

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
www.caerffili.gov.uk

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

Date: 4th October 2017

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

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.

You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

If you have any queries please contact the Interim Head of Legal Services and Monitoring Officer by email 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, 10th October, 2017** 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 25th July 2017. 1 - 6
- 6 Special Council held on 31st July 2017. 7 - 12

To receive and consider the following report from the meeting of Cabinet held on 4th October 2017.

- 7 Annual Performance Report 2016/17. 13 - 114

To receive and consider the following reports: -

- 8 Scrutiny Review: Scrutiny Self Evaluation and Peer Review. 115 - 134
- 9 Annual Letter from Public Services Ombudsman for Wales 2016-2017. 135 - 148
- 10 Caerphilly County Borough Council Response to the Electoral Reform in Local Government Consultation. 149 - 168
- 11 Annual Report of the Director of Social Services 2016/17. 169 - 196
- 12 Caerphilly County Borough Local Development Plan up to 2021 - Annual Monitoring Report 2017 (Including the 3rd Annual Community Infrastructure Levy Report). 197 - 208
- 13 Amendment to Council's Constitution - Changes to Protocol for Webcasting of Council Meetings. 209 - 212
- 14 To receive and to answer questions received under Rule of Procedure 10(2). 213 - 214

Circulation:

All Members And Appropriate Officers



COUNCIL

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON TUESDAY 25TH JULY 2017 AT 5.00PM

PRESENT:

Councillor J. Bevan - Mayor
Councillor M. Adams - Deputy Mayor

Councillors:

Mrs E. Aldworth, C. Andrews, A. Angel, P.J. Bevan, C. Bezzina, S. Cook, C. Cuss, W. David, M. Davies, D.T. Davies, C. Elsbury, K. Etheridge, M. Evans, A. Farina-Childs, J.E. Fussell, A. Gair, Ms J. Gale, N. George, C. Gordon, R.W. Gough, L. Harding, D. Harse, D. Havard, A. Higgs, A. Hussey, L. Jeremiah, G. Johnston, G. Kirby, Mrs A. Leonard, Ms P. Leonard, C.P. Mann, Mrs P. Marsden, S. Morgan, Mrs G. Oliver, B. Owen, T. Parry, Mrs L. Phipps, D.V. Poole, D.W.R. Preece, J. Pritchard, J.E. Roberts, Mrs M.E. Sargent, J. Scriven, G. Simmonds, J. Simmonds, Mrs E. Stenner, J. Taylor, A. Whitcombe, R. Whiting, L G. Whittle, T. Williams, B. Zaplatynski

Together with:-

C. Burns (Interim Chief Executive), D. Street (Director of Social Services), N. Scammell (Acting Director of Corporate Services), C. HARRY (Corporate Director - Communities), G. Williams (Interim Head of Legal Services and Monitoring Officer), R. Hartshorn (Head of Public Protection), T. Stephens (Development Control Manager), K. Forty (Housing Development Officer), V. Morgan (Principal Planner/Statistician), C Forbes-Thompson (Interim Head of Democratic Services), H. Morgan (Senior Committee Services Officer)

1. WELSH TRANSLATION FACILITIES

The Mayor advised Members that there is now a statement included on the front page of the agenda advising that Members are welcome to use Welsh during meetings Members are asked to give notice in advance of the meeting if they wish to use the Welsh language during the meeting so that translation facilities can be arranged in time.

Members welcomed the option to use translation facilities on request.

2. 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 a show of hands.

3. APOLOGIES

Apologies for absence were received from Councillors L. Binding, A. Collis, D. Cushion, K. Dawson, N. Dix, Mrs C. Forehead, Ms E. Forehead, D.T. Hardacre, M. James, V. James, Mrs B. Jones, S. Kent, B. Miles, Mrs D. Price, J. Ridgewell, R. Saralis, S. Skivens, C. Thomas and W. Williams.

4. MAYOR'S ANNOUNCEMENTS

The Mayor referred to the many events and visits that he and the Deputy Mayor have undertaken since the last meeting and made specific reference to the visit of Prince Charles to Llancaiach Fawr to open a new exhibition and two separate hundred birthday presentations.

5. PRESENTATIONS

Autism Awareness Award

It was announced that Caerphilly County Borough Council's Sports and Leisure Service is the first in Wales to be presented with the 'Autism Aware' Organisation Award by the Welsh Local Government Association. Over 125 officers have recently undertaken autism awareness training, and this award acknowledges their work to support children and adults with autism in accessing sport and leisure activities. The Sports and Leisure Service Officers have shown a high level of dedication and commitment to achieve this commendable status.

Mike Jones and Jeff Reynolds received the award on behalf of the service. In recognition of the achievement, Members wished to place on record their appreciation to all those involved in the project.

Chartered Trading Standards Institute Awards

Members were advised that Tim Keohane was presented with an 'Outstanding Contribution Award' at the recent Chartered Trading Standards Institute's Annual Awards. Tim, a Senior Trading Standards Officer, received the award for his many years of volunteering his own time to manage the exhibition at one of Europe's largest Consumer and Trading Standards Conferences.

Tim Keohane came forward in order that Members could recognise the award and they congratulated him on his achievement.

Road Safety Awards

It was reported that Dilys Powell, a Teaching Assistant at Ysgol y Lawnt, has recently won a Road Safety Wales Award. With support from the Council's Road Safety Team, Dilys has worked to implement a number of initiatives including a successful walking bus, which sees over 50 pupils and parents walk to school each week, and cycling and scooter days. These initiatives have been very successful in ensuring that pupils have fun, whilst using sustainable methods of travel.

Dilys Powell and Susan Davies, Road Safety Projects Officer, came forward in order that Members could recognise the award and they were congratulated on the achievement.

6. DECLARATIONS OF INTEREST

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

7. COUNCIL - 13TH JUNE 2017

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

Council held on 13th June 2017 (minute nos. 1 - 16 on page nos. 1 - 8).

REPORTS OF OFFICERS

Consideration was given to the following reports.

8. SUPPLEMENTARY PLANNING GUIDANCE LDP1 - AFFORDABLE HOUSING OBLIGATIONS

Consideration was given to the report which sought to formally adopt a revised version of LDP1 - Affordable Housing Obligations as Supplementary Planning Guidance to the Caerphilly County Borough Local Development Plan up to 2021 and proposed affording Officers delegated powers, in consultation with the relevant Cabinet Member, for future amendments to fixed values for the transfer of affordable units.

The Development Control Manager explained that the planning system delivers affordable housing by granting permission directly to housing associations, and by ensuring that a proportion of private housing developments are also affordable (housing for rent and low cost home ownership). There is a policy in the local development plan that requires the provision of affordable housing as part of housing developments, with targets for the proportion of affordable housing depending on the part of the borough where the development is proposed.

The Supplementary Planning Guidance, which was first adopted in 2011, sets out the mechanics of achieving the requirements of the policy including whether the housing is delivered on site, or off site, or in exceptional circumstances by the provision of a commuted sum. There is advice about design, special needs housing, and an annually updated list of values for the transfer of housing from the housebuilders to the social landlords.

It is now necessary to revise elements of the document to reflect minor changes to the planning policy context, the Local Housing Market Assessment, the introduction of the Community Infrastructure Levy and minor procedural changes. The amendments will also provide the flexibility to allow new affordable housing units to be transferred to either the local authority or a Registered Social Landlord for management purposes.

It was noted that the document has been subject to public consultation in February 2017, where three responses were received, all from representatives of the development industry. Officers have considered these responses (which were contained within Appendix 1 of the report) and it is proposed that a small number of minor changes be made to the consultation version of the document to provide further clarity. Following adoption, the revised document will supersede the 2011 version and will be placed on the Council's website.

Traditionally, the Local Authority has specified that the units secured as part of planning applications will be transferred to a preferred Registered Social Landlord (RSL) at the fixed values as detailed in Appendix 3 of the SPG. However, it may be possible in the future for the Local Authority rather than an RSL to take control of social rented units delivered through Section 106 agreements. Members were pleased to note that in order to allow for future flexibility in achieving this, the revised SPG makes reference to the

option that social rented units can be transferred to either an RSL or the LA. The Housing Department have considered the viability of purchasing Section 106 social rented properties at the values identified in the SPG and it would be viable based on the rents that can be charged on the properties.

During the course of the debate, concerns were expressed that the target of 40% of affordable houses is not being met. The Development Control Manager advised that the requirement to meet the need for affordable housing is a material planning consideration and will be taken into account when determining planning applications. Affordable housing is secured as part of the planning system and the requirements for the delivery of these units is set out within a Section 106 agreement.

This policy sets out the thresholds above which a level of affordable housing will be sought and the target levels of affordable housing that will be required in specific market areas within the County Borough. However, 40% is a target not a mandate and each case considers the costs of affordable housing with other costs. Where there is evidence of need, Officers are able to negotiate targets of 40% of the total number of dwellings proposed on sites within the Caerphilly Basin (excluding Aber Valley); 25% in the Northern Connections Corridor (excluding Newbridge); and 10% in the rest of Caerphilly County Borough (including Aber Valley and Newbridge but excluding the Heads of the Valleys Regeneration Area). It may be appropriate to reconsider the affordable housing requirements based on an assessment of viability on a site specific basis.

Mr Stephens offered to provide training for Members on how costs are assessed and a reasonable affordable housing percentage is reached and this opportunity was welcomed by the Members.

In noting that there would be a seminar arranged to consider how costs are assessed and a reasonable affordable housing percentage is reached, 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 representations received as part of the public consultation exercise be noted and the recommendations set out in the Report of Consultation be endorsed;
- (ii) LDP1 Affordable Housing Obligations (Revision) be formally adopted as Supplementary Planning Guidance to the Caerphilly County Borough Local Development Plan up to 2021;
- (iii) delegated powers be given to Officers in consultation with the relevant Cabinet Members, to update Appendix 3 of the Supplementary Planning Guidance as necessary to reflect updated figures on the fixed values for the transfer of units from a developer to a Registered Social Landlord or Local Authority.

9. ELECTION OF CAERPHILLY YOUTH CHAMPION

Consideration was given to the report which outlined plans to appoint the Caerphilly Youth Champion for a 5 year term (2017-2022) and detailed proposals for the election process.

The Interim Head of Democratic Services advised that the Youth Champion is a key initiative in discharging the Council's responsibility to increase the number of people who vote at elections and provides the link between young people in the county borough and elected members.

It was explained that in previous years, and in order to elect a Youth Champion, the Council has taken part in a national event called "I'm a Councillor, Get me out of Here!!", which was a web based event and required the Candidates to post their manifestos online and take part in a 2-week question and answer session with young people from the county borough. During the "Getting to Know you week", a vote was undertaken at the end of each day, the candidate with the lowest number of votes was eliminated from the competition. This continues until the final remaining candidate is crowned 'Youth Champion'. It is proposed that this process continue for all future elections.

It was moved and seconded that the recommendations in the report be approved. An amendment was proposed that the term of office of the Youth Champion should remain as 2 years and not be extended to 5 years as proposed in the report. The mover of the motion agreed that this could be incorporated in his motion. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons contained in the report:

- (i) the content of the report be noted and continued support be offered to the work of the Youth Champion;
- (ii) proposals to extend the proposed Election Process for the Youth Champion for 5 years not be supported and the term of office be for a 2 year period.

Members wished to place on record their appreciation to the former Youth Champion, Mike Prew and paid tribute to the manner in which he had undertaken his role both in engaging with and supporting the priorities of the Youth Forum.

10. IMPLEMENTATION OF IMMIGRATION ACT 2016 AND ASSOCIATED AMENDMENTS TO THE AUTHORITY'S STATEMENT OF LICENSING POLICY

Consideration was given to the report which outlined the implementation of the Immigration Act 2016 and the legislative changes it introduces to the Licensing Act 2003 and recommended associated amendments to the Statement of Licensing Policy. The Licensing and Gambling Committee considered this report on 13th July 2017, and, in endorsing its content, recommended its acceptance by Council.

Members were advised that the Immigration Act 2016 amends the Licensing Act 2003 to introduce immigration safeguards in respect of particular licence types, which commenced on 6th April 2017. The changes also include Home Office Immigration Enforcement being listed as being a Responsible Authority and given powers of entry to licensed premises. The Statement of Licensing Policy approved by Council on 17th November 2015 therefore requires amendment to accommodate these changes.

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 changes to the Licensing Act 2003 as a consequence of the Immigration Act 2016 be noted;
- (ii) the Licensing Policy be amended to incorporate the relevant changes as a result of the Immigration Act 2016, and Home Office Immigration Enforcement be added to the list of Responsible Authorities.

11. QUESTIONS UNDER RULE OF PROCEDURE 10(2)

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

The meeting closed at 17.40pm

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 10th October 2017 they were signed by the Mayor.

MAYOR



SPECIAL MEETING OF COUNCIL

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON MONDAY 31ST JULY 2017 AT 5.00PM

PRESENT:

Councillor J. Bevan - Mayor
Councillor M. Adams - Deputy Mayor

Councillors:

Mrs E. Aldworth, C. Andrews, P.J. Bevan, C. Bezzina, L. Binding, A. Collis, S. Cook C. Cuss, M. Davies, D.T. Davies, C. Elsbury, K. Etheridge, M. Evans, A. Farina-Childs, Ms E. Forehead, J.E. Fussell, A. Gair, Ms J. Gale, N. George, C. Gordon, R.W. Gough, L. Harding, D. Harse, A. Higgs, A. Hussey, M. James, V. James, L. Jeremiah, G. Johnston, Mrs B. Jones, S. Kent, G. Kirby, Mrs A. Leonard, C.P. Mann, Mrs P. Marsden, S. Morgan, Mrs G. Oliver, B. Owen, T. Parry, Mrs L. Phipps, D.V. Poole, D.W.R. Preece, J. Pritchard, J. Ridgewell, J.E. Roberts, Mrs M.E. Sargent, J. Scriven, G. Simmonds, J. Simmonds, S. Skivens, Mss E. Stenner, A. Whitcombe, R. Whiting, T. Williams, B. Zaplatynski

Together with:-

C. Burns (Interim Chief Executive), D. Street (Director of Social Services), N. Scammell (Acting Director of Corporate Services), C. Harrhy (Corporate Director - Communities), G. Williams (Interim Head of Legal Services and Monitoring Officer), L. Donovan (Acting Head of Human Resources and Organisational Development), S. Harris (Interim Head of Corporate Finance), H. Morgan (Senior 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 A. Angel, D. Cushion, W. David, K. Dawson, N. Dix, Mrs C. Forehead, D.T. Hardacre, D. Havard, Ms P. Leonard, B. Miles, Mrs D. Price, R. Saralis, J. Taylor, C. Thomas, L G. Whittle and W. Williams.

3. DECLARATIONS OF INTEREST

It was noted that with regards to Agenda Item No. 5 (Contract Arrangements of Interim Chief Executive and Continuation of Internal Management Arrangements), Chris Burns, Nicole Scammell and Gail Williams would be required to declare an interest and leave the meeting. Details are minuted with the respective item.

REPORTS OF OFFICERS

Consideration was given to the following reports.

4. FINANCIAL STATEMENTS FOR 2016/17

Consideration was given to the report that sought Council approval of the audited 2016/17 Financial Statements. This would ensure that the accounts could be signed-off by the Wales Audit Office by the statutory deadline of the 30th September 2017. Members were advised that the Council cannot realistically change anything in the Financial Statements, as any changes require the approval of the Auditor.

The Interim Head of Corporate Finance informed Members that at its meeting on 25th July 2017, the Audit Committee was presented with the External Auditor's ISA 260 Report on the audit of the 2016/17 Financial Statements. The Auditor's report stated that it was the Auditor General's intention to issue an unqualified audit opinion on the 2016/17 Financial Statements based on the audit work completed to date.

Mr Harris referred Members to Appendix 3 of the Auditor's Report which provides details of misstatements identified during the audit process that have subsequently been corrected by management. He confirmed that these adjustments have no impact on cash or General Fund balances. The 2016/17 Financial Statements incorporate all of the corrected misstatements and Appendix 4 of the Auditor's Report details recommendations arising from the 2016/17 financial audit work along with the management responses.

Specific reference was then made to paragraph 12 of the Auditor's Report which provides details of an uncorrected misstatement that is being looked into further by Officers. By way of explanation, Mr Harris advised that this relates to ongoing work on cash balances within the accounts and a balance of £629k held as a reconciling item within the bank reconciliation. It is anticipated that this work will take some time to complete and Officers have agreed with the External Auditor that once the appropriate accounting adjustments have been confirmed, they will be actioned in the 2017/18 financial year.

Clarification was sought on this misstatement and it was confirmed that it relates to an issue that arose when the Council transferred its banking activities from the Co-Operative Bank to Barclays Bank via the transfer of some cash and investment balances with the Royal Bank of Scotland in 2013-14. At the conclusion of the transfer, a net difference of £629k was identified that has been held as a reconciling item within the bank reconciliation. Officers are investigating this issue to correctly account for the transactions and remove it as an ongoing reconciling item. A report on the outcome of the ongoing work and resulting adjustments will be presented to the Audit Committee at its meeting in September 2017.

A query was raised in relation to pension liabilities and the strategy that underpins the schedule of payments and the Cabinet Member for Finance, Performance and Governance gave an undertaking to respond to the Member concerned following receipt of the specific questions relating to this matter.

An explanation was requested on the figures included in the Financial Statements as they relate to senior officers pay. It was confirmed that the national pay award gave an increase of 1% for 2016/17 and the information provided also includes incremental rises on the specific pay scales identified.

Details were also requested on redundancy costs and the number of staff identified in the report. Mr Harris advised that he would make enquiries and respond to the Member accordingly.

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

RESOLVED that the final audited 2016/17 Financial Statements be approved.

Members wished to place on record their appreciation to all those involved in the preparation of the 2016/17 Financial Statements.

5. CARDIFF CAPITAL REGION CITY DEAL - ESTABLISHMENT OF A SPECIAL PURPOSE VEHICLE COMPANY FOR COMPOUND SEMICONDUCTOR PROJECT

The Interim Chief Executive gave an overview of the report which sought approval for the Leader to be given delegated authority to approve that the Council becomes a shareholder in a company limited by share which will own premises to host the Compound Semiconductor Centre project recently agreed by the Joint Cabinet of the City Deal and to execute all relevant documentation on behalf of the Council and to appoint a Member to sit on the Board.

The Cardiff Capital Region City Deal was formally launched on 1st March 2017, and with the approval of Council, this Authority joined the other nine authorities in the region in forming a Joint Cabinet to oversee and manage this collaborative arrangement. It was explained that the City Deal includes a £1.2 billion investment, including the development of the South Wales metro; support for innovation and digital infrastructure; developing skills and helping people back into work; promoting enterprise and business growth; and wider activity in regeneration and housing. It is hoped that it can help deliver 25,000 new jobs in the region and lever in up to £4bn of private sector investment.

The Assurance Framework outlines the process and decisions that are required for the approval of the programme and overall projects, which include the appraisal criteria for submitted projects. It was noted that the City Deal is in its early stages of development and in that it is over a 20 year period, some decisions on the Investment Fund may not be taken for a number of years and projects will be developed in accordance with the prescribed themes. The business plan setting out the overall investment priorities for the City Deal requires the approval of all ten local authorities and it is expected to come to Council later in the year. The exception to that is that the first £50m of the treasury money can be invested over the next 12 months in advance of that business plan being agreed.

The Council, along with the other nine authorities, agreed a Joint Working Agreement which provides for the investment of an initial £50 million contribution from the UK Treasury, but which precludes any further investment until as outlined previously a detailed Business Plan setting out the overall investment priorities for the City Deal is agreed by the Joint Cabinet and submitted to each authority for approval.

Referring to the content of the report, Mr Burns advised that the first project approved by the Joint Cabinet, funded primarily from the initial £50m Treasury contribution to the City Deal, is for a Compound Semiconductor Centre based in Newport, close to Junction 28 of the M4. This project is intended to place the Cardiff Capital region at the forefront of this rapidly emerging technology. As well as potentially creating several hundred jobs directly within the

plant, the intention is to build on the region's existing strengths to develop a world recognised cluster of expertise within the sector which could lead to many more jobs over time. It also has the potential to lever £375m of private sector investment.

It was confirmed that the investment in the refurbishment and fitting out of the facility will be funded from the initial £50 million UK Treasury contribution to the City Deal, which was agreed by all ten authorities as being the initial limit on investment until a Business Plan is developed and agreed for the remainder of the investment fund.

In that the Joint Cabinet established by the ten local authorities is not, in itself, a legal entity and cannot own property, following consideration of detailed options appraisals conducted by independent legal advisers, it agreed to form a separate company. It is intended to transfer ownership of the premises to a 'special purpose vehicle' body to own and manage the facility. This will be in the form of a new limited company jointly owned by the ten local authorities, each with an equal £1 share in the company. Each council will be entitled to nominate a Director of the company and each will have equal voting rights.

It was reported that there had been an undertaking to keep Members up to date with projects that are brought forward and it was noted that the business plan is in the process of being prepared outlining proposal for the county borough and will be presented to Council for consideration in due course.

Reference was made to liabilities that may be associated with this project and Mr Burns advised that as with any venture of this nature there are risks associated with an investment of this scale. The Joint Cabinet has undertaken extensive 'due diligence' investigations as to the strength of the tenant and the market in which they operate and has decided to invest on this basis. Stringent legal and governance arrangements are in place through the Joint Working Agreement, the Assurance Framework and Implementation Plan. With regards to the siting of the plant, Mr Burns advised that on this occasion, the county borough were not able to meet the requirements of the projects.

Reference was made to the benefits of the City Deal and the opportunity to look at new projects and new initiatives going forward. It was noted that it will be for the authority to decide where the investment should be within the borough, develop business cases and submit proposals for consideration accordingly.

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

RESOLVED that:-

- (i) the Leader of the Council or his nominated deputy be granted delegated authority:-
 - (i) to agree that the Council becomes a shareholder in a Special Purpose Vehicle Company, Limited by shares to deliver this project – CSC Foundry Limited - 'Ffowndri LDC Cyf';
 - (ii) to execute the documentation required to give effect to the establishment of the company;
 - (iii) to appoint a Director to sit on the board of a new company.
- (ii) the Monitoring Officer be authorised to make any required changes to the Council's Constitution as a result of the above.

6. **CONTRACT ARRANGEMENTS OF INTERIM CHIEF EXECUTIVE AND CONTINUATION OF INTERNAL MANAGEMENT ARRANGEMENTS**

Chris Burns, Nicole Scammel and Gail Williams declared an interest (as they are the subject of the report) and left the meeting during consideration of this item.

Dave Street (Corporate Director Social Services) gave an overview of the report, which sought approval to further extend the contract arrangement for the post of Interim Chief Executive in order to comply with legislative requirements. It also sought approval to delegate the extension of contracts of the current Interim Director of Corporate Services and Interim Head of Legal Services/Monitoring Officer to the Interim Chief Executive.

Members were reminded of the current interim arrangements in place within the Authority since the initial suspension of three Senior Officers. The Council is required by law to have in place a Head of Paid Service, which is designated to the Chief Executive. On 22nd July 2014, Council appointed Mr Chris Burns to the post of Interim Chief Executive and on 9th June 2015, Council agreed to further extend the contract for a period of 12 months with effect from 1st September 2015. Council, on 19th April 2016, again agreed to extend this contract for a further period of 12 months with effect from 1st September 2016.

Following the dismissal of the Criminal Proceedings, the Authority is now progressing internal investigations in accordance with the Council's approved procedures and statutory requirements. The Investigating and Disciplinary Committee, at its meeting on 10th March 2017, resolved that there were allegations that required formal investigation and that the matter be referred to a Designated Independent Person to undertake a comprehensive investigation in accordance with the Disciplinary Proceedings for Statutory Officers. The Council's external legal advisors, who have been involved in such processes previously, have suggested that the process will take at least one hundred days. Consequently, it is necessary to consider the contract of the current Interim Chief Executive and whether or not this should be extended beyond 31 August 2017.

Mr Street advised that if Council agrees to the extension of the fixed term contract, the Interim Chief Executive will be employed on the agreed salary and terms and conditions as published in the Council's Pay Policy Statement. Welsh Government have been notified that Council is being asked to consider an extension to this interim appointment and have confirmed they are satisfied with the proposal.

In respect of the financial implications, there are revenue budgets established for the posts of Chief Executive, Director of Corporate Services and Head of Legal Services/Monitoring Officer. Postholders currently fulfilling these duties are funded from these revenue budgets. Additional costs associated with the three Senior Officers have been funded from a provision established using General Fund reserves as approved by Council. A further report to Council will be prepared if this provision requires additional funding.

It was requested that any decision taken by Interim Chief Executive be in consultation with the respective Cabinet member and the Director gave an assurance that this would be the case.

Following consideration of the report, it was moved and seconded that the recommendations in the report be approved. By a show of hands (and in noting there were 2 abstentions) this was agreed by the majority present.

RESOLVED that for the reasons set out in the report:-

- (i) the contract of the current Interim Chief Executive be extended until 31st December 2017;

- (ii) with effect from 1st September 2017, this fixed term arrangement be subject to 1 months' notice period on either side;
- (iii) the decision to extend the contracts of the current Interim Director of Corporate Services and Interim Head of Legal Services/Monitoring Officer as appropriate be delegated to the Interim Chief Executive.

The meeting closed at 5.45pm

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 10th October 2017 they were signed by the Mayor.

MAYOR



COUNCIL - 10TH OCTOBER 2017

SUBJECT: ANNUAL PERFORMANCE REPORT 2016/17

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

-
- 1.1 The attached report was considered by the Cabinet on 4th October 2017. The recommendations of Cabinet will be reported verbally to Council on 10th October 2017.
 - 1.2 Members will be asked to consider the recommendations of Cabinet.

Author: Helen Morgan, Senior Committee Services Officer

Appendix: Report to Cabinet - 10th October 2017.

This page is intentionally left blank

CABINET – 4TH OCTOBER 2017

SUBJECT: ANNUAL PERFORMANCE REPORT 2016/17

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To present to Cabinet the Authority's Annual Self-Assessment called the Annual Performance Report for 2016/17 and to seek the views and approval of Cabinet prior to its presentation to Council on the 10th October 2017 and publication by 30th October 17.

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 Well-being Objectives it set itself for 2016/17. The report also shows how the Council performed against its eight priorities that ran from 2013 to 2017 and have now come to the end of their published time frame.

3. LINKS TO STRATEGY

- 3.1 The Well-being of Future Generations (Wales) Act 2015 requires each authority to set and publish Well-being Objectives with effect from 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 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.

3.3 The Council formally adopted the above priorities on June 2014. The priorities reflected the council's contribution to the delivery of the Single Integrated Plan together with manifesto commitments made by the ruling administration from 2013 to 2017.

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 and 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 Well-being Objectives; and performance statistics with progress comments against National Public Accountability Measures for 2016/17 for Local Authorities.

4.4 Detailed reports of the Council's performance against its Well-being Objectives, using Ffynnon dashboards were scrutinised at this year's performance scrutiny meetings. These will be placed on the internet at the same time as the Performance Report to provide more detail and keep the report to a manageable size, as such the main report summarises the performance of the Well-being Objectives.

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 Well-being Objectives and the Performance Report reflects that.

4.5.2 The council's Well-being Objectives (WBOs) for 2016/2017 were:

I.O.	Description	Status
WBO1	To help people make the best use of their household income and manage their debts	Successful
WBO2	Improve outcomes for all learners, particularly those vulnerable to under achievement	Partly Successful
WBO3	Close the gap in life expectancy for residents between the most and least deprived areas in the borough	Successful
WBO4	Carbon Management: Reduce our carbon footprint	Partly Successful
WBO5	Investment in council homes to transform lives and communities	Partly Successful

The judgements above were made based upon whether the individual WBOs had delivered the outcomes set. The judgements were scrutinised and validated via each individual scrutiny held across the summer / autumn 2017. WBO1, 2 and 3 are recognised as long term and complex objectives so will be ongoing for some time, indeed number 3 may not be achievable within the next decade but we judged this and WBO1 as successful within this term because all actions were delivered and performance indicators showed improvement across a range of areas (for example in WBO3 the reduction of smoking within the borough). WBO4 was judged as partly successful because whilst there was some success, and some of the action plan was completed, it was not as fully as we would have liked. WBO5 incurred slippage of the planned programme, which resulted in several targets not being met in the Welsh Housing Quality Standard, however significant improvement has been made in both internal and external housing stock improvements and tenant satisfaction was high. The Wales Audit Office carried out a review of the WHQS and has made some recommendations for improvement so on balance we have judged this as partly successful as agreed by the Policy and Resources Committee.

- 4.5.3 There are several ways to view national data, either by performance against past performance, or performance against other authorities, or movement up and down the rankings. For example, some indicators although having moved down or stayed at a low ranking have still improved year on year, or performance may decline but it can still improve in 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 National Measures shows the picture is mixed. The national indicator set has changed. Last year the Welsh Government no longer required the national indicator set and 'revoked' them by legislation. The reason was that information is already provided in other ways and replication was not required (for example all education data comes from schools and waste data comes from Natural Resources Wales from a system called Waste Data Flow and so forth) therefore Welsh Government aimed to reduce the data collection burden. As a result there is no longer a legal 'national set' of data. The Welsh Local Government Association (WLGA) set a task and finish group to agree a public set of indicators that authorities would voluntarily contribute towards to enable comparators in response to this removal of the national set. Most of the indicators they agreed were the same as the indicators that Welsh Government had revoked. As a result of this process there are now fewer indicators (from 41 down to 31) meaning there is a smaller sample size when using percentages to show comparators. The indicators are not 'audited' so while comparators may give context they should be treated with caution as they may not be counted in a like for like way.
- 4.5.5 Of the 31 National indicators, 25 were used as a comparison to create the national picture across Wales. Of those measures Caerphilly saw 64% of those improve upon their 2015/16 results (16 indicators) and 24% decline (6 indicators) in performance compared to the 2015/16 result (where 40% declined). 8% (2) maintained maximum performance levels (at the best they can be) and 4% which reflects 1 indicator was not applicable because we did not report on it.
- 4.5.6 In April 2016 (as a result of the new Social Services and Well-being (Wales) Act 2014) a new set of social care measures were introduced. This means that most of the old social services indicators became obsolete. The results of the new indicators will not be available until October and we will report on this when their received.**

4.5.7 Below is a break down of year on year improvement of National Indicators by Directorate

2016/17 year on year Performance Improvement by area compared to 2015/16					
	No.	Improved	Deteriorated	Maintained	Does not apply
Education Including Library services	12	8	3	1	
** Social Services Public Protection	1		1		
Communities	10	8	1	1	
Corporate	2		1		1 *
Total	25				
* This calculation does not include (CAM037) as the measure was not reported on due to unreliable data sets from energy suppliers					

4.5.8 Reasons for performance of the individual indicators are included within Appendix 2 to the Annual Performance Report.

4.5.9 For 2016/17 Six of the indicators are in the “Upper Quarter” in Wales including:

- The percentage of final statements of special education needs issued within 26 weeks **excluding** exceptions maintained joint **1st** in Wales for the third year running.
- The percentage of final statements of special education needs issued within 26 weeks **including** exceptions moved from 8th to joint **1st** in Wales.
- The percentage of reported fly tipping incidents cleared within 5 working days continues its climb up the rankings (previously had been ranked 16th in Wales in 2013/14) has moved up to 2nd in Wales with a performance of 99.7%
- The percentage of pupils at Key Stage 2 who achieved the core subject indicator moved from 16th in 15/16 to 3rd this year.
- The number of visits to public libraries during the year per 1,000 population was 4th in Wales in 2016/17 moving up from 6th last year.
- The number of additional affordable housing units provided during the year improved in performance from 6th to 2nd in Wales. (75 units this year compared to 51 previously)

4.6 Nine of the indicators are in the “Middle Quarters” and some of these include:

- The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way moved from 8th to **7th** with an improved performance of approx. 4%
- The percentage of municipal waste sent to landfill improved at **4.18%** compared to 9.57% the year before but our ranking still went down from 4th to 10th in Wales.
- The percentage of food establishments which are ‘broadly compliant’ with food hygiene standards has moved from the upper quarter to the middle quarter from 6th to 12th Wales (which is a drop of 0.7%) and is still a high performer.
- The percentage of highways inspected of a high or acceptable standard of cleanliness stayed the same with a performance of **96.8%** but moved up from 8th to 7th in the ranking with the all Wales average being 96.6%
- The percentage of highways inspected of a high or acceptable level of cleanliness has improved from 9th to 8th in Wales.

4.6.1 Nine of our indicators are in the “Lower Quarter” some of these include:

- 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 moved from 21st to 22nd in Wales and remains the lowest in the table with a performance of 1.1% against an all Wales average of 0.2%.

- The percentage of pupils in LA **care** aged 15 as at the 31st August who leave compulsory education, training or work based learning without an approved qualification moved from **22nd** in Wales to 20th. This represents 4 pupils out of 22 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) improved by 1.7% and has improved steadily over the 5 years however it remained at **20th**.
- Percentage of pupil attendance in *primary* schools improved to 94.6% and moved from 21st to 17th in Wales.
- Percentage of pupil attendance in *secondary* schools has moved from 22nd in Wales to **20th** with performance steadily improving over the previous 3 years.
- The average external qualifications points score for all children, in any local authority maintained learning setting declined for the first time since the indicator began. It went from 500.7 to 455.6 ranking at 21st. The all Wales average is 531. This indicator will not be collected and reported on next year in the formal data sets.
- Although our performance improved from 52 to 53% for 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, our position moved to 21st in Wales.
- Our sickness (number of working days per FTE) came in as 20th this year amongst authorities (although RCT did not report their figures) with the number of days averaging 12.2 against an all Wales average of 10.3.

Details of Caerphilly's performance in relation to Wales for all 31 indicators are included in Appendix 2 entitled 'PAMS 2016/17'

4.7 Directors have used the Performance Plan to reflect on the performance of their individual directorates:

- Directorate of Education: page 46
- Directorate Communities: page 50
- Directorate of Social Services: page 57
- Directorate Corporate Services: page 62

5. WELL-BEING OF FUTURE GENERATIONS (WALES) ACT2015

5.1 This report provides performance information against the Council's Corporate Plan and against 16/17 Well-being Objectives. The objectives were set within the '5 ways of working' within the sustainable development principle which are.

- Involve
- Collaborate
- Long term
- Integrate
- Prevention

6. EQUALITIES IMPLICATIONS

6.1 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 Standards and in different formats and fonts on request.

7. FINANCIAL IMPLICATIONS

7.1 There are no financial implications of this report.

8. PERSONNEL IMPLICATIONS

8.1 There are no direct Personnel implications arising from this report.

9. CONSULTATIONS

9.1 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.

10. RECOMMENDATIONS

10.1 That Cabinet recommends to Council they accept the Annual Performance Report 2016/17 as set out in Appendix 1 and 2.

11. REASONS FOR THE RECOMMENDATIONS

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

12. STATUTORY POWER

12.1 Local Government (Wales) Measure 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 HARRY, Corporate Director, Education, Community & Leisure
Dave Street, Corporate Director Social Services
Nicole Scammell, Acting Director of Corporate Services
Stephen Harris, Acting Head of Finance
Cllr. B. Jones Cabinet Member for Performance, Property & Asset Management
Gail Williams, Interim Head of Legal Services and Monitoring Officer
Anwen Cullinane, Senior Policy Officer - Equalities and Welsh Language
Shaun Watkins Principal Personnel Officer, Social Services
Dave Roberts, Principal Finance Officer, Social Services

Background Papers:

Committee	Date	Title of Report
Education for Life (WBO2)	7 th June 17	Performance Review 1617 Appendix D.
Health and Social Care Well Being (WBO1 & WBO3)	12 th September 17	Well being Objective 16/17 Progress Update
Environment and Regeneration	4 th July 17	Well being Objective Annual Report / Year end 16/17
Policy and Resources	18 th July 17	Well being Objective 5 Investment in council homes to transform lives and communities

Appendices:

Appendix 1 Annual Performance Report 2016/17

Appendix 2 Performance Indicator Table 2016/17

This page is intentionally left blank



Message from the Leader

Cllr. David Poole

This is my first 'Annual Performance Report' update as the new leader of the authority following the sad passing of the former leader, Cllr Keith Reynolds.

Keith left a lasting, positive impression on this council and I am honoured to have the opportunity to build upon his legacy. That said, I also have my own clear vision for the organisation and I have assembled a very capable and enthusiastic team of Cabinet Members to help me deliver our ambitions over the coming years.

Looking back over the 2016/17 financial year, it is evident that Caerphilly County Borough Council has continued to make good progress, despite the turbulent economic climate which is impacting public services across Wales.

It's encouraging to see that we remain a well-run and stable local authority that strives to deliver quality services in the face of reduced budgets and challenging savings targets.

We always do our best to put residents first and we always try to deliver services that match the needs and aspirations of the community. Our committed workforce is instrumental in achieving this and staff at all levels work hard to ensure that residents benefit