regarding the Deprivation of Liberty Safeguards (DoLS) and Mental Capacity Act and are an active partner in the pan Gwent consortium for DoLS and work with the agreed prioritisation tool. Caerphilly staff have been seconded to the team to embed practice and 23 staff have undertaken accredited training to become Best Interest Assessors (BIA's).

One of the priorities in Adult Services for 2015 was to actively work towards achieving the standards set out by the Older People's Commissioner in her national report 'A Place to call home'. The service has since developed a comprehensive Action plan and submitted this to the Welsh Government. The action plan details how we will respond to and monitor the standards set out in the report. In addition, Contract Monitoring staff are using the Dementia Care Matters 50 point Check List when undertaking monitoring in care homes.

In 2015-16 the Gwent Frailty Board agreed to the recruitment of a Frailty Director post. This will be a fixed term position for 2 years to progress the actions identified in the Gwent Frailty Review undertaken by Cordis Bright and work towards further integration of the service. Regionally, the Section 33 document has been reviewed, revised and endorsed by Cabinet, which reaffirms the payback model. Locally, we have integrated twilight District Nurses with the Community Resource Team and agreed the criteria for admission and evaluation to the assessment beds which are funded by the Intermediate Care Fund (ICF).



## Our Performance & Priorities

Adult services commissioned and participated in an independent review which focused on Community Connectors, Assessment Beds and the Rapid Assessment Interface Discharge scheme in hospital for people with dementia with an aim to facilitate better discharges. The review was very positive on all schemes and subsequently ICF investment was maintained, albeit at a reduced level for community connectors. In addition, non-recurring ICF was made available at the end of December 2015 for use between 1st January and 31st March 2016 to improve the position across the region in relation to delayed transfers of care (DToc). The money was spent on additional assessment capacity, provision of equipment and minor adaptations via the Care and Repair service.

### What our Regulators Told Us

In the 2014-15 Performance Evaluation Report prepared by our Regulators the Care and Social Services Inspectorate Wales (CSSIW) they highlighted that we should:

- ◆ **Take forward recommendations outlined in CSSIW's report following a site visit to the 'Learn Engage Act Participate' (L.E.A.P) team and the relevance of these for other services within social services.**

#### In response to their comments, in 2015-16:

- ✓ CSSIW attended the Gwent Mental Health and Learning Disabilities Partnership Board to feedback their observations on their site visit to LEAP which is being run in Caerphilly on behalf of the region. Key messages were very positive in terms of the governance arrangements in place and the proportionate approach being taken. They were clear that this was both safe and well managed in terms of clear escalation points. CSSIW were very clear that they were committed to engage with us and learn going forward regarding the new options for service

delivery. CSSIW will look to engage Healthcare Inspectorate Wales (HIW) in future inspections/site visits.

The challenge going forward is one of the cultural change required and the capacity for this, including rolling this out across the borough and other local authorities. This will be the responsibility of the Partnership Development Officer, who is currently leading LEAP phase 2.

- ◆ **Ensure the new quality assurance framework reflects methods of monitoring progress of the children's strategy.**

#### In response to their comments, in 2015-16 we have:

- ✓ The Quality Assurance Framework developed and adopted by the Directorate in 2014 and was piloted in Children's Services through 2015-16 with the aim of being rolled out during 2016-17. Within Children's Services a series of thematic audits were undertaken driven by issues identified in practice and performance. These audits have included: LAC Care Plans, Professional Strategy Meetings, Cancelled Assessments and IAA Lateral Checks.

In 2015 the Blaenau Gwent and Caerphilly Youth Offending Service (YOS) underwent a thematic inspection looking at accommodation options for young people. The Inspection provided positive feedback in terms of the operational working of the YOS and the commitment of the partner agencies. The Inspection team reflected that it was one of the best YOS' they had visited. Some areas for improvement were identified and an action plan has been developed. One area for immediate action related to the use of supported accommodation across the county borough and the need to ensure children under the age of eighteen are not placed in any establishment where there are adults in placement. A Corporate Task Group has been established and will be developing plans to address this during 2016/17.

## Our Performance & Priorities

### What we're going to do in 2016 – 2017

**Our priorities for the year ahead in connection with this area will be:**

Priority	Why is this a priority?	What effect will it have?
Implementation of the Social Services and Well-being (Wales) Act from April 2016. This is a Directorate wide priority.	National change to legislation in Wales effective from April 2016.	The intention of the legislation is to empower people to help themselves to promote their independence. It requires a culture change for LA's and society in terms of expectations and the delivery of services. Implementation of the legislation will be incremental throughout 2016-17.
Participation in external evaluation of Intermediate Care Fund schemes.	This is a requirement of the grant funding.	The evaluation will impact on which schemes will continue to be funded and shape future provision and investment for ICF fund for 16/17.
Responding to Public Law Outline.	UK wide change to Family Justice Legislation.	Reduction in timescales for conclusion of court proceedings relating to children and young people - maximum 26 weeks. Aimed at improving outcomes for children and achieving permanence in a more timely way.

### 4.2 Safeguarding

Safeguarding remains at the very heart of everything we do. Social care plays an important role in helping children, young people and adults with care and support needs to live full lives, free from abuse and neglect. This includes preventing abuse, minimising risk and responding proportionately where abuse or neglect has occurred.

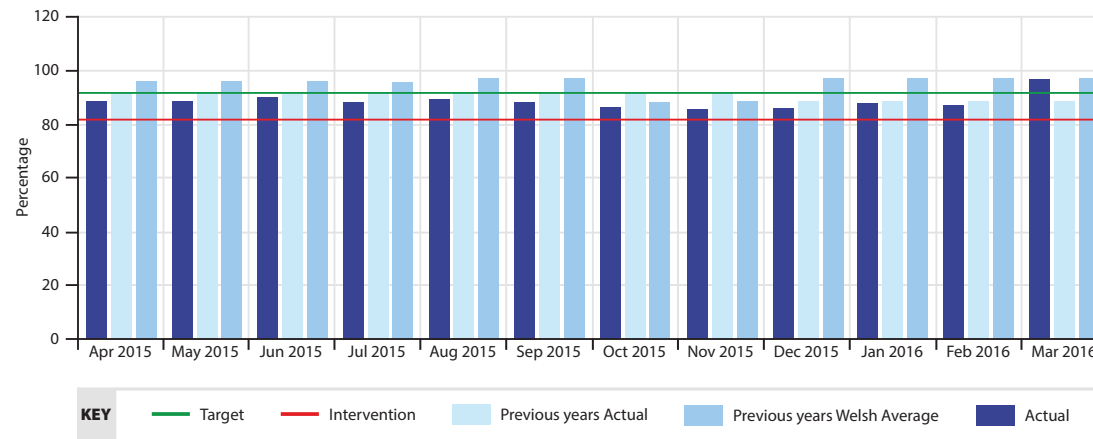
**We have listed below some examples of our performance from the National suite of performance measures:**

## Our Performance & Priorities

### Fact:

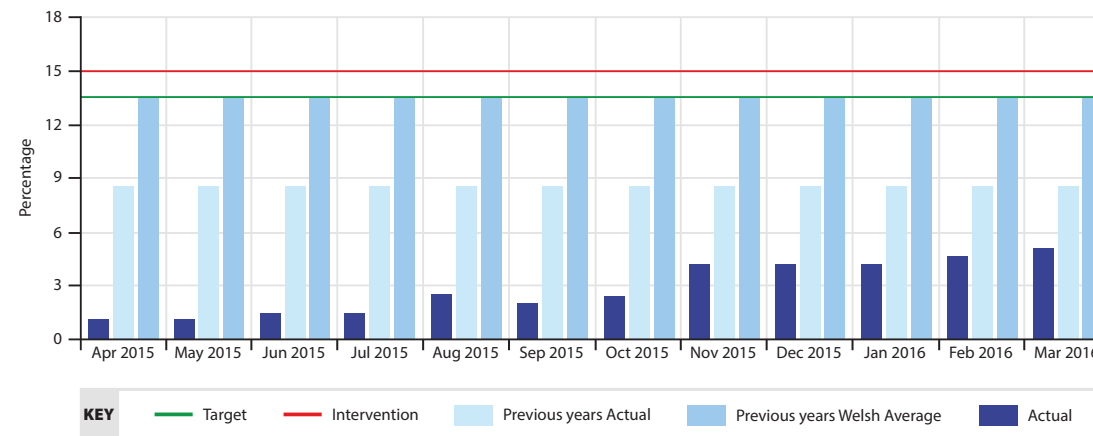
Did you know that over the last 3 years the percentage of Looked After Children achieving the core subject indicator in Key stage 2 and 3 has increased year on year.

**SCA/019** % of adult protection referrals completed where the risk has been managed.



Out of a total 190 adult protection referrals, 181 referrals were managed for risk which equates to 95%. This is an improvement on last years figure of 87%. Over the last 4 years there has been a year on year decrease in the number of POVA referrals that have met the threshold of significant harm.

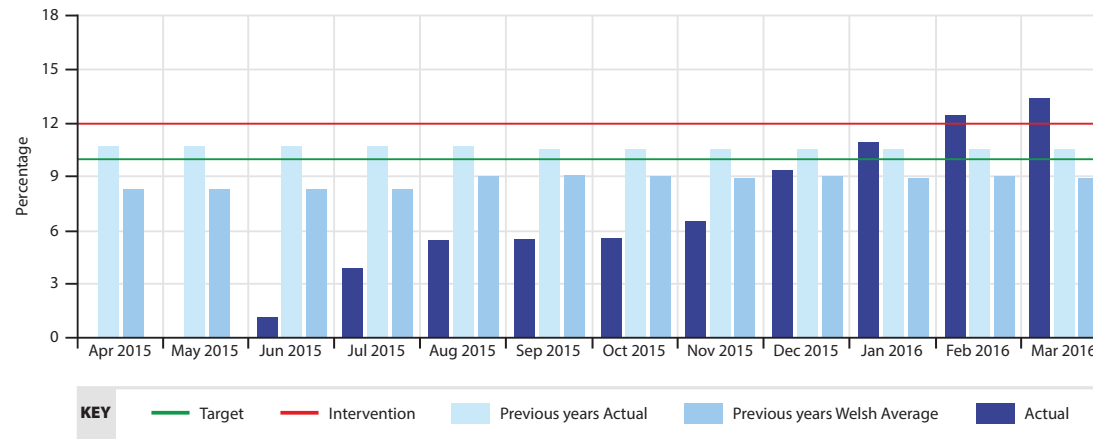
**SCC/002** % of Looked After Children (LAC) with one or more changes of school.



5% of Looked After Children experienced a change of school during the year. This is a positive reduction on the previous year (8.5%) and is even more significant when considered in the context of the reported increase in placement moves (below). Although some children are experiencing placement moves, they are being maintained in their school placement to ensure a level of stability in their lives.

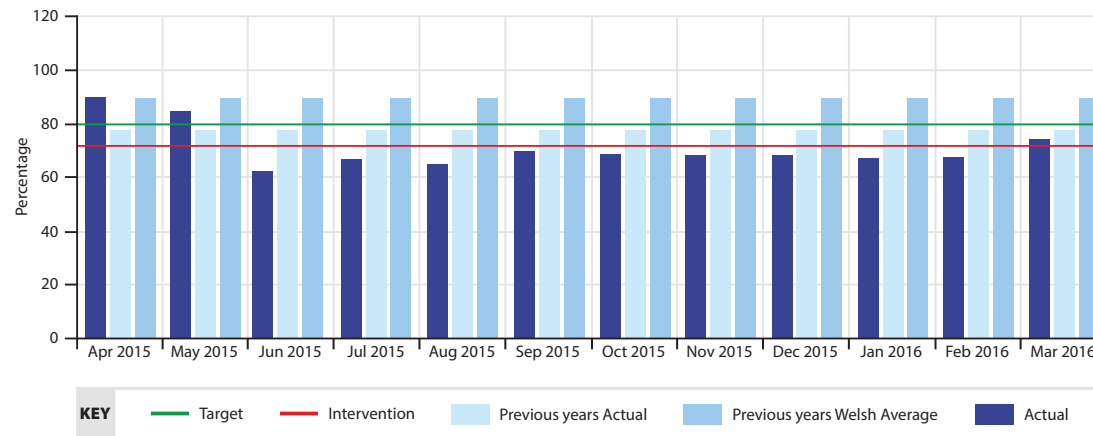
# Our Performance & Priorities

## SCC/004 % of LAC who have had more than 3 placements during the year



13.4% represents an increase on last year's performance of 10.6% and places the Local Authority above the Welsh Average. However, this relates to a very small number of particularly challenging young people who have experienced multiple moves due to their violent or risk taking behaviours.

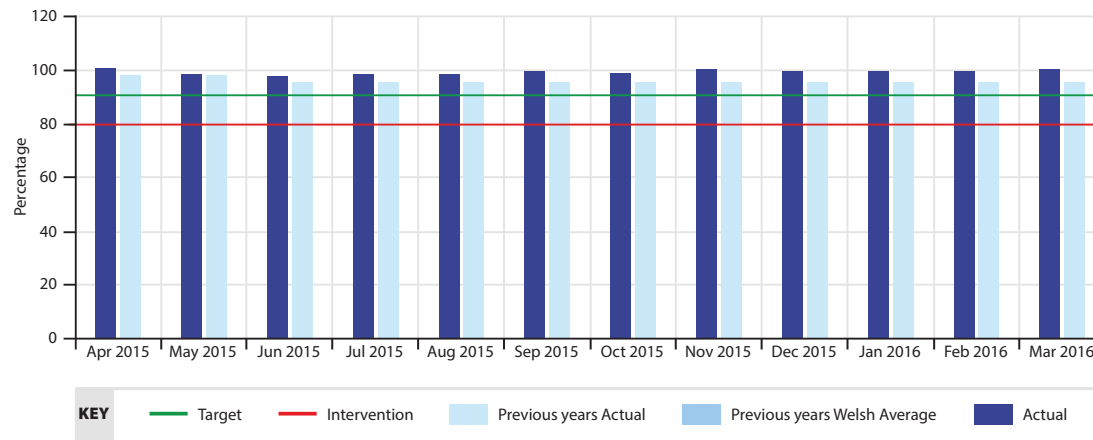
## SCC/011b % initial assessments completed - child seen alone by Social Worker



91% of children were seen as part of their assessment and 36% of children were seen alone. The reasons for not seeing a child alone are all recorded and include; child too young, disabled child, referral concerns not substantiated or parents refused.

# Our Performance & Priorities

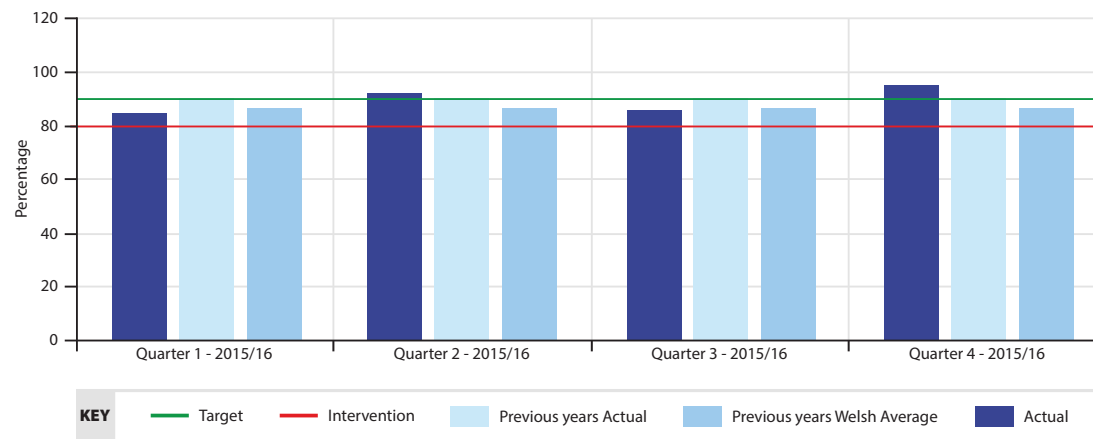
## SCC/021 % of LAC reviews carried out within statutory timescales



The Directorate has carried out 99% of LAC reviews within the statutory timescales.

This is an improvement compared to last years figure of 95%.

## SCC/025 % of statutory visits to LAC due in the year that took place

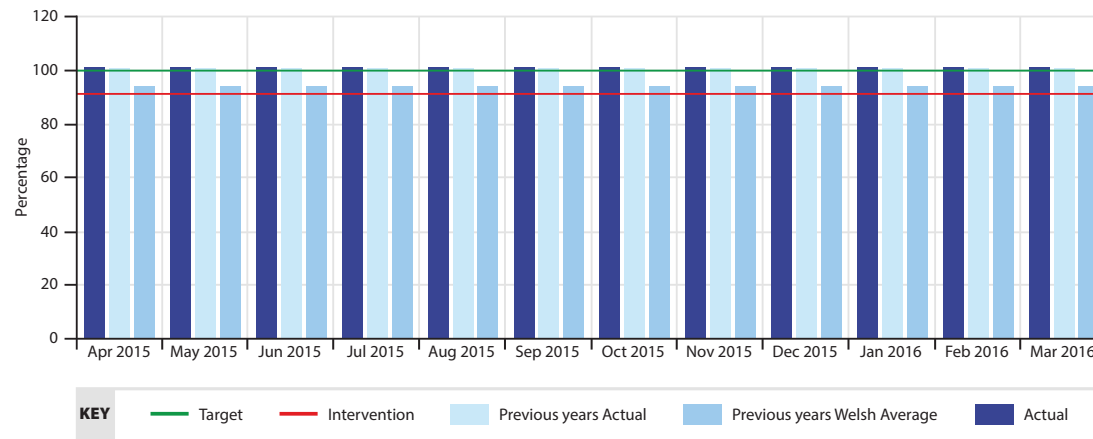


95.8% statutory visits were undertaken in 2015/16. This is an improvement from 91% in the previous year.

This places the Local Authority in the top quartile in Wales.

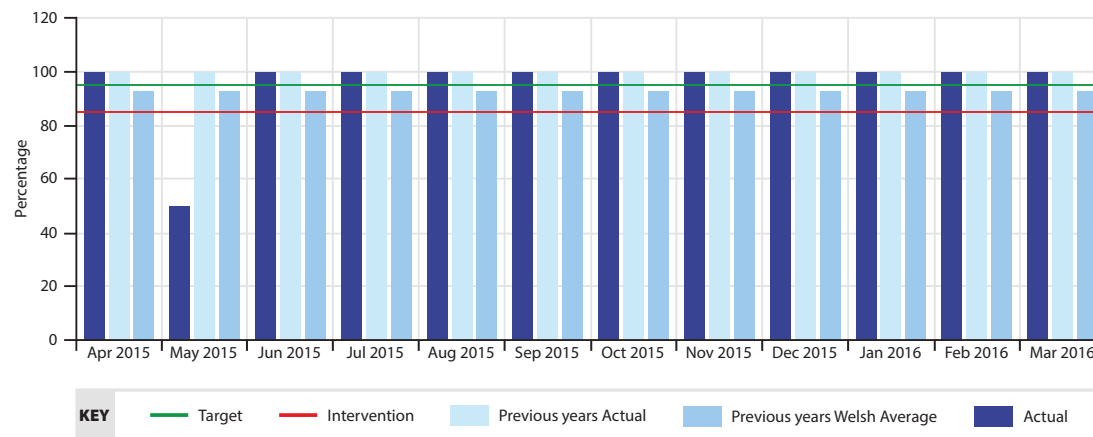
# Our Performance & Priorities

**SCC/033d % of former LAC in contact at the age of 19**



Continued 100% performance ranking the Local Authority as 1st in Wales.

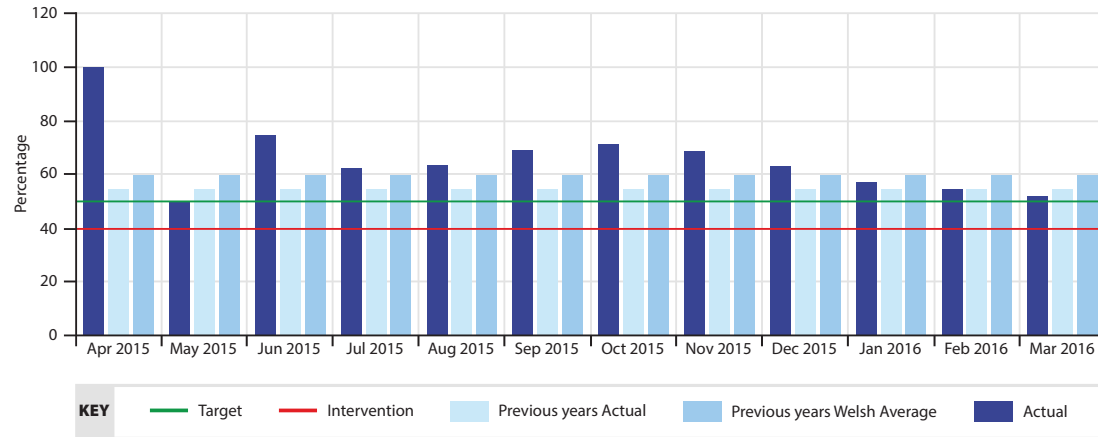
**SCC/033e % of former LAC in suitable accommodations at the age of 19**



Continued 100% performance ranking the Local Authority as 1st in Wales.

# Our Performance & Priorities

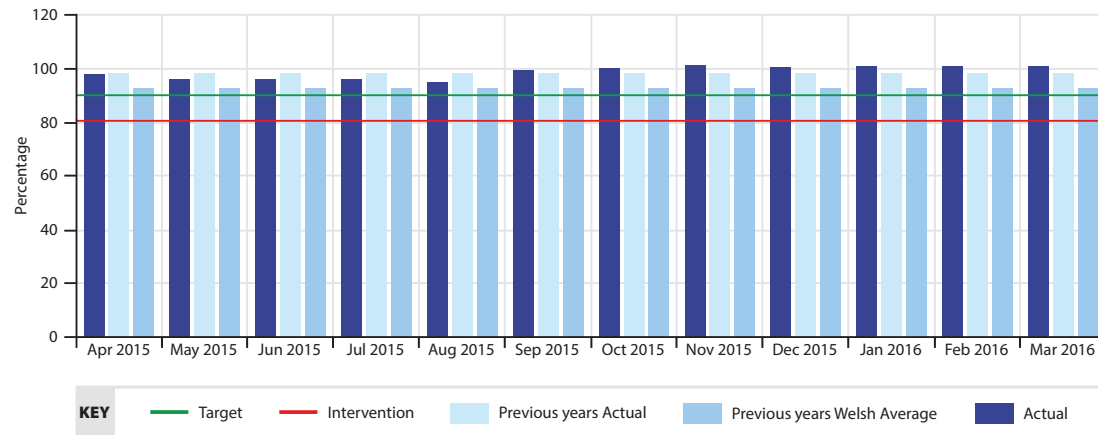
## SCC/033f % of former LAC in education/training/employment at 19



52% of former LAC were engaged in education, training or employment. Numbers in this data cohort are small and as a result percentages can appear skewed.

This represents 13 out of 25 young people and the reasons for non-engagement are: 5 young people have a chronic illness or disability, 6 young people were either pregnant, young parents or full time carers leaving only 2 young people who were non-engaging.

## SCC/045 % of reviews of LAC, Children on the Child Protection Register (CPR) and Children in Need (CiN) carried out in line with the statutory timetable.



96% represents a small improvement on the previous year's performance (94%) and places the Local Authority in the top quartile in Wales.



# Section 4

## Our Performance & Priorities

### What we've done in 2015 - 2016

The Operation Jasmine Report – 'In Search of Accountability' was published with 12 clear recommendations for statutory agencies. As a result, the Gwent-wide Adult Safeguarding Board responded accordingly with a conference held for over 120 front line practitioners from across the region and all agencies. The aim of the conference was to learn the lessons from the report, put safeguarding firmly on the agenda and enable staff to understand the role and work of the Board and to inform the future strategic direction and work plan.

Plans were agreed to implement a Safeguarding Unit consisting of Child Protection, Adult Protection & Education Safeguarding under the management of one Service Manager within Children's Services. The transition of services across will be incremental and will conclude in the first half of 2016/17.

Following the National Review of Local Authority Safeguarding Arrangements undertaken by the Wales Audit Office, a Corporate Safeguarding Group was established with the main task of developing a Corporate Safeguarding Policy. The final Policy was presented to Corporate Management Team and Cabinet during early autumn 2015 and was ratified by full Council in November 2015.

### What our Regulators Told Us

In 2014-15 our Children's Services Division underwent a National Inspection in relation to 'Safeguarding and Care Planning of Looked After Children and Care Leavers Who Exhibit Vulnerable or Risky Behaviours'. The findings of the Inspection report for Caerphilly identified many positive areas of practice, however a number of areas for improvement were also noted. A comprehensive Action plan was developed to address these issues in 2015-16 and all outstanding actions were completed by the end of March 2016.

### What we're going to do in 2016 – 2017

**Our priorities for the year ahead in connection with this area will be:**

Priority	Why is this a priority?	What effect will it have?
Responding to legislative changes that impact on practice.	Changes in legislation have to be reviewed in terms of any potential impact on both practice and budget to ensure compliance.	Identified cost pressures which inform budget setting 16/17, and informing training needs analysis and subsequent training priorities.
Responding to the Operation Jasmine report- In Search of Accountability.	Long standing area of concern.	Improved outcomes and quality of life for those people living in residential care.
Implementation of a Joint Safeguarding Unit. This is a Directorate wide priority.	Initially driven by MTFP managerial savings target but also provides potential for service efficiencies and practice improvement.	Single management of Adults, Children's and Education Safeguarding. Consistency around thresholds for intervention, quality assurance, practice standards and engagement with partners.

## Our Performance & Priorities

### 4.3 Performance & Business Management

The impact of reducing public sector finances continues to present challenges to the directorate. In addition to this, the implementation of the Social Services and Well-being (Wales) Act introduced in April 2016, will impact on the threshold for services to individuals, who will be assessed on their ability to secure their own support rather than relying on services. It is envisaged that these factors may result in an increase in representations and complaints from customers and their representatives. Ensuring appropriate engagement activities around service redesign and alternative models of delivery will require even more planning and attention in order to ensure members of the public and professional bodies are fully aware of the changes that lay ahead.

#### What we've done in 2015 - 2016

The Quality Assurance Framework developed and adopted by the Directorate in 2014 and was piloted in Children's Services through 2015-16 with the aim of being rolled out across Adult Services during 2016-17. Within Children's Services a series of thematic audits were undertaken driven by issues identified in practice and performance. These audits have included: LAC Care Plans, Professional Strategy Meetings, Cancelled Assessments and IAA Lateral Checks.

The Welsh Community Care Information System (WCCIS) was agreed and a system has been procured for roll out across Wales. Implementation has commenced in Bridgend and is anticipated to be introduced into Caerphilly in 2017. The new system will improve information sharing across Health and Social Care and should contribute to integration and better joint working in terms of achieving outcomes for people.

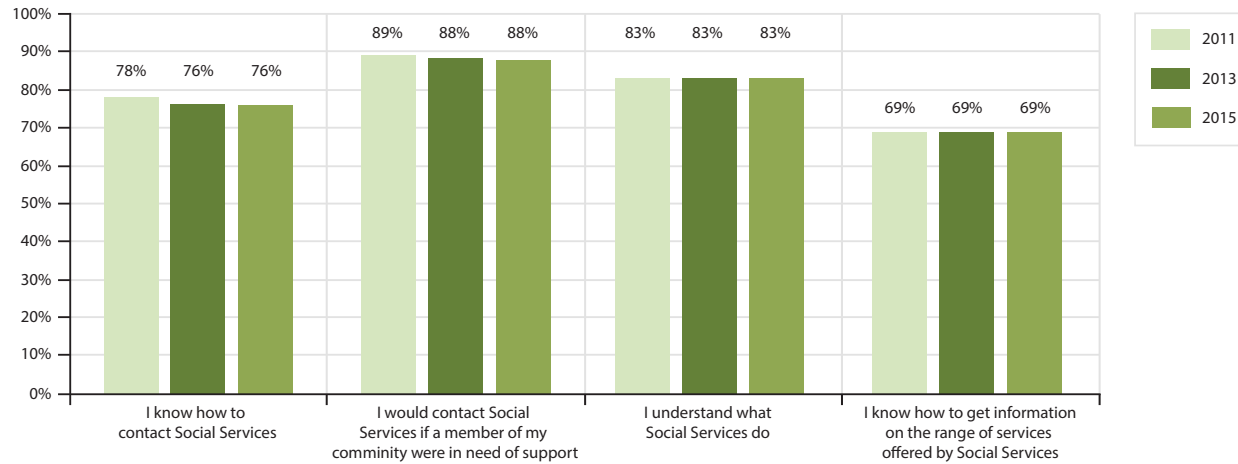
Recognising and responding to equality issues is inherent in good social work/social care practice. Responding to the challenges of promoting the Welsh language in a community where Welsh is not a first language is a key objective for the directorate. Section 44 of the Welsh Language (Wales) Measure 2011 applies to the Authority as a whole and meeting the 174 standards contained within it will also result in the 'More than Just Words' agenda being met. Accordingly, in 2015-16 the Welsh Language Champions in Social Services along with the Corporate Equalities Officer considered how these areas of work could be amalgamated in order to have a workable tool to progress implementation. This will be a priority area of work for the Directorate in 2016-17 and will require us to consider the needs of the local and regional population in terms of equalities and Welsh language, engage in effective and meaningful consultation with service users and identify priorities for training and development of future services.

#### What our Service User Told Us

The graph below illustrates the finding from the Local Authority Household Survey 2015 and the percentage of respondents who strongly agreed or tended to agree with the statements made in relation to Social Services in the questionnaire. The responses have been consistent since 2011 with a high percentage of respondents agreeing that they would contact Social Services if a member of their community were in need of support (88%), understand what Social Services do (83%) and know how to contact Social Services (76%). A lower proportion of respondents (69%) agreed that they know how to get information about the range of services offered by Social Services.

# Our Performance & Priorities

**Figure 1: Percentage of respondents who agreed with the statements...(2011-2015)**



A significant tool in obtaining service user feedback is the statutory complaints procedure and the resulting quarterly and annual reports that the Directorate uses to identify themes and trends in areas of practice. In 2014, the Welsh Government undertook a review of the "Listening & Learning" complaints guidance which resulted in the introduction in August 2015 of the "Guide to handling complaints and representations by local authority social services".

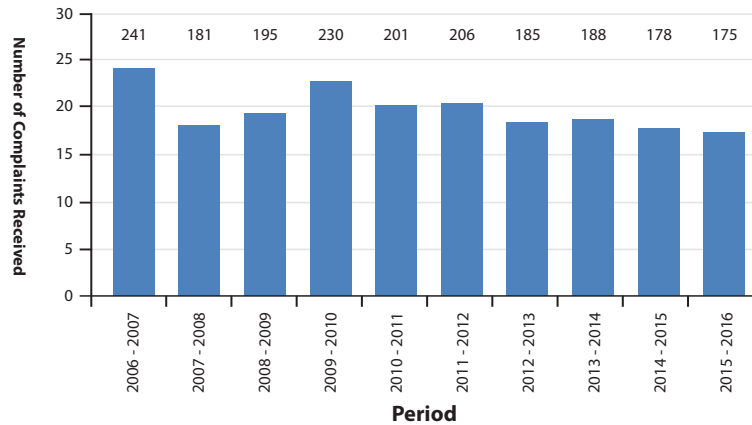
To ensure that all staff are acting in line with the revised guidance, the Customer Services Team delivered a complaints workshop to every team within Adult and Children's Services.



# Our Performance & Priorities

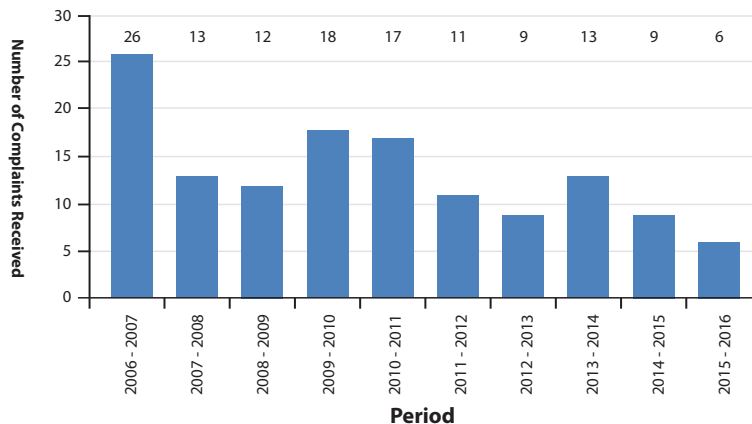
**Figure 2: Stage 1 - Annual Complaints Trend 2006-2015**

The following information outlines the number of complaints received at Stage 1 and Stage 2 by the Directorate during 2015-16:



During 2015/16 the Directorate received 175 Stage 1 complaints. Of the 175 complaints received at Stage 1, 82 (47%) related to Adult Services, 87 (49%) to Children's Services and 06 (04%) to Service Strategy and Business Support.

**Figure 3: Stage 2 - Annual Complaints Trend 2006-2015**



During 2015-16 the Directorate received 6 requests to progress complaints to Stage 2. Of these, 3 (50%) related to Adult Services and 3 (50%) to Children's Services. The reduction in the number of stage 2 requests being made is deemed to be due to the continued commitment to ensuring that all stage 1 matters are fully considered with responses identifying the evidence to support the findings.

The Customer Services team also record whether complaints are upheld, partially upheld or not upheld. This enables the Directorate to note themes and trends from the findings of complaints to improve future practice and can act on isolated incidents of poor practice that need immediate attention.

As well as listening and responding to service users when things go wrong, the Directorate also receives a number of compliments. During 2015-16 the Directorate received 179 compliments in total - 18 related to Children's services; 158 for Adult Services, and 3 for our Business Support Unit.

## Our Performance & Priorities

### What we're going to do in 2016 - 2017

**Our priorities for the year ahead in connection with this area will be:**

<b>Priority</b>	<b>Why is this a priority?</b>	<b>What effect will it have?</b>
Improve Quality Assurance processes to include consultation and engagement, and continue to improve practice through listening and learning. This is a Directorate wide priority.	Directorate Quality Assurance Framework developed.	Piloted in Children's Services with a series of thematic audits driven by issues identified in practice and performance. These audits have included: LAC Care Plans, Professional Strategy Meetings, Cancelled Assessments and IAA Lateral Checks.
Implementation of the follow on strategy for 'More than Just Words' and the 'Active Officer'. This is a Directorate wide priority.	Implementation of Welsh Government Statutory Guidance.	'More than just words' provides a strategic framework to spread good practice in a systematic way and mainstream the welsh language into all aspects of service planning and delivery within Social services. Rolling this out will be a significant challenge for the authority as well as its commissioned services, given the scope of the Framework and the size of the Directorate.
Implementation of the Welsh Community Care Information System (WCCIS).	Effective information sharing is fundamental to our aspirations of integrated working by other local authorities and health boards.	When implemented this will have a significant impact in terms of sharing information with Health to reduce duplication and improve outcomes for people by improved communication.

# Section 4

## Our Performance & Priorities

### 4.4 Resource Management

The Directorate has managed its budget well in recent years with a cumulative underspend for the 5 year period 2010/11 to 2014/15 of around 1.8% of its budget for the period. A significant proportion of this underspend has been the result of delivering savings in advance of the Medium Term Financial Plan through strategies such as a prudent approach to vacancy management. This places the directorate in a relatively secure financial position and is a particularly noteworthy achievement in light of the fact that almost £8.8m of efficiency savings have been made from the directorate budget between 2009/10 and 2015/16.

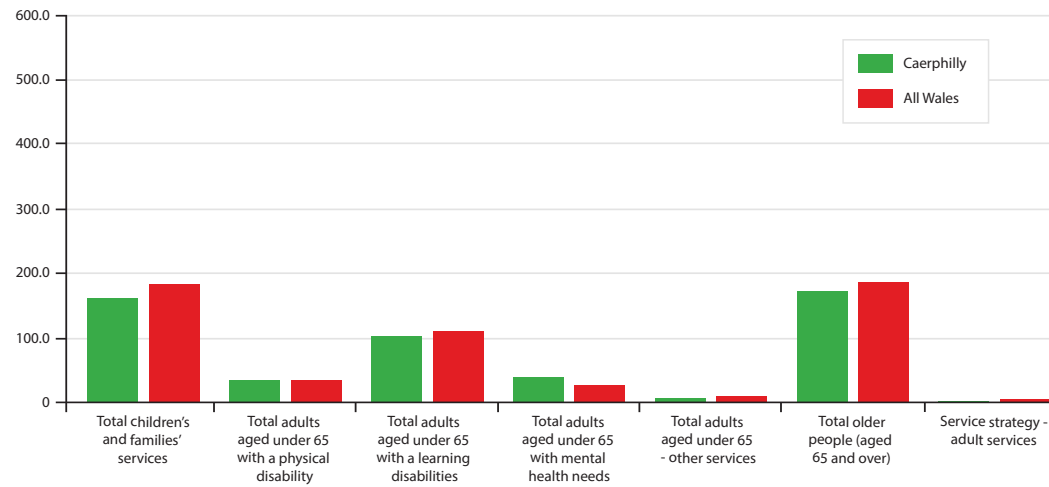
The savings agreed for the Social Services Directorate by Council in February 2016 was circa £1.5m for the 2016-17 financial year. These savings have been identified as having no impact on the public.

An analysis of the spend per head of population for 2014/15 indicates that Caerphilly's spend on Children's Services, Adults with Learning Disabilities and Adults aged 65+ is less than the average for Wales. Spend on Adults with Physical Disabilities is just above the Welsh average but spend on Adults with Mental Health Needs in Caerphilly is significantly higher than the Welsh average (see Figure 4 below).

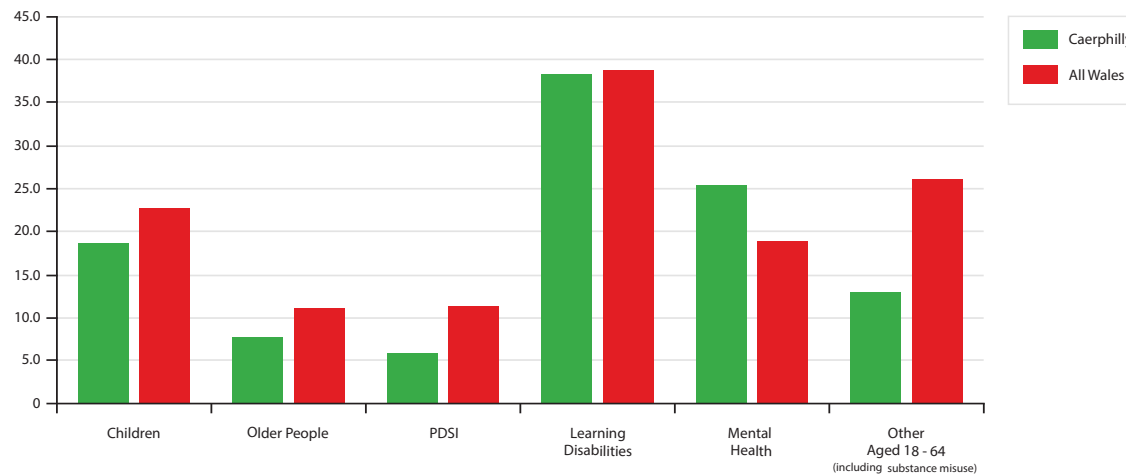


# Our Performance & Priorities

**Figure 4: Spend per Head of Population 2014-15**



**Figure 5: Average Annual Spend per Service Recipient 2014-15**

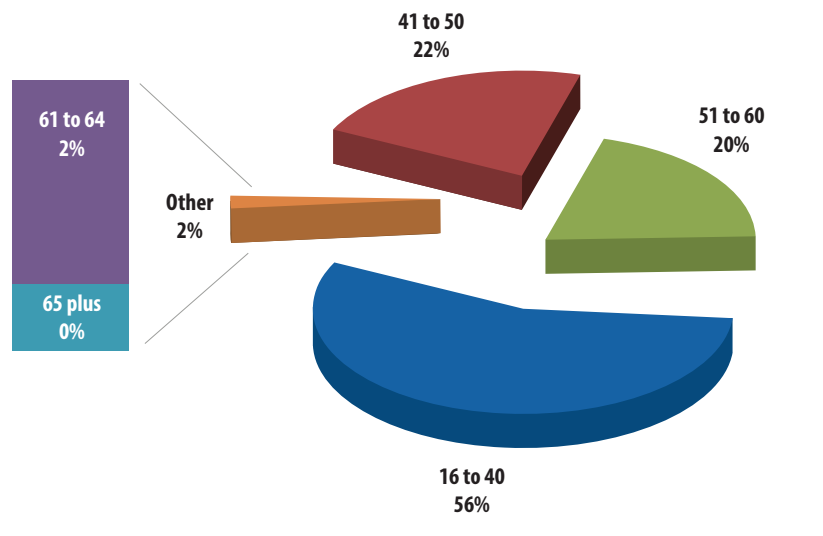


## Our Performance & Priorities

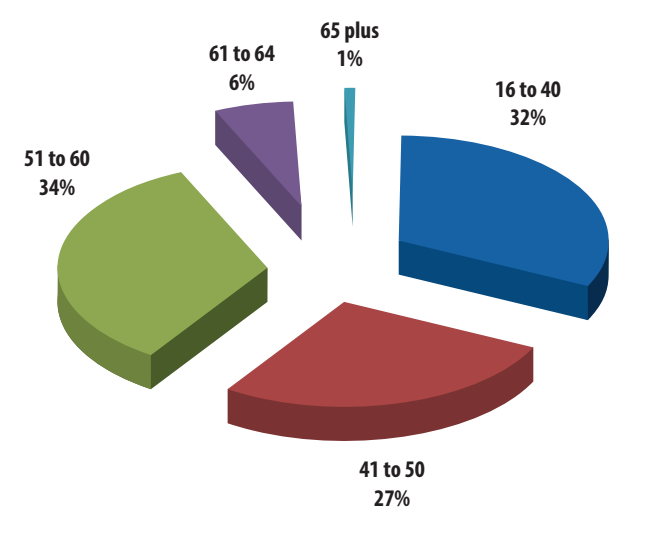
**Figure 6: Workforce Profiles for Children's Services and Adult Services**

The workforce data for the Directorate illustrates a staff group that is largely female (87.0%) and working part-time. The majority of these staff work within the direct care sector. The age profile of staff within our Children's services division shows that a significant proportion (56%) are aged between 16-40, while those working within Adult services (68%) are aged 41+, with over a third of the workforce aged 51-60 (see figure 6).

**Children Services Age Profile**



**Adult Services Age Profile**



The implementation of the Social Services and Well Being (Wales) Act is providing challenges and extensive capacity has been invested to provide awareness and detailed training to support the successful implementation of the Act. The workforce continues to be supported in their development to meet the changes, and investment in attaining the correct skills and knowledge has been maintained.

The impact on services and staff has been minimised through robust financial planning and continuous review and reshaping of service models and structures. Careful adherence to vacancy management procedure and use of the council's redeployment policy has meant that the Directorate has avoided compulsory redundancy situations.



## Our Performance & Priorities

### What we've done in 2015 - 2016

The savings proposals for adult services were subject to scrutiny from the Health, Social Care Well-Being Scrutiny Committee and through public consultation. The savings were formally agreed by Council and subsequently fully implemented with limited impact on front line services and staff posts. Positive feedback has been received regarding the reconfiguration of day services from users, carers and staff in terms of the outcomes for people.

### What our Regulators Told Us

In recent years, financial management within the social services directorate has proved effective. Internal audits of various establishments and services have concluded that the majority of key controls are in place and operating effectively. This assessment was reinforced for all service areas in the 2014/15 Annual Improvement Report which found that "The Council had a good track record of operating within its budget and had developed a framework to monitor the delivery of its proposed savings...".

### What we're going to do in 2016 – 2017

**Our priorities for the year ahead in connection with this area will be:**

Priority	Why is this a priority?	What effect will it have?
Continuing to deliver the savings and service redesign required by the Medium Term Financial Plan.	Corporate priority in response to cuts in public spending.	Budget reductions will require service redesign and staffing reconfiguration with the potential for cuts to frontline services and a drop in performance.

## Our Performance & Priorities

### 4.5 Commissioning & Partnership

An important part of the implementation of the Social Services and Well-being (Wales) Act requires the creation of a Regional Partnership Board, and sets out the required minimum membership which includes a representative of providers in the region, representatives of both national and local third sector organisations, a representative of citizens who access care and support and a representative of carers (of those who access care and support). In the Gwent region we have had a shadow Partnership Forum who have met on a five weekly basis since June 2015, and a regional Citizen Panel which first met in July 2015.

There are some key themes that run through the Act - People, Wellbeing, Prevention and Collaboration. The collaboration theme signals the importance of working at a regional level as well as at a local level. Local collaboration will develop through the Neighbourhood Care Networks in the region, of which there are 12 across the 5 local authority areas. At the regional level, a Regional Joint Commissioning Group has been established which brings together commissioning leads from across social services and the Aneurin Bevan University Health Board. Already a number of regional priorities have been identified and work streams established, drawing on the statutory requirement of the Act and on locally identified priorities.

#### Workstreams established so far are:

- **Accommodation for older people, including care homes**
- **Third sector contracts and service level agreements**
- **Domiciliary care provision**

#### What we've done in 2015-2016

The development of a Commissioning Strategy for Older people has now started in Adult Services. It is envisaged this will be an interim strategy until a Regional Needs Assessment has been completed, at which time the strategy will become a joint approach with Health.

A 'Better Outcomes for Learning Disabilities (BOLD) team' has been established in Blaenau Gwent to run an experiment on behalf of the region. BOLD is a multi-agency team of Social Workers, Occupational Therapists and Nurses with access to Psychologists, Psychiatrists, Housing staff and the Third Sector. The team are applying a different way of working using the Systems Thinking Model and Vanguard Principles. Feedback on eligible criteria, interventions, skills and outcomes is shared across the partnership. Work has commenced in respect of reviewing people who live in the small hospitals across the region with a view to developing alternative models of care.

#### What our Regulators Told Us

- ◆ **Progress the joint commissioning of services for older people and this should be prioritised with health partners**

#### In response to their comments, in 2015-16 we have:

- ✓ A regional commissioning group was established in the last quarter of 2015/16 and is looking to develop a work plan.

CSSIW undertook thematic inspections of Learning Disabilities and Domiciliary Care selecting one authority per health region. Caerphilly wasn't selected for either inspection visit, however will learn from the national reports that will be published in June 2016.

## Our Performance & Priorities

### What we're going to do in 2016 – 2017

**Our priorities for the year ahead in connection with this area will be:**

Priority	Why is this a priority?	What effect will it have?
Supporting the expansion of regional collaborative working around Mental health and Learning disabilities.	Integrated working with partners is a priority as any additional funds that are made available are allocated on a regional footprint.	Working differently with people and partners aims to improve individual outcomes.  Training requirements for staff.
Development of an intensive therapeutic fostering service.	To avoid demand for high cost out of area residential placements.	The provision of intensive support to maintain children and young people within their foster placements will reduce costs for residential care and improve outcomes for LAC by keeping them within their communities.



## Our Performance & Priorities

### 4.6 Corporate, Political Leadership and Support

#### What our Regulators Told Us

In the 2014-15 Performance Evaluation Report prepared by our Regulators (CSSIW) they highlighted that:

- ◆ **The Corporate Parenting Board demonstrate clear methods for consulting with children and young people**

#### In response to their comments, in 2015-16 we have:

- ✓ Continued to use the corporate parenting board as the principle mechanism for ensuring the corporate parenting role remains firmly established as one of the main priorities of the authority. Membership of the board continues to be consistent and strong, and provides a very solid platform for our work in this area.

- ◆ **We should continue to develop scrutiny arrangements**

#### In response to their comments, in 2015-16 we have:

- ✓ Recently undergone a formal review of all of our scrutiny arrangements within the Council. Our work programmes are established in advance, as far as is practicably possible. The Cabinet members statements focusses on the key policy objectives for the Directorate and we are increasingly using outside speakers to supplement the expertise of officers.

#### What we're going to do in 2016 – 2017

Corporate and political support for the Directorate remains strong. As part of its Corporate Plan for 2016/17 the Council has set eight corporate priorities, two of which relate to Social Services.

#### These are:

- **CP1- Peoples social care needs are identified and met in a timely and appropriate way.**
- **CP2 – Children and Adults are safeguarded from abuse.**

The Directorate will be required to report progress against these priorities to Council on a regular basis.

In addition, as part of its budget for 2016/17 the Council allocated a sum of £2.5 million in growth for Social Services, the only area of growth in any part of the Council. This is to help meet the increasing costs of social services and to help offset some of the demographic pressures that are arising from our ageing population.

**There are no specific priorities for the Directorate in this area for 2016-17.**

# Section 5

## Links to Corporate Priorities

In 2015 the Corporate Plan for the Authority was reviewed and updated. The Plan has 8 specific priorities for the next 3 years that will help us to concentrate on the achievement of specific outcomes. Of the 8 corporate priorities, 2 specifically relate to Social Services.

### These priorities are:

#### 1. People's social care needs are identified and met in a timely and appropriate way.

#### We said success would look like:

- The timeliness of assessments would improve; all Care Plans are current and reflect the needs of our service users.
- Users of our service would receive a more-timely and appropriate response.
- The number of assessments completed within the timescale would increase and the quality of assessments completed by our Social Workers will continue to be high.
- We would speed up how long a client has to wait from the time they were assessed to the time they receive the services agreed.
- The standards of care we provide would improve the quality of life for all service users.

### What we've done in 2015 - 2016

Improving the timeliness and quality of care will always be of paramount importance to the Directorate and the efforts made throughout 2015/16 is a reflection of its continued importance to all those who work within adult social care.

#### Our performance in this area was as follows:

- **The % of adult services assessments started on time**  
Performance in this area has been consistent over several years and has shown a slight increase from 2014/15 to 78.8% from 77.9%.
- **The number of adults waiting for an assessment outside of the time scale (28 days).** This was an area of concern in relation to mental health services. Performance here has shown a significant improvement from 82.7% in 2014/15 to 87.6% in 2015/16.
- **% of all adult reviews started on time.**  
Performance in this area remains consistent at 76.30% in 2015/16.
- **Number of people awaiting personal care for more than 14 days.**  
Nobody waited more than 14 days for provision of personal care following an assessment.

Taking account of the work that has been outlined throughout 2015/16, the Directorate would conclude that we have been partially successful in achieving the priority. The systems thinking approach has been applied to the Occupational therapy team which has seen a significant reduction in waiting time by the removal of unnecessary processes. This has created capacity within administration and enabled all target times to commence assessments to be met.

Work commenced at the front door within our Information, Advice and Assistance Team to enable staff to have a better conversation and sign post people appropriately, enabling them to meet their own needs, retain their independence and choice and control. Therefore reducing the need for statutory interventions, which is a key feature of the Social Services and Well-being (Wales) Act which was introduced in April 2016.

## Links to Corporate Priorities

### 2. Children and Adults are safeguarded from abuse.

#### We said success would look like:

- Our commitment to prevent abuse to vulnerable children and adults within the community will ensure a quick and effective response to allegations of abuse when they occur and our awareness raising will help.
- Increased awareness of safeguarding responsibilities by all partners and an increased community understanding of safeguarding.

#### What we've done in 2015 - 2016

Safeguarding remains at the very heart of what we do. This includes preventing abuse, minimising risk and responding proportionately where abuse or neglect has occurred.

As a directorate we believe that we are responding well to safeguarding concerns, and in a timely manner. The evidence we have that supports this is:

#### In Children's Services:

- 100% of referrals to Children's Services had a decision made within 24 hrs;
- 99% of Child Protection Conferences were held within timescales;
- 100% of Children's Services Core Groups were held within timescale;
- A Corporate Safeguarding Policy has been developed in response to the Wales Audit Office National Review of safeguarding arrangements, and

- 100% of children who are on the child protection register have an allocated social worker.

#### In Adult Services:

- A Regional Adult Safeguarding Conference was held in response to "In Search of Accountability" following Operation Jasmine;
- The number of protection of vulnerable adults (POVA) cases being received referrals for 2014/15 was 276, this reduced in 2015/16 to 224. This has been a steady 4 year trend in reduction in the number of referrals, and
- The number of adult protection referrals completed where risk has been managed for 2015/16 is 95.3% against the Directorate target of 93%.

In addition to the above, plans are in place to develop a joint Safeguarding Unit across Adult Services, Children's Services and Education, and regional discussions are underway to consider the development of a Multi-agency Safeguarding Hub (MASH) across the Gwent Police and Aneurin Bevan University Health Board region.

The continued effectiveness of the regional Safeguarding Boards – Gwent Wide Adult Safeguarding Board (GWASB) and South East Wales Safeguarding Children Board (SEWSCB) – play a critical role in supporting and promoting the safeguarding agenda, with the co-ordination of regional multi-agency training and awareness raising sessions for all staff and partner agencies.

# Section 6

## Conclusion

In my report I have shown the progress that we have made with our services, highlighted our strengths and identified areas that we need to focus on in 2016-17.

Throughout the year we have continued to give priority to ensuring that front line services to those who are vulnerable and in need are maintained and improved upon and there is good evidence to support this. At the same time, services are changing and being reshaped to meet changing needs and for the foreseeable future this will continue to be the case, with emphasis being placed on prevention, early intervention and promoting independence and well-being.

Services for vulnerable adults and children remain a clear priority for the Directorate and the Council continues to afford social care services a high degree of relative protection. However, the financial context is still a challenging one and is likely to remain so in the years to come.

The Social Services and Well-being (Wales) Act has been the focus of attention for the Directorate throughout 2015-16 and there are many examples throughout my report where we have secured real progress towards meeting the requirements that the new Act places upon us. 2016-17 will see the continuation of the work we have started and our services gradually moving away from the traditional dependency model of social care to one where the emphasis is on what people can do, rather than what they cannot do.

Finally, I would like to take this opportunity to thank those who work tirelessly for the Social Services Directorate. Your hard work and dedication is invaluable in ensuring that we secure the best possible outcomes for the most vulnerable people in our county borough.



Section **7**

## Further Information

**If you would like further information on any aspect of this report please contact:**

**Dave Street,  
Corporate Director Social Services,  
Caerphilly County Borough Council,  
Ty Penallta, Tredomen Business Park,  
Ystrad Mynach, Hengoed  
CF82 7PG**

Telephone: **01443 864560**  
Email: **streed@caerphilly.gov.uk**



This report is also available in large print, Braille or other language formats upon request.

If you would like more general information about Social Services or are interested to find out more about a particular development, there are various ways you can do this. You can:

Visit the Caerphilly County Borough Council Website at:

**[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)**

Contact our Social Services Customer Services Department by:

Telephone: **0800 328 4061** or email: **[socialservices@caerphilly.gov.uk](mailto:socialservices@caerphilly.gov.uk)**

Read our Social Services Committee reports at:

**[www.caerphilly.gov.uk/My-Council/Meetings,-agendas,-minutes-and-reports](http://www.caerphilly.gov.uk/My-Council/Meetings,-agendas,-minutes-and-reports)**

Watch the Digital stories that we have produced on:

**[www.youtube.com/user/CaerphillyCBCTV](http://www.youtube.com/user/CaerphillyCBCTV)**



[www.caerphilly.gov.uk/socialservicesacrf](http://www.caerphilly.gov.uk/socialservicesacrf)

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



This page is intentionally left blank

**STATUTORY GUIDANCE ON THE DIRECTOR'S ANNUAL REPORT**  
**(Ref. Part 8 code of practice for Directors of Social Services of the Social Services & Wellbeing (Wales) Act 2014)**

1. The annual report must evaluate the performance of the Local Authority in relation to the delivery of its social services functions in respect of that year and include lessons learned (S.8. para 80)
2. The report must evaluate the performance of the Local Authority in relation to the delivery of its social services functions and also set out objectives in relation to promoting well-being of people who need care and support and carers for the forthcoming year (S.8. para 81)
3. The report must be presented in such a way as to set out how the Local Authority has achieved the six quality standards in relation to well-being outcomes (S.8. para 82)
  - **Securing rights and entitlements and for adults – control over day-to-day life**
    - Local Authorities must work with people who need care and support and carers who need support to define and co-produce personal well-being outcomes that people wish to achieve
  - **Physical and mental health and emotional wellbeing and for children physical, intellectual, emotional, social and behavioural development**
    - Local Authorities must work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional wellbeing
  - **Protection from abuse and neglect**
    - Local Authorities must take appropriate steps to protect and safeguard people who need care and support carers who need support from abuse and neglect from any other kinds of harm
  - **Education, training and recreation and contribution to society**
    - Local Authorities must actively encourage and support people who need care and support carers who need support to learn and develop and participate in society
  - **Domestic Family and Personal relationships**
    - Local Authorities must support people who need care and support carers who need support to safely develop and maintain healthy domestic, family and personal relationships
  - **Social and economic well-being and for adults participation in work and suitability of living accommodation**
    - Local Authorities must work with and support people who need care and support and carers who need support to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.
4. The annual report must set out how the Local Authority has promoted the well-being of people who need care and support and carers who need support, identified in the Population Assessment Report (S.8. para 83)
5. The report must include details of the extent to which the authority has acted in accordance with the relevant requirements relating to the code on assessing the needs of an individual in accordance with Part 3 and 4 of the Act. (S.8. para 84)

6. The report must set out how the Local Authority has exercised the relevant requirements contained in the code of practice (S.8. para 85) so as to provide:
  - Assurances in terms of the structural arrangements within the local authority that enable good governance and strong accountability
  - Assurances in relation to effective partnership working via partnership boards
  - Assurances in relation to safeguarding arrangements
  - Information relating to the performance of the handling and investigation of complaints and representations
  - A response to any inspections undertaken
7. Directors are required an update on Welsh Language provision and the implementation of 'More than just Words' (S.8. para 86)
8. The report must set out how the local authority has engaged with people in its production and reflect the experiences of service providers and service users (S.8. para 87)
9. The report must be accessible and not overly long and written in a clear and concise way (S.8. para 88)



## COUNCIL – 11TH OCTOBER 2016

**SUBJECT: ANNUAL LETTER FROM PUBLIC SERVICES OMBUDSMAN FOR WALES 2015-2016**

**REPORT BY: INTERIM HEAD OF LEGAL SERVICES AND MONITORING OFFICER**

---

### 1. PURPOSE OF REPORT

- 1.1 The attached report was presented to the Standards Committee on the 27th September 2016. The Annual Letter, received from the Public Services Ombudsman for Wales, provides a breakdown of all complaints received and investigated by his Office during 2015/16 and the response times to requests for information.
- 1.2 The Standards Committee noted that in relation to Caerphilly, the number of complaints received by the Ombudsman compared with the local authority average adjusted for population distribution is slightly higher at 56 compared with 52. Whilst there was an increase in the number of complaints none were taken into investigation.
- 1.3 The Committee was informed that the figures show that the Authority's largest area of complaints is Housing. This data has been analysed and of the twelve complaints relating to Housing, seven were made prematurely i.e. had been referred to the Ombudsman before exhausting the Council's Corporate Complaints Process. Practically it is not possible to prevent premature referrals to the Ombudsman. The Council's Complaints Policy is available via the Council's web site and a hard copy booklet readily available to the public. The remaining five were not taken into investigation.
- 1.4 Members noted that overall 17 premature complaints were received by the Ombudsman. This is equal to the Local Authority average but as mentioned above there is nothing further that can be done by the Council to prevent premature referrals.
- 1.5 Members noted the reference is made in the Annual Letter to the increase in complaints in relation to Adult Social Services where the figure increased to five from three. This data was reviewed, three were not investigated, one was premature and one was resolved under the Quick Fix arrangements.
- 1.6 As mentioned earlier no complaints were taken to investigation during 2015/16 and therefore there are no relevant response times in Section E.
- 1.7 The Ombudsman has "upheld" one report against the Council issued in April 2015, which has been the subject of Reports to the Standards Committee. In addition the Ombudsman has not upheld one report issued in June 2015 details of which were set out in Appendix 2 of the report.
- 1.8 There have been two quick fixes which are contained in the case book summaries, which for members ease of reference are included at Appendix 3 to the attached Report.

- 1.9 Details of the Code of Conduct complaints for elected Members will be found at Section F of the Annual Letter. There were no code of conduct complaints made against members of Caerphilly County Borough Council during 2015/16.
- 1.10 The Standards Committee noted the content of the amended Annual Letter and were advised that it will be presented to Council.
- 1.11 Members are asked to note the content of the amended Annual Letter, received from the Public Services Ombudsman for Wales.

Author: Lisa Lane, Solicitor

Appendices:

Appendix 1 Report to Standards Committee – 27th September 2016



## STANDARDS COMMITTEE – 27TH SEPTEMBER 2016

**SUBJECT: ANNUAL LETTER FROM PUBLIC SERVICES OMBUDSMAN FOR WALES 2015-2016**

**REPORT BY: INTERIM HEAD OF LEGAL SERVICES AND MONITORING OFFICER**

---

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

- 1.1 To update the Standards Committee on the Annual Letter (2015-2016) from the Public Services Ombudsman for Wales regarding complaints received and investigated by the Ombudsman. The report will also be placed before Council on the 11<sup>th</sup> October 2016.

### **2. SUMMARY**

- 2.1 To inform Members of the Public Services Ombudsman for Wales Annual Letter 2015/16.

### **3. LINKS TO STRATEGY**

- 3.1 The duty to oversee complaints received and investigated by the Ombudsman is within the terms of reference of this Committee.

### **4. THE REPORT**

- 4.1 The Annual Letter setting out a clear and concise breakdown of all complaints received and investigated by the Public Services Ombudsman for Wales during 2015/16 in relation to Caerphilly was received at the end of July 2016.
- 4.2 A copy of the Annual Letter is attached at Appendix 1 to the Report.
- 4.3 Members will note that the data attached as a fact sheet to the Annual Letter includes a detailed breakdown of complaints received and investigated, and response times to requests for information.
- 4.4 This data is self-explanatory and therefore no further comment is offered other than to ask the Committee to formally note the following:
- 4.4.1 In relation to Caerphilly, the number of complaints received by the Ombudsman compared with the Local Authority average adjusted for population distribution is slightly higher at 56 compared with 52. Whilst there was an increase in the number of complaints, none were taken into investigation.
- 4.4.2 The figures show that in the last year the number of complaints referred to the Ombudsman in relation to Housing is now the biggest area of complaint. The data has been analysed and of the twelve complaints in relation to Housing, seven were made prematurely i.e. had been referred to the Ombudsman before exhausting the Council's

Corporate Complaints Process. Practically, it is not possible to prevent premature referrals to the Ombudsman. The Council's Complaints Policy is available via the Council's web site and hard copy booklet readily available to the public. The remaining five were not taken into investigation.

4.4.3 Members will note that overall 17 premature complaints were received by the Ombudsman. This is equal to the Local Authority average but as mentioned there is nothing further that can be done by the Council to prevent premature referrals.

4.4.4 Reference is made by the Ombudsman to the increase of complaints in relation to Adult Social Services, where the figure increased to five from three. This data was reviewed, three were not investigated, one was premature and the one was resolved under the Quick Fix arrangements.

4.4.5 As mentioned earlier no complaints were taken to investigation during 15/16 and therefore there are no relevant response times in Section E.

4.4.6 The Ombudsman has "upheld" one report against the Council issued in April 2015. This matter has been the subject of earlier Reports to Committee. In addition the Ombudsman has not upheld one report issued in June 2015, details of which are set out in Appendix 2. Details of both reports are contained in Section I of the Annual Letter.

4.4.7 There have been two quick fixes which are contained in the case book summaries. For Members ease of reference both are attached at Appendix 2.

#### 4.4.8 **Code of Conduct Complaints**

Details of the Code of Conduct complaints for elected Members will be found at Section F of the appendix to the letter. There were no code of conduct complaints made against Members of Caerphilly County Borough Council during 2015/16.

## **5. FINANCIAL IMPLICATIONS**

5.1 None.

## **6. PERSONNEL IMPLICATIONS**

6.1 None.

## **7. EQUALITIES IMPLICATIONS**

7.1 None.

## **8. CONSULTATIONS**

8.1 This Report reflects the contents of the Annual Letter and therefore has been no formal consultation on the contents of this Report. A copy of the Report has been provided to the consultees listed below.

## **9. RECOMMENDATIONS**

9.1 It is recommended that the Committee note the report. The report will be placed before Council at the meeting to be held in October 2016.



## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To satisfy the Council's statutory duties under the Public Services Ombudsman (Wales) Act 2005.

## **11. STATUTORY POWER**

- 11.1 Public Services Ombudsman (Wales) Act 2005, Local Government Act 1974.

Author: Gail Williams, Interim Head of Legal Services/Monitoring Officer  
Consultees: For information only  
Chris Burns, Interim Chief Executive  
Christina HARRY, Corporate Director Communities  
Dave Street, Corporate Director, Social Services  
Nicole Scammell, Acting Director of Corporate Services and Section 151 Officer  
Councillor Keith Reynolds, Leader of the Council  
Councillor Chris Forehead, Cabinet Member, HR Governance/Business Manager  
Chair of Standards Committee

### Background papers:

Reports to Standards Committee on 18<sup>th</sup> June 2015, 21<sup>st</sup> September 2015

### Appendices:

Appendix 1 Annual Letter from Public Services Ombudsman  
Appendix 2 Case summary of complaint not upheld by the Ombudsman contained in Paragraph G of the Annual Letter  
Appendix 3 Case Summaries of quick fixes Relevant To Caerphilly County Borough Council Contained in Paragraph G of the Annual Letter

This page is intentionally left blank

Our ref: NB/LG/MM



[lucy.geen@ombudsman-wales.org.uk](mailto:lucy.geen@ombudsman-wales.org.uk)

[matthew.aplin@ombudsman-wales.org.uk](mailto:matthew.aplin@ombudsman-wales.org.uk)

28 July 2016

**Sent by email**

Dear Mr Burns

**Annual Letter 2015/16**

Following the recent publication of my Annual Report I am pleased to provide you with the Annual Letter (2015/16) for **Caerphilly County Borough Council**.

Overall my office's caseload has increased by 4% this year, but I am pleased to say that public body complaints fell by the same amount; only the second time in a decade this has happened. However, disappointingly the NHS in Wales was the only sector in my jurisdiction that saw a rise in complaints which now count for over a third of all public body complaints; a total increase of 51% in the last five years.

During 2015/16 we received 906 complaints against local authorities, down from 938 from the previous year.

In reference to outcomes there has been a large increase in the number of early resolutions and voluntary settlements achieved with local authorities with 81 cases in 2015/16 compared to 58 in 2014/15. I am committed to ensuring where possible, bodies from all sectors resolve complaints as quickly and effectively as possible and I am therefore pleased with these statistics.

My office has issued only one public interest report against a local authority during the past year – the same number as 2014/15. This related to failings around a council's failure to properly consider assess and identify the special educational needs of a primary school pupil.

Across all public bodies, after health (36%), housing is the second biggest area of complaint (13%) of our caseload, followed by Planning and Building Control (10%) and Social Services (9%).

The number of Code of Conduct complaints rose by 19% compared with 2014/15 (274 in 2015/16 against 231). It is disappointing to see this rise, although it is almost entirely attributable to community councils where there has been a 49% increase.

Last year I introduced a public interest test for code of conduct complaints and I am pleased to say this has helped my office in dealing with these complaints in an effective manner.

I am only too aware that we are in the run-up to the local elections where historically there is a spike in code of conduct complaints against local authority members. I have spoken previously about vexatious complaints and I would be most disappointed to see an increase in complaints of a trivial matter over the next 12 months when my office is dealing with issues of real concern across public services in my jurisdiction.

More generally my office is working in a number of ways to “turn the curve” of complaints against a backdrop of austerity and an ageing population.

During the past year, I introduced some staffing changes at my office, key amongst these was enhanced roles for a number of investigation staff to include ‘improvement officer’ duties. This places a greater emphasis on best practice, corporate cultural development, and ending cycles of poor service delivery. Whilst the new arrangements are still in their early days, I have been very pleased with the progress that has been made.

Whilst the ombudsman scheme in Wales is well respected at home and abroad, I feel strongly that we must ensure that it is future-proofed and citizen-centred.

I have been particularly pleased that the Finance Committee of the National Assembly for Wales agreed to undertake an inquiry into the powers of the Public Services Ombudsman for Wales, and that a draft Public Services Ombudsman (Wales) Bill has resulted from this. I am now keen to see the Fifth Assembly take this bill forward and introduce it as legislation as soon as is practically possible.

You will find below a factsheet giving a breakdown of complaints data relating to your local authority along with explanatory notes.

This correspondence has been copied to the Leader of the Council for consideration by the cabinet. I will also be sending a copy to your contact officer within your organisation and would again reiterate the importance of this role. Finally, a copy of all annual letters will be published on my website.

**Yours sincerely**

A handwritten signature in black ink, appearing to read 'Nick Bennett', written in a cursive style.

Nick Bennett

Ombudsman

### Factsheet

For the second year in a row there was an increase in the number of complaints received about your local authority (10%) but none were taken into investigation. Housing has overtaken Planning and Building Control as the biggest area of complaints, with Adult Social Services seeing the biggest increase of a worrying 150%. As there were no complaints investigated there were no response times recorded, and only one upheld report was issued during the year.

#### **A) Comparison of complaints received by my office with average, adjusted for population distribution**

In total my office received **56** complaints against **Caerphilly County Borough Council** during 2015/16 compared to a local authority average of **52**.

#### **B) Comparison of complaints by subject category with LA average**

<b>Subject</b>	<b>2015/16 Caerphilly</b>	<b>2015/16 LA Average</b>
Adult Social Services	5	3
Benefits Administration	0	1
Children's Social Services	9	5
Community Facilities, Recreation and Leisure	2	1
Complaints-handling	5	2
Education	0	2
Environment and Environmental Health	4	4
Finance and Taxation	0	2
Health	1	0
Housing	12	5
Planning and building control	7	9
Roads and Transport	4	3
Agriculture and Fisheries	0	0
Independent care providers	0	0
Various Other	7	3
<b>Total</b>	<b>56</b>	<b>40</b>

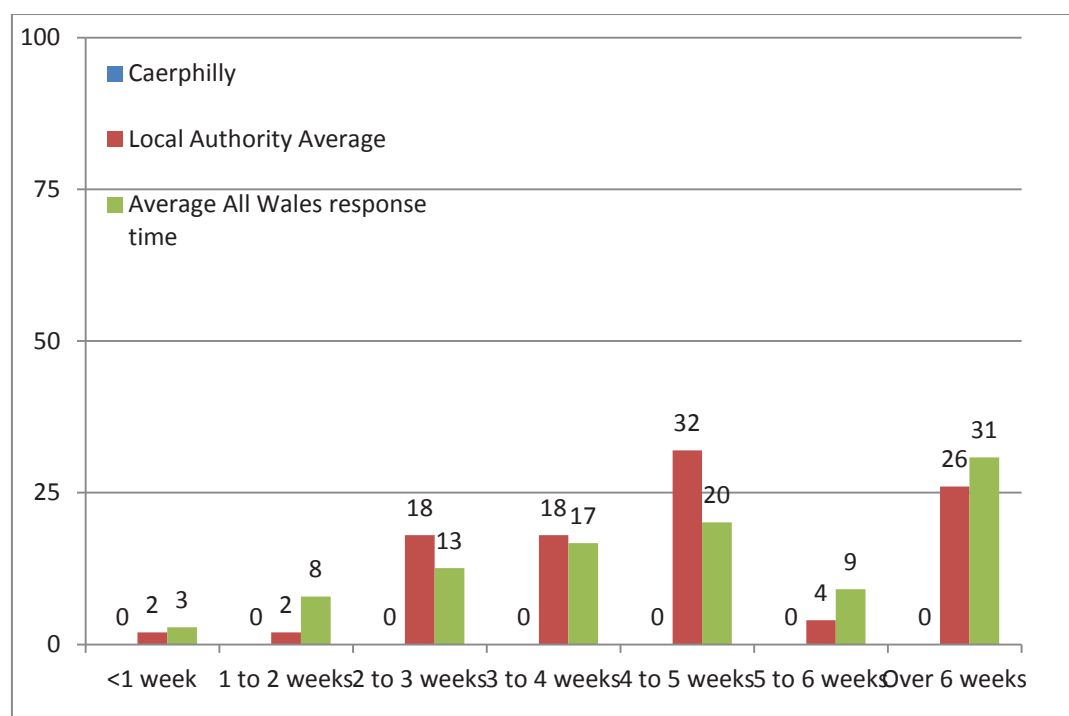
**C) Comparison of complaints by subject category with LA average**

	2015/16 Caerphilly	2015/16 LA Average
Number of complaints taken into investigation	0	3

**D) Comparison of complaint outcomes with average outcomes, adjusted for population distribution**

Complaint Outcomes	2015/16 Caerphilly	2015/16 LA average
Out of jurisdiction	10	8
Premature	17	17
'Other' cases closed after initial consideration	24	21
Discontinued	0	0
Quick fix / Voluntary settlement	2	5
Section 16 – Upheld – in whole or in part	0	0
Other report upheld – in whole or in part	1	2
Other report – not upheld	1	1
Withdrawn	1	1

**E) Comparison of times for responding to requests for information with average LA and average All Wales response times, 2014/15 (%)**



## **F) Code of Conduct complaints**

There were no code of conduct complaints made against members of **Caerphilly County Borough Council** during 2015/16.

## **G) Summaries**

### **Casebook 21**

201400849

201404085

### **Casebook 22**

201501999

### **Casebook 23**

No summaries

### **Casebook 24**

201506381

## **Appendix**

### **Explanatory Notes**

Section A compares the number of complaints against the Council which were received by my office during 2015/16, with the Local Authority average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Council which were received by my office during 2015/16 with the with the Local Authority average for the same period. The figures are broken down into subject categories.

Section C provides the number of complaints against the Council which were investigated by my office during 2015/16 with the Local Authority average (adjusted for population distribution) during the same period.

Section D compares the complaint outcomes for the Council during 2015/16, with the average outcome (adjusted for population distribution) during the same period. Public Interest reports issued under section 16 of the Public Services Ombudsman (Wales) Act 2005 are recorded as 'Section 16'.

Section E compares the Council's response times during 2015/16 with the average response times for all Local Authorities and all public bodies in Wales during the same period. This graph measures the time between the date my office issued an 'investigation commencement' letter, and the date my office receives a full response to that letter from the public body.

Section F provides a breakdown of all Code of Conduct complaints received against Councillors during 2015/16.

Finally, Section G contains the summaries relating to the Council appearing in the Ombudsman's Casebook during 2015/16.

### **Feedback**

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent to [lucy.geen@ombudsman-wales.org.uk](mailto:lucy.geen@ombudsman-wales.org.uk) or [matthew.aplin@ombudsman-wales.org.uk](mailto:matthew.aplin@ombudsman-wales.org.uk)



- b) ensure that it had sufficient resources in place so that corporate complaints at stage two were dealt with promptly;
- c) provide training for its planning officers in relation to EIA screening opinions, particularly with regard to planning applications for waste disposal;
- d) remind planning officers of the importance of: i) logging and processing complaints in accordance with the Council's enforcement policy; and ii) ensuring the recording of reasons, when discretion is exercised, not to take enforcement action, in compliance with the Council's policy.

## Not Upheld

### Caerphilly County Borough Council – Unauthorised development

#### Case reference 201404085 – Report issued June 2015

Mrs J complained (on behalf of herself and three family members) that the Council had failed to monitor stockpiling activities on land under development near their homes or to take enforcement action against the developer. Furthermore, Mrs J complained that the Council failed to take any action regarding complaints made about flooding to their land and the adjacent lane which they believed was caused by water run-off from the stockpile.

Having considered documentation in conjunction with the Ombudsman's Planning Adviser ("the Adviser"), evidence from the Council showed that the stockpiling was not unregulated in that consideration had been given to taking enforcement action. However, it was felt not to be expedient to take action. This is within the discretion afforded to councils by law and relevant government guidance. The Ombudsman's jurisdiction does not enable him to question discretionary decisions save when decisions might be perverse. The Adviser, on the material before him, was of the view there was no perversity. The Council had investigated the complaints about flooding, undertaking site visits as appropriate, but found no evidence to link its causation to the stockpile.

The complaints were not upheld.

## Quick fixes & voluntary settlements

### Cardiff Council – Rights of way and public footpaths

#### Case reference 201409317 – May 2015

Mr B had previously brought a complaint to the Ombudsman in relation to conflicting information being provided to him by the Council about the status of a local footpath. The Ombudsman referred the complaint back to the Council to address fully on 29 January.

Following contact from the Ombudsman's office, the Council apologised for the delay and confirmed it had met with the complainant to discuss the complaint. The Council agreed to issue a final response by a specified date.

This page is intentionally left blank

## NOT UPHELD

Care and Sociak Services Inspectorate Wales (CSSIW) - Other  
Case Reference 201503480- Report issued in February 2016

Mr A complained about the way that CSSIW carried out its functions. This followed a complaint in which he had raised specific and general concerns about how a local authority was applying and interpreting the Welsh Government's Charges for Residential Accommodation guidance ("CRAG").

The Ombudsman considered the action that CSSIW had told Mr A it would take, namely to raise the issue of how the local authority was applying CRAG at a meeting with senior local authority officers, was reasonable. Mr A's complaint was not upheld.

## QUICK FIXES AND VOLUNTARY SETTLEMENTS

Caerphilly County Borough Council - Services for vulnerable adults (e.g. with learning difficulties. or with mental health issues)

Case reference 201506381 – Report issued in March 2016

Mr A complained to the Ombudsman that Caerphilly County Borough Council ("the Council") had failed to arrange for him to have a needs assessment and because there was no assessment, the support that he was receiving was inadequate. Mr A was also unhappy that he did not have support from a suitable advocate to assist him obtain the care and support he felt he needed.

The Council explained that once it had undertaken a capacity assessment (which had been arranged to take place within a month). It indicated that an advocate had been identified to assist Mr A through this process.

Following discussions with the Council it confirmed that it would:

- a) ensure Mr A would carry out a capacity assessment on 12 April 2016
- b) complete an assessment of Mr A's needs within 28 days of the capacity assessment
- c) arrange for Mr A to have an advocate to support him.

### **Hywel Dda University Health Board - Health**

#### **Case reference 201501305 – Report issued in July 2015**

Mrs J complained about the care and treatment that her mother received at Glangwili General Hospital. Mrs J said that her mother sustained a fall at home, but it took three hours before an ambulance arrived to take her mother to hospital. Also that on arrival at hospital, Hywel Dda University Health Board ("the Health Board") took several hours before it carried out an X-ray, or provided pain relief to her. Mrs J complained to the Health Board in November 2014 and she was advised that the Health Board would carry out an investigation into her concerns. However, in March 2015, the Health Board further explained that it anticipated that the investigation would take between three to six months to complete. Mrs J complained to the Ombudsman that the Health Board failed to provide its response to her complaint.

Following consideration of the complaint, the Investigating Officer contacted the Health Board to discuss Mrs J's concerns. The Investigating Officer asked the Health Board to provide its full written response to the complaint and to apologise for the delay in providing the response within ten working days.

The Health Board agreed to carry out the requested action.

### **Aneurin Bevan University Health Board - Health**

#### **Case reference 201500895 – Report issued in July 2015**

Mrs D complained that her late husband did not receive adequate treatment after he was admitted to the Royal Gwent Hospital on 25 August 2014. She stated that he was not correctly fitted with an intravenous feed until 27 August 2014. She also stated that he was not given any of his prescribed medicine whilst at the Hospital. She was also concerned at the length of time the Board had taken to respond to her complaint.

The investigation found that Mrs D had not been given the opportunity to meet with relevant staff involved in her late husband's treatment.

It was recommended that:

- a) the complainant should be contacted within 10 working days of the date of this letter to arrange a meeting
- b) a mutually acceptable date for a meeting be set up within 20 working days of the date of this letter.

The Board has already contacted Mrs D to arrange an appropriate date for a meeting.

### **Caerphilly County Borough Council - Housing**

#### **Case reference 201501999 – Report issued in July 2015**

Mrs C complained that on 15 December 2014 she contacted Caerphilly County Borough Council

("the Council") to report an electrical fault and was given a time slot for an emergency call out. Mrs C says no one called and she was at her property during the time slot given (4:30pm-6:30pm). Mrs C says she received a letter in February 2015, from the Council, stating that she was being re-charged for the call out and the re-charge would be £86.88. Mrs C disputed this charge and the Council referred the matter to a debt collecting agency.

Further to this information being forwarded to the Ombudsman, the Council agreed and informed him that it had 'reassessed its practices and changed its procedure'. It also stated that the 'operatives had been advised to call the Central Repairs Team/Out of Hours team if they do not get an answer and the central team will attempt to make contact with the tenant to advise them the operative is at their property. Details from these calls will be added to the record for future reference'.

In light of this, the Council had agreed to withdraw the re-charge of £86.88 as its 'no access procedure' at the time did not provide sufficient evidence to substantiate the charge. The Council will write to Mrs C shortly to inform her of this decision along with an apology for any inconvenience this matter may have caused her.

### **Conwy County Borough Council - Children's Social Services**

#### **Case reference 201501803 - Report issued in July 2015**

Mr and Mrs V complained that Conwy County Borough Council ("the Council") had refused to accept their complaint at stage two of the Social Services complaints procedure and had instead advised them of an appeal route. When they attempted to take the appeal route they were advised that they did not have the right of appeal.

In order to establish the correct approach in this case, the Council agreed to meet with the complainants to give them an opportunity to provide further detail about their complaint. Following this meeting the matter may either be referred to the safeguarding panel to address or considered at stage two of the Social Services complaints procedure.

### **Hywel Dda University Health Board - Health**

#### **Case reference 201502108 - Report issued in August 2015**

Ms E complained that Hywel Dda University Health Board ("the Health Board") did not have a suitably robust system of managing complaints. She said that she initially raised a complaint with the Health Board in October 2014 but to date had not received its response.

On receipt of this complaint the Ombudsman's office contacted the Health Board which agreed to the following terms:

- a) provide Ms E with an explanation for the delays and failures to respond to her
- b) provide Ms E with a written response by 28 August 2015

This page is intentionally left blank



## COUNCIL - 11TH OCTOBER 2016

**SUBJECT: CO-OPTION AND MEMBERSHIP OF PARTNERSHIPS SCRUTINY COMMITTEE**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151 OFFICER**

---

- 1.1 The report was considered by the Partnerships Scrutiny Committee on the 15th September 2016.
- 1.2 Members fully discussed the various options and combinations of possible co-option membership. Members agreed that co-opting from more diverse groups would provide a different perspective with regard to questioning and make the scrutiny of the Public Services Boards more balanced. Members also felt it important that they sit on the committee in their own right, rather than by invitation.
- 1.3 It was moved and seconded that the 3 co-opted places suggested for the statutory partner agencies be offered to under-represented groups to give a greater diversity and more citizen centred scrutiny process and by show of hands this was agreed by the majority present.

At this point in the proceedings a Member sought additional clarification on statutory partner co-option in order to make clear the recommendation being made to Council. Members took advice from Officers and discussed further the various options and combinations of possible co-option. Following these discussion the original motion as voted upon was withdrawn

- 1.4 It was moved and seconded that Option 2, subject to the following amendment, be recommended to Council for approval. That a co-opted place be offered to a representative from an equalities organisation, a disability organisation and the Youth Forum Cabinet, giving a committee membership of 16 Councillors, 6 co-opted members (made up of the 3 statutory partners plus the 3 others to be named) and up to 6 invited representatives and by show of hands this was unanimously agreed.

RECOMMENDED to Council that: -

- (i) Option 2, subject to the following amendment that an additional co-opted place be offered to a representative from an equalities organisation, a disability organisation and the Youth Forum Cabinet giving a committee membership of 16 Councillors, 6 co-opted members (3 statutory partner agencies and 3 others to be named) and up to 6 invited representatives be approved;
  - (ii) any nominated co-opted members be subject to the code of conduct and be re-nominated every council term (5 years).
- 1.5 Members are invited to consider the report and the above recommendation.

Author: E. Sullivan, Democratic Services Officer, Ext 4420.

Appendices:

Appendix 1 Partnerships Scrutiny Committee Report – 15th September 2016 (Agenda Item 6)





## **PARTNERSHIPS SCRUTINY COMMITTEE – 15TH SEPTEMBER 2016**

**SUBJECT: CO-OPTION AND MEMBERSHIP OF PARTNERSHIPS SCRUTINY COMMITTEE**

**REPORT BY: DIRECTOR CORPORATE SERVICES AND SECTION 151 OFFICER**

---

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

- 1.1 This report outlines the role and terms of reference of the Partnerships Scrutiny Committee in respect of its responsibilities to scrutinise the Public Services Board. The report suggests options for future co-option of members and/or invited representatives of partner organisations represented on the Public Services Board. The Scrutiny Committee is asked to consider these options and make recommendations to Council.

### **2. SUMMARY**

- 2.1 At its meeting on 12th May 2016 Council endorsed changes to Policy and Resources Scrutiny Committee (P & R) in order to address changes required under the Wellbeing of Future Generations (Wales) Act 2015. P & R sitting as the Partnerships Scrutiny Committee (formerly Crime & Disorder Scrutiny Committee) will now include the function to scrutinise the Public Services Board alongside its duty to scrutinise the Safer Caerphilly Community Safety Partnership.
- 2.2 This report sets out options in respect of membership of the committee, to be considered for recommendation to Council.

### **3. LINKS TO STRATEGY**

- 3.1 The operation of scrutiny is required by the Local Government Act 2000 and subsequent Assembly legislation.

### **4. THE REPORT**

- 4.1 Following the implementation of the Wellbeing of Future Generations (Wales) Act 2015 ("the Act"), the Local Authority, Local Health Board, South Wales Fire and Rescue Authority and National Resources Wales are required under the Act to formally collaborate as a Public Services Board (PSB) for the geographical area of the Local Authority and use the sustainable development principle to meet the national well-being duty/goals under the Act. The statutory wellbeing goals/duty under the Act are:

- A resilient Wales
- A prosperous Wales
- A healthier Wales
- A more equal Wales

- A Wales of cohesive communication
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

4.2 The Act required the Council to designate a Scrutiny Committee to scrutinise the work of the PSB. The guidance states that one Scrutiny Committee should take on the overview of the effectiveness of the PSB on behalf of the constituents of the Local Authority area. The functions of the Scrutiny Committee include the following:-

- Scrutinising the decisions and actions taken by the PSB;
- Review or scrutinise the Board's governance arrangements;
- Make reports or recommendations relating to the Board regarding its functions or governance arrangements;
- Consider matters relating to the Board as the Welsh Ministers may refer to it and report to Welsh Ministers accordingly;
- Carry out other functions in relation to the Board that are imposed on it by the Act.

4.3 Therefore on 12th May 2016, Council endorsed changes to Policy and Resources Scrutiny Committee in order to address changes required under the Wellbeing of Future Generations (Wales) Act 2015. It was agreed that Policy and Resources Scrutiny Committee (sitting as the Crime and Disorder Scrutiny Committee) would be re-designated as the 'Partnerships Scrutiny Committee' and take on the additional responsibilities to scrutinise the Public Services Board (PSB). The Partnerships Scrutiny Committee will continue to scrutinise the work of the Safer Caerphilly Community Safety Partnership as required under the Police and Justice Act 2006.

4.4 The Public Services Board includes the following statutory partner agencies that are responsible for carrying out their wellbeing duties under the Act:

- Aneurin University Health Board (ABUHB).
- Caerphilly County Borough Council (CCBC).
- Natural Resources Wales (NRW).
- South Wales Fire & Rescue Service (SWFRS).

4.5 The PSB must also invite the following public bodies to be part of the board to support them:

- Community Rehabilitation Company (formerly Wales Probation Trust).
- Gwent Association of Voluntary Organisations representing the voluntary sector.
- Gwent Police.
- National Probation Service (formerly Wales Probation Trust).
- Police and Crime Commissioner for Gwent.
- Welsh Ministers.

4.6 The Partnerships Scrutiny Committee will be responsible for holding the PSB to account and in order to carry out this role effectively the membership of the committee should be considered. Welsh Government gave guidance following the Local Government (Wales) Measure 2011 on the benefits of co-option of members particularly as a means to develop partner relations, improve public connections and add value to the work of scrutiny committees.

4.7 The Council Constitution states that each overview and scrutiny committee or sub-committee shall be entitled to recommend to Council the appointment of a number of people as non-voting co-optees. Members are therefore asked to consider the following options in respect of ensuring partner representation on the Partnerships Scrutiny Committee:

#### **Option 1**

To invite the three statutory partner agencies, (ABUHB, SWFRS & NRW) to nominate a co-opted member to sit on the scrutiny committee. It should be noted those representatives should not be drawn from the "executives" of any of the organisations in order to ensure the

split of responsibilities between those who are the “executive” of the organisation and those who undertake a “scrutiny” function. Having representation from the organisations that form the PSB should also provide “buy-in” to the scrutiny process. This would give a membership of 16 Councillors plus 3 co-opted members.

### **Option 2**

To invite the three statutory partner agencies, (ABUHB, SWFRS & NRW) to nominate a co-opted member to sit on the scrutiny committee (as set out in option 1). In addition issue a standing invitation to the following organisations seeking a representative from the invited members of the PSB (non-executive).

- Community Rehabilitation Company.
- Gwent Association of Voluntary Organisations representing the voluntary sector.
- Gwent Police.
- National Probation Service.
- Police and Crime Commissioner for Gwent.
- Welsh Ministers.

This would give a membership of 16 Councillors, 3 co-opted members, plus up to 6 invited representatives.

### **Option 3**

To invite the three statutory partner agencies, plus the non-statutory partner organisations to nominate co-opted representatives to sit on the Partnerships Scrutiny Committee. This would give a membership of 16 Councillors plus 9 co-opted members if all organisations take up the invitation.

### **Option 4**

To invite both statutory and non-statutory partners to nominate invited representatives, these would be given a standing invitation to attend but would not be required to attend all meetings.

### **Option 5**

To not appoint co-opted members or issue standing invitations to representatives from the relevant partner organisations.

- 4.8 It should be noted that when the Crime and Disorder Scrutiny Committee was established, it was agreed that representatives of the partners on the Safer Caerphilly Community Safety Partnership (SCCSP) would be invited to all meetings. The invited partners are Gwent Police (Chair of the SCCSP), Police and Crime Commissioner, Aneurin Bevan University Health Board, South Wales Fire and Rescue Service and the Former Wales Probation Trust.
- 4.9 It is suggested that should the Partnerships Scrutiny Committee, and subsequently Council, agree to co-opt members they would be required to comply with the Councils Code of Conduct and participate in appropriate training. In addition each co-opted member is subject to a re-nomination every Council term or if the partner organisation seeks to change their nominated representative at any time.

## **5. EQUALITIES IMPLICATIONS**

- 5.1 There are no specific equalities implications in respect of co-option and inviting representation from partner organisations. Nominees would be sought from the partner organisations, who would determine their suitability for the role based on the role description and function of the committee.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 Co-opted representatives would be entitled to claim travelling expenses to attend meetings of the scrutiny committee, which could be absorbed within existing budget provision.

## **7. PERSONNEL IMPLICATIONS**

7.1 There are no personnel implications contained in this report.

## **8. CONSULTATIONS**

8.1 There are no consultations that have not been included in the report

## **9. RECOMMENDATIONS**

9.1 The Scrutiny Committee is asked to consider the options set out in 4.7 and make recommendations to Council.

9.2 Any nominated co-opted members to be subject to the code of conduct and to be re-nominated every council term (5 years).

## **10. REASONS FOR THE RECOMMENDATIONS**

10.1 To agree membership arrangements for the Partnerships Scrutiny Committee.

## **11. STATUTORY POWER**

11.1 Section 21 of the Local Government Act 2000.

11.2 Local Government (Wales) Measure 2011.

11.3 Wellbeing of Future Generations (Wales) Act 2015.

Author: Catherine Forbes-Thompson, Interim Head of Democratic Services  
Consultees: Chris Burns Interim Chief Executive  
Nicole Scammell, Acting Director Corporate Services & Section 151 Officer  
Gail Williams, Interim Head of Legal Services & Monitoring Officer  
Rob Hartshorn, Head of Public Protection  
Kathryn Peters, Corporate Policy Manager  
Councillor Christine Forehead, Cabinet Member HR & Governance/Business Manager  
Councillor Ken James, Cabinet Member Regeneration Planning & Sustainable Development  
Councillor Sean Morgan, Chair Partnerships Scrutiny Committee  
Councillor Gez Kirby, Vice Chair Partnerships Scrutiny Committee

### Background Papers:

Report Annual Council 12 May 2016 – Constitutional Matters.

Statutory Guidance from the Local Government Measure 2011 – June 2012



## COUNCIL - 11TH OCTOBER 2016

**SUBJECT: CAERPHILLY COUNTY BOROUGH LOCAL DEVELOPMENT PLAN UP TO 2021 – ANNUAL MONITORING REPORT 2016 (INCLUDING THE 2ND ANNUAL COMMUNITY INFRASTRUCTURE LEVY REPORT)**

**REPORT BY: CORPORATE DIRECTOR - COMMUNITIES**

---

### 1. PURPOSE OF REPORT

- 1.1 For members to consider the findings and recommendations of the Caerphilly County Borough Local Development Plan 2016 Annual Monitoring Report (2016 Report).
- 1.2 To recommend that the 2016 Annual Monitoring Report be approved by Council.
- 1.3 To recommend that the 2016 Annual Monitoring Report be submitted to the Welsh Government (WG) by 31 October 2016, in order to satisfy the Council's statutory requirements.
- 1.4 For members to formally withdraw the Replacement Deposit LDP in line with the requirements of Regulation 26 of the Town and Country Planning Local Development Plan (Wales) Regulations 2005 (as amended).
- 1.5 Glossary of terms used in this Report

LDP	Caerphilly County Borough Local Development Plan up to 2021 (Adopted November 2010)
WG	Welsh Government
SEA/SA 2016 Report	Strategic Environmental Assessment /Sustainability Appraisal Caerphilly County Borough Local Development Plan 2016 Annual Monitoring Report
2015 Report	Caerphilly County Borough Local Development Plan 2015 Annual Monitoring Report
CIL	Community Infrastructure Levy
Replacement LDP	Deposit Replacement Caerphilly County Borough Local Development Plan up to 2031
Local Councils	Town and Community Councils
LDP Regulations	Town and Country Planning Local Development Plan (Wales) Regulations 2005 (as amended).

### 2. SUMMARY

- 2.1 It is a statutory requirement that the Council submits an Annual Monitoring Report to the WG that monitors whether or not the LDP is being implemented successfully. The overall purpose of the AMR is to identify whether the LDP Strategy, or any the Strategy Policies are not being implemented and if they are not identify steps to rectify this.
- 2.2 This is the fifth AMR to be prepared for Caerphilly County Borough Local Development Plan up to 2021 (LDP) and it monitors the period from 1st April 2015 to 31st March 2016. The Council is required to submit the 2016 AMR to WG by the 31st October 2016.

- 2.3 An overview of the data for the 2016 monitoring period provides an interesting insight into the implementation of the LDP over the last year. Of particular note for 2016 is the following:
- The annual house building rate dropped sharply this year to 187, from 414 in the 2015 Report.
  - The housing land supply figure reduced from 1.9 years in the 2015 Report to the current position of 1.5 years (using the WG preferred method of calculation – the residual method).
  - Average house price for the county borough rose 13% from £98,881 in 2015 to the current figure of £111,890.
  - The annual unemployment rate went down from 8.6% to 6.5%.
  - The number of residents in employment rose from 76,600 to 79,500.
  - 12.89 hectares of employment land was developed.
  - Vacancy rates in the principal towns reduced, with the exception of Caerphilly which remained the same.
  - Footfall in Bargoed and Blackwood fell but this was due to issues with the footfall counters in these areas, specifically periods where the cameras were out of operation. Footfall in Caerphilly dropped by 5% on last year.
  - Customer satisfaction with the country parks increased from 83% to 85% whilst visitor numbers increased by just under 200,000 to 1,157,704 visitors.
- 2.4 The 2016 Report also includes the annual monitoring statement for the Council's implementation of its Community Infrastructure Levy. This is the second year the AMR Report has included this. The 2016 CIL Monitoring identified that just over £39,000 had been collected in CIL revenue, whilst just under £5,900 had been passed to the Town and Community Councils (Local Councils) and just under £2,000 has been used to cover the costs of preparing and implementing CIL. Just over £31,000 remains in the CIL pot to assist in funding appropriate infrastructure.
- 2.5 The 2016 Report concludes that the plan continues to have positive effects on the overall environment and that substantial progress continues to be made in implementing the vast majority of the LDP and recommends the following actions:
- Substantial progress should continue to be made in the delivery of the Adopted Development Plan which is realising positive benefits to the environment.
  - The Council should seek to progress the early preparation of the Strategic Development Plan for the Cardiff Capital Region in partnership with other local planning authorities within the region.
  - The Council will need to address the shortfall in the five year housing land supply through proactive action as follows:
    - Consider proposals for new residential development on their relative planning merits on a site-by-site basis and have due regard for the need to increase the housing land supply in line with national planning policy and guidance;
    - Lobby Welsh Government to establish funding mechanisms to incentivise sites in low viability areas and promote remediation of suitable brownfield sites for development;
    - Utilise the Model For Increasing Affordable Housing Provision (agreed by Cabinet on 21<sup>st</sup> January 2015) to bring forward Council owned sites with viability issues;
    - Lobby the Welsh Government to make changes in respect of the housing land availability process.

#### **Update on the withdrawal of the Deposit Replacement LDP**

- 2.6 In line with the Council Resolution of 19 July 2016, the Leader, together with the Cabinet Member for Planning & Regeneration, the AM for Caerphilly, the Chief Executive Officer and the Corporate Director Communities held a meeting with the Welsh Government Minister and senior civil servants on 28 September 2016. The aim of the meeting was as follows:

- To seek Ministerial approval for the withdrawal of the Deposit Replacement LDP and seek agreement for the early commencement of the preparation of a Strategic Development Plan (SDP);
- To discuss issues surrounding the five-year housing land supply and lobby the WG to amend Technical Advice Note 1 Joint Housing Land Availability Studies;
- To discuss possible funding sources to incentivise brownfield development and the development of sites in less viable areas.

2.7 It was confirmed at the meeting that Ministerial approval for plan withdrawal is not presently a requirement of the LDP Regulations and that the decision to withdraw the Replacement LDP is a matter for the Council to determine. No formal objection was raised by the Welsh Government Minister to the proposed withdrawal of the plan, although concerns were raised regarding the Council's exposure to planning through appeal during this period.

2.8 With regard to the five-year land supply and possible funding to incentivise brownfield development and development in less viable areas, it was agreed that a further meeting be scheduled between the Corporate Director Communities and senior civil servants from the Welsh Government to discuss the issues further.

2.9 In order to ensure the LDP Regulations are complied with, the Council is now required to pass an explicit resolution to formally withdraw the Replacement LDP. The plan will then be withdrawn in line with the requirements of Regulation 26 of Town and Country Planning Local Development Plan (Wales) Regulations 2005 (as amended).

### **3. LINKS TO STRATEGY**

3.1 The Council has a statutory duty to prepare and review a Local Development Plan for its area to provide the policy framework for the development and use of land within the County Borough. On 23 November 2010, the Council formally adopted the Caerphilly County Borough Local Development Plan up to 2021(LDP) and has since been monitoring the progress of the plan through its Annual Monitoring Report (AMR).

3.2 The submission of the 2016 Report to WG is a statutory procedure associated with the Adopted LDP. The LDP has, through its preparation, incorporated the Council's land use objectives and the AMR monitors whether the LDP, and therefore the Council's Land Use Objectives, are being successfully implemented.

### **4. THE REPORT**

#### **Background**

4.1 The Council formally adopted the Caerphilly County Borough Local Development Plan (LDP) on the 23 November 2010. Following the adoption of its LDP, the Council has a statutory obligation under section 61 of the Planning and Compulsory Purchase Act 2004 to keep all matters under review that are expected to affect the development of its area. Further, section 76 of the Act requires the Council to produce information on these matters in the form of an Annual Monitoring Report for submission to the Welsh Government. The 2016 Report monitors the period from 1st April 2015 to 31st March 2016 and it is required to be submitted to WG by the 31st October 2015.

4.2 The 2016 Report once again considers whether the Development Strategy that underpins the LDP remains valid; and whether or not the Strategy Policies contained in the LDP are being effective in delivering the Development Strategy and meeting the objectives of the plan until such time as a replacement LDP is adopted.

- 4.3 It is important to note that consideration of the findings of the 2013 AMR in October 2013, led to the commencement of the review of the LDP. Consultation on the Preferred and Alternative Strategies for the Replacement LDP was undertaken at the beginning of 2015 and the Deposit Replacement LDP was the subject of formal consultation between 11 February and 22 April 2016. On 19<sup>th</sup> July 2016, the Council resolved to withdraw the Replacement LDP (subject to Ministerial approval) and seek support for the early preparation of the Strategic Development Plan (SDP) for the Cardiff Capital Region.
- 4.4 In line with this resolution, the Leader, together with the Cabinet Member for Planning & Regeneration, the AM for Caerphilly, the Chief Executive Officer and the Corporate Director Communities held a meeting with the Welsh Government Minister and senior civil servants on 28 September 2016. The aim of the meeting was as follows:
- To seek Ministerial approval for the withdrawal of the Deposit Replacement LDP and seek agreement for the early commencement of the preparation of a Strategic Development Plan (SDP);
  - To discuss issues surrounding the five-year housing land supply and lobby the WG to amend Technical Advice Note 1 Joint Housing Land Availability Studies;
  - To discuss possible funding sources to incentivise brownfield development and the development of sites in less viable areas.
- 4.5 It was confirmed at the meeting that Ministerial approval for plan withdrawal is not presently a requirement of the LDP Regulations and that the decision to withdraw the Replacement LDP is a matter for the Council to determine. No formal objection was raised by the Welsh Government Minister to the proposed withdrawal of the plan although concerns were raised regarding the Council's exposure to planning through appeal during this period. With regard to the five-year land supply and possible funding to incentivise brownfield development and development in less viable areas, it was agreed that a further meeting be scheduled between the Corporate Director Communities and senior civil servants from the Welsh Government to discuss the issues further.
- 4.6 In order to ensure that the LDP Regulations are complied with, the Council is now required to pass an explicit resolution to formally withdraw the Replacement LDP. The plan will then be withdrawn in line with the requirements or Regulation 26 of the Town and Country Planning Local Development Plan (Wales) Regulations 2005 (as amended).

### **Annual Monitoring Requirements**

- 4.7 The Town and Country Planning (Local Development Plan) (Wales) Regulations 2005 (as amended) and the LDP Manual Edition 2 (available on the WG web site) specify what the 2016 AMR is required to include as follows:
- An Executive Summary.
  - Review of changes to national and regional policy and guidance and their implications for the LDP.
  - SEA/SA Monitoring based on the SEA/SA Monitoring Framework (LDP Appendix 18).
  - LDP Monitoring based on the LDP Monitoring Framework (LDP Appendix 19).
  - Statutory Indicators.
  - Recommendations on the course of action in respect of policies and the LDP as a whole.
- 4.8 Copies of the full 2016 AMR entitled "Caerphilly County Borough LDP Annual Monitoring Report 2016" together with the background statistical tables have been placed in the resource library for members' information.

### **Report of Findings**

#### **Changes in National, Regional and Local Policy Context**

- 4.9 Changes in the policy context for the plan would have been addressed by the Replacement LDP in due course. However the Council's resolution to withdraw the Replacement LDP



means that policy changes from 2014 to 2016 now need to be considered through the 2016 AMR process.

4.10 Four technical advice notes have been amended/introduced during this period as follows:

- Revision of Technical Advice Note 21: Waste, February 2014.
- Technical Advice Note 23: Economic Development, February 2014.
- Revision of Technical Advice Note 1: Joint Housing Land Availability Studies (JHLAS), January 2015.
- Revision of Technical Advice Note 12: Design, March 2016.

4.11 In general, the changes in guidance relate to the plan preparation process and therefore they do not impact on the monitoring of the adopted LDP. However the revision of TAN 1 in 2015 has had a significant impact on monitoring the implementation of the plan. Specifically, TAN 1 has been revised to indicate that the only method to be used to calculate the annual housing land supply figure is the residual method. Perversely, this method realises low housing land availability during periods of low building rates, such as those associated with the economic downturn. Previously, TAN 1 included the ability to use the past building rates method (which uses an averaged past house build rate to calculate the 5-year land supply). By contrast the past building rates method does not, by nature, realise reduced land availability levels. It should be noted that whilst the county borough has not had a 5-year land supply using the residual method since the 2012 AMR Report (the level now stands at 1.9 years) using the past building rate method the land supply only dropped below 5 years in 2015 and is only just below the 5-year level at 4.5 years in 2016. This issue was raised at the Ministerial meeting and will continue to be discussed in further detail with senior civil servants.

#### The Planning (Wales) Act, July 2015

4.12 The Act was published following a review of the planning system in Wales and includes 6 key issues:

- Provision for the preparation of a National Development Framework (NDF);
- Provision to designate strategic planning areas within which a Strategic Development Plan (SDP) will be required to be prepared;
- Requirement for local authorities to consider a review of their plans upon publication of the NDF or SDP;
- Requirement for pre-application engagement for planning applications;
- Provision for applications to be submitted directly to WG in certain circumstances;
- Introduction of trigger events that prevent the registration of Town or Village Green, including where allocated in a development plan.

4.13 These changes do not directly affect the Adopted Plan. However, as part of the resolution to withdraw the Replacement LDP, the Council will seek the early preparation of the SDP for the Cardiff Capital Region.

#### Local Development Plan Manual (LDP Manual): Edition 2, August 2015

4.14 The changes to the LDP Manual are largely to include the provisions of the Planning Wales Act 2015. However the revised Manual has reduced the number of national indicators that the WG requires to be monitored through the AMR from 10 to 4, all of which form part of the existing monitoring framework for the Adopted LDP in any event.

#### Planning Policy Wales (PPW): Edition 8, January 2016

4.15 PPW has been the subject of a number of revisions since 2014. Overall the changes do not impact directly on the monitoring of the Adopted LDP.

4.16 The following Acts were also enacted during the monitoring period but have not had opportunity to affect the Adopted LDP:

### Well-Being of Future Generations (Wales) Act 2015

- 4.17 This Act was enacted in July 2015. Whilst this is within the monitoring period, the Act provisions did not take effect until 1 April 2016, which is outside the monitoring period. This Act will, therefore, be reviewed as part of the 2017 AMR Report.

### Environment (Wales) Act 2016

- 4.18 This Act was enacted on 22 March 2016 that, whilst being within the monitoring period, is so late in the period that it is not likely to have been a factor in the implementation of the plan during the period. As a result this Act will be reviewed as part of the 2017 Report.
- 4.19 In addition to the changing national policy context outlined above, there have been significant changes to the regional context for LDPs over the period. In June 2015 the Cabinet agreed to support the development of a plan for the City Deal and in March 2016 the council signed the City Deal agreement, along with the other 9 local authorities, the First Minister for Wales and the Chief Secretary to the Treasury. This agreement sets out the participation of the 10 local authorities in the creation of a Strategic Development Plan for the Cardiff Capital Region. As part of its resolution to seek the withdrawal of the Replacement LDP the council also resolved to seek the early preparation of the SDP and this will be a subject of discussion at the Ministerial meeting scheduled for 28 September 2016.
- 4.20 In due course the SDP will form a part of the statutory development plan framework for the area and will address strategic issues associated with, amongst other things, transport, housing and employment. When the SDP is formally published the Council will need to consider whether a review of the Adopted LDP is required in order to ensure that the LDP is in accordance with the SDP.

### Local Considerations

- 4.21 The 2013 AMR recommended that an early review be instigated in light of the following significant local considerations. Specifically:
- The lack of a five-year housing land supply is a matter of concern that needs to be addressed, as the evidence available indicates that it is unlikely that this position will improve in the next few years; and
  - The need to identify suitable sites for new schools as a consequence of the Council's ambitious school rationalisation programme.
- 4.22 The Deposit Replacement LDP was the subject of formal consultation between 11 February and 22 April 2016. On the 19 July 2016 the Council resolved that for the reasons contained in the Council Report, that:-
- Option 2 for progressing work on the development plan for Caerphilly County Borough as set out in paragraph 4.50 of the report be approved;
  - the Council seek further discussions with WG and local authorities within the Cardiff Capital Region regarding the possible development of a Strategic Development Plan;
  - subject to Ministerial Approval, the Deposit Replacement Caerphilly County Borough Local Development Plan up to 2031 be formally withdrawn;
  - the Council seek an urgent meeting with the WG Minister to advise on the intention to withdraw the Deposit Replacement LDP, seek support for the preparation of the SDP as a matter of urgency and discuss the importance of Welsh Government funding to help unlock the remaining brownfield sites across the county borough;
  - Welsh Government is formally requested to remove the aggregated formula used in the calculation of the 5 year housing land supply.
- 4.23 Paragraphs 4.4 to 4.7 of this report provide an overview of the issues discussed at the Ministerial meeting

### **Strategic Environmental Assessment/Sustainability Appraisal Monitoring**

- 4.24 The Strategic Environmental Assessment Directive requires local authorities to undertake Strategic Environmental Assessment (SEA) as part of the preparation of the LDP. In addition to this the LDP Regulations requires a Sustainability Appraisal (SA) to be undertaken. In preparing the LDP the council undertook joint SEA and SA and produced and published its SEA/SA Report in conjunction with the LDP.
- 4.25 The SEA Directive also requires that the council monitor the state of the environment through monitoring the sustainability objectives set out in the SEA/SA Report. This forms an integral part of the AMR and is contained in Section 4.

### **LDP Policy Monitoring**

- 4.26 The LDP Monitoring considers each of the 22 Strategy Policies against the LDP Monitoring Framework to identify whether the policies are being effective and to identify any policies that are not being implemented.
- 4.27 An overview of the LDP Monitoring Data for the 2016 AMR period provides an interesting insight into the implementation of the LDP over the past 12 months. Of particular note for 2016 is the following:
- The annual house building rate dropped sharply this year to 187, from 414 in the 2015 Report.
  - The housing land supply figure reduced from 1.9 years in the 2015 Report to the current position of 1.5 years (using the WG preferred method of calculation – the residual method).
  - Average house price for the county borough rose 13% from £98,881 in 2015 to the current figure of £111,890.
  - The annual unemployment rate went down from 8.6% to 6.5%.
  - The number of residents in employment rose from 76,600 to 79,500.
  - 12.89 hectares of employment land was developed.
  - Vacancy rates in the principal towns reduced, with the exception of Caerphilly which remained the same.
  - Footfall in Bargoed and Blackwood fell but this was due to issues with the footfall counters in these areas, specifically periods where the cameras were out of operation. Footfall in Caerphilly dropped by 5% on last year.
  - Customer satisfaction with the country parks increased from 83% to 85% whilst visitor numbers increased by just under 200,000 to 1,157,704 visitors.
- 4.28 Notably the 2016 Report identifies that the housing land availability figure has fallen further to 1.5 years, significantly below the 5-year housing land supply. Where the land supply is less than 5 years, TAN 1 requires local authorities to take steps to increase the supply of housing land, which may include reviewing the development plan, releasing land in its ownership, expediting planning applications or securing the provision of infrastructure to release constrained sites.
- 4.29 Following the meeting held on 28 September 2016 the Council will now formally withdraw the Replacement LDP. Therefore, reviewing the plan is no longer an option to address this issue in the short to medium term. Whilst the issue of the five-year land supply was also discussed at the meeting, a further meeting between the Corporate Director Communities and senior civil servants from the Welsh Government is scheduled to discuss the issues further.
- 4.30 It is evident from the decisions of The Planning Inspectorate and Welsh Government that the housing land supply will be a material consideration in the determination of planning applications. The Council is already addressing this matter through the release of public sector land in the short term, such as Pontllanfraith House, and over the longer term total housing numbers and their land locations will need to be considered over a regional footprint via the SDP and the associated LDPs that will underpin it.

- 4.31 Overall the LDP Monitoring finds that broadly speaking the plan is being implemented within acceptable parameters, except for the single issue of housing delivery.

#### **Statutory (Mandatory) Indicators**

- 4.32 LDP Manual: Edition 2 has revised the number of statutory or mandatory indicators from the original 10, to just 4. There are also 2 statutory indicators required through TAN1: Joint Housing Land Availability Studies, which remain unchanged. Appendix 1 to this report sets out the plans performance against those monitoring figures that are required by WG.

#### **Community Infrastructure Levy – 2<sup>nd</sup> Annual Report**

- 4.33 The Community Infrastructure Levy CIL was introduced in Caerphilly County Borough on 1 July 2014. It is a mandatory charge that is levied against all new qualifying development.
- 4.34 In order to ensure that the implementation of the Community Infrastructure Levy is open and transparent, the Council must prepare an annual report on CIL. The 2016 AMR Report also comprises the 2<sup>nd</sup> Annual Community Infrastructure Levy Report (CIL Report).
- 4.35 The CIL Report must be published on the Council's website by 31 December each year, for the previous financial year, i.e. in this instance for the reporting period 1 April 2015 to 31 March 2016.
- 4.36 During the monitoring period a total £39,046.14 was received in CIL payments. In accordance with the CIL Regulations a total of £4,826.78 was passed to the three Community Councils (Local Councils) within which CIL receipts had been received and a further £1,952.31 was used to cover the costs of the preparation and implementation of the CIL. Total expenditure for the year was £6,779.08 and a further £1,030.13 has been retained for areas not covered by a Town or Community Council. The amount available in the CIL pot for assisting in the delivery of the infrastructure in accordance with the development plan is £31,236.92.
- 4.37 Bids for infrastructure funding from CIL will be considered and recommendations on what bids should receive funding will be reported to Council as part of the 2017/2018 budget considerations later in 2016. The 2017 Report will include details of all CIL spend for that year, as well as further income and expenditures.
- 4.38 The Regulations also require all Local Councils in receipt of CIL revenue to prepare annual reports on their CIL income and expenditure. As CIL revenue was only beginning to be received during this monitoring period, the Local Councils have only recently received their relative payments, which is outside the current monitoring period. As such Local Councils will need to prepare their CIL Reports for inclusion in the 2017 AMR Report.

#### **AMR Conclusions and Recommendations**

- 4.39 Overall the LDP Monitoring finds that generally the plan is being implemented within acceptable parameters, except for the single issue of housing delivery. Viability continues to be an issue in overall house building and this has an adverse impact on the levels of affordable housing being delivered through the planning system.
- 4.40 The lack of a 5-year land supply is a matter of concern that needs to be addressed, as the available evidence indicates that it is unlikely that this position will improve in the next few years. The Council will need to take action to try to secure the proper implementation of the LDP Policies to comply with the requirements of TAN1.
- 4.41 Therefore, the AMR makes the following recommendations:

- R1 Substantial progress should continue to be made in the delivery of the Adopted Development Plan, which is realising benefits to the environment.**
- R2 The Council seek to progress the early preparation of the Strategic Development Plan for the Cardiff Capital Region in partnership with other local planning authorities within the region.**
- R3 The Council will need to address the shortfall in the five year housing land supply through proactive action as follows:**
- **Consider proposals for new residential development on their relative planning merits on a site-by-site basis and have due regard for the need to increase the housing land supply in line with national planning policy and guidance;**
  - **Lobby Welsh Government to establish funding mechanisms to incentivise sites in low viability areas and promote remediation of suitable brownfield sites for development;**
  - **Utilise the Model For Increasing Affordable Housing Provision (agreed by Cabinet on 21st January 2015) to bring forward Council owned sites with viability issues;**
  - **Lobby the Welsh Government to make changes in respect of the housing land availability process.**

## **5. EQUALITIES IMPLICATIONS**

- 5.1 There are no direct implications associated with this report. However any future review of policies and proposals contained within the LDP will require an equalities impact assessment to be carried out.

## **6 FINANCIAL IMPLICATIONS**

- 6.1 There are no new financial implications as a consequence of this report.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no direct personnel implications as a result of this report.

## **8. CONSULTATIONS**

- 8.1 All comments have been taken into account in the Committee Report.

## **9. RECOMMENDATIONS**

- 9.1 To consider and note the findings of the 2016 Annual Monitoring Report and the implications of the recommendations contained therein.
- 9.2 To recommend to Council that the 2016 Annual Monitoring Report (Including the 2<sup>nd</sup> Annual CIL Report) be submitted to the Welsh Government before the deadline of 31 October 2016.
- 9.3 To recommend to Council that the Replacement Deposit LDP be formally withdrawn, in line with the requirements of Regulation 26 of the Town and Country Planning Local Development Plan (Wales) Regulations 2005 (as amended).

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To comply with the requirements of the Planning and Compulsory Purchase Act 2004, the LDP Wales Regulations 2005 and the SEA Directive.

- 10.2 To comply with the requirements of the Planning and Compulsory Purchase Act 2004, the LDP Wales Regulations 2005 and the SEA Directive.
- 10.3 To comply with the requirements of the Town and Country Planning Local Development Plan (Wales) Regulations 2005 (as amended) by which the plan will be withdrawn.

## **11. STATUTORY POWER**

- 11.1 The Planning and Compulsory Purchase Act 2004 requires the Council to prepare and keep under review a Local Development Plan for the County Borough to act as a single framework for the control and use of land within its administrative boundary.
- 11.2 The Local Government Act 1998. The Local Government Act 2003. The Town and Country Planning (Local Development Plan) (Wales) Regulations 2005.

Author: Dave Lucas, Principal Planner, Strategic & Development Plans  
Consultees: Cllr Keith Reynolds, Leader  
Cllr. Ken James, Cabinet Member for Regeneration, Planning & Sustainable Development  
Chris Burns, Interim Chief Executive  
Christina HARRY, Corporate Director Communities  
Nicole Scammell, Acting Director Corporate Services and S151 Officer  
David Street, Corporate Director Social Services  
Gail Williams, Interim Head of Legal and Monitoring Officer  
Tim Stephens, Development Control Manager

### Background Papers:

Caerphilly County Borough LDP Annual Monitoring Report 2016

*[made available in the resource library]*

Caerphilly County Borough LDP Annual Monitoring Report 2016 – Background Tables

*[made available in the resource library]*



## COUNCIL – 11TH OCTOBER, 2016

**SUBJECT: BOUNDARY COMMISSION FOR WALES 2018 REVIEW INITIAL PROPOSALS**

**REPORT BY: INTERIM HEAD OF LEGAL SERVICES AND MONITORING OFFICER**

---

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

1.1 To inform Members that the Boundary Commission for Wales has published its initial proposals for the 2018 review of Parliamentary Constituencies. The consultation will run until 5th December, 2016.

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

2.1 Not applicable.

### **3. THE REPORT**

3.1 The Boundary Commission for Wales is an independent and impartial non-departmental public body which is responsible for reviewing parliamentary constituency boundaries in Wales.

3.2 The Commission is currently undertaking a review of the existing parliamentary constituencies with a view to recommending changes that are needed in order to comply with the relevant legislation which required that broadly speaking the number of electors in each constituency is equal, whilst also taking account of factors such as local communities.

3.3 The 2018 Review will deliver its recommendations to the Government by the 1st October, 2018 recommending only changes it believes appropriate to the distribution size, shape, name or designation of constituencies in Wales.

3.4 One of the key requirements of the review is to reduce the number of constituencies in the UK to 600. Within Wales the number of constituencies allocated for the 2018 Review is 29, the current figure is 40.

3.5 To achieve this in Wales, every constituency must have an electorate at the review date that is no smaller than 71,031 and no larger than 78,507.

3.6 As can be seen from the information provided above there will be a fundamental change to the existing pattern of constituencies in every part of Wales.

3.7 The proposed changes affecting the current parliamentary constituencies are set out in the 2018 review document and broad details are set out below.

3.7.1 It is proposed that a Caerphilly( Caerfilli) constituency is created from:-

- (i) The electoral wards within the existing Caerphilly CC and County Borough of Caerphilly of Aber Valley (4,478), Bedwas, Trethomas and Machen (7,456), Llanbradach (3,133), Morgan Jones (5,153), Penyrheol (8,525), St. James (4,126) and St. Martins (6,203);
- (ii) The electoral wards within the existing Islwyn CC and County Borough of Caerphilly of Abercarn (3,884), Crosskeys (2,344), Maesycwmmwr (1,607), Pontllanfraith (5,976), Risca East (4,468), Risca West (3,795) and Ynysddu (2,709); and
- (iii) The electoral wards within the existing Newport West CC and City and County of Newport of Graig (4,723) and Rogerstone (7,743).

3.7.2 It is proposed that Merthyr Tydfil and Rhymney (Merthyr Tudfil and Rhymni) constituency is created from:-

- (i) The whole of the existing Merthyr Tydfil and Rhymney CC consisting of:-
  - (a) the County Borough of Caerphilly electoral wards of Darren Valley (1,760), Moriah (3,031), New Tredegar (3,233), Pontlottyn (1,405), and Twyn Carno (1,655); and
  - (b) the County Borough of Merthyr Tydfil electoral wards of Bedlinog (2,649), Cyfartha (4,961), Dowlais (4,739), Gurnos (3,309), Merthyr Vale (2,663), Park (3,176), Penydarren (3,678), Plymouth (3,855), Town (5,580), Treharris (4,831) and Vaynor (2,644);
- (ii) The electoral wards within the existing Caerphilly CC and county Borough of Caerphilly of Bargoed (4,277), Gilfach (1,481), Hengoed (3,617), Nelson (3,374) St. Cattwg (5,400) and Ystrad Mynach (3,935); and
- (iii) The electoral ward within the existing Islwyn CC and County Borough of Caerphilly of Aberbargoed (2,520).

3.7.3 It is proposed that a Blaenau Gwent constituency is created from:-

- (i) The whole of the existing Blaenau Gwent CC consisting of the County Borough of Blaenau Gwent electoral wards of Abertillery (3,095), Badminton (2,428) Beaufort (2,768), Blaina (3,351), Brynmawr (3,826), Cwm (3,168), Cwmtillery (3,358), Ebbw Vale North (3,249), Ebbw Vale South (2,905), Georgetown (2,942), Llanhilleth (3,324), Nantyglo (3,187), Rassau (2,386), Sirhowy (4,125) Six Bells (1,702) and Tredegar Central and West (3,847); and
- (ii) The electoral wards within the existing Islwyn CC and County Borough of Caerphilly of Argoed (1,910), Blackwood (5,947), Cefn Fforest (2,765), Crumlin (4,195), Newbridge (4,611), Pengam (2,571) and Penmaen (4,004).

3.8 A hard copy of the 2018 Review Report has been placed in the Members library and all of the relevant plans have been displayed in the reception area at the Council offices. In addition, Members can access the 2018 Review Report on the Boundary Commission's website – [www.bcomm-wales.gov.uk](http://www.bcomm-wales.gov.uk).

3.9 The consultation runs until 5th December, 2016 and the Boundary Commission welcomes comments on the proposals by email at [bcomm.wales@wales.gsi.gov.uk](mailto:bcomm.wales@wales.gsi.gov.uk) or in writing to The Boundary Commission for Wales, Hastings House, Fitzalan Court, Cardiff, CF24 0BL



3.10 Public Hearings will be held during the consultation period and the venues and information will be found on the Boundary Commissions web site. For Cardiff two days are planned, 26th and 27th October at the Mercure Holland House Hotel 10am -8pm and 9am-5pm. To request a formal speaking slot individuals are asked to email or formally request in writing.

#### **4. FINANCIAL IMPLICATIONS**

4.1 Not applicable at this stage as the proposals referred to in the Report which is for information only are currently out to public consultation.

#### **5. PERSONNEL IMPLICATIONS**

5.1 Not applicable at this stage as the proposals referred to in the Report which is for information only are currently out to public consultation.

#### **6. EQUALITIES IMPLICATIONS**

6.1 Not applicable at this stage as the proposals referred to in the Report which is for information only are out to public consultation.

#### **7. CONSULTATIONS**

7.1 As listed.

#### **8. RECOMMENDATIONS**

8.1 Members are asked to note the information contained in the Report including the closing date for consultation responses.

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

9.1 To update members on the contents of the 2108 Initial Review proposals.

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

10.1 Parliamentary Voting System and Constituencies Act 2011.

Author: Gail Williams, Interim Head of Legal Services/Monitoring Officer  
Consultees: Chris Burns, Interim Chief Executive  
Dave Beecham, Electoral Services Manager  
Councillor K.V. Reynolds, Leader

Background papers : Boundary Commission 2018 Review of Parliamentary Constituencies Initial Proposals

This page is intentionally left blank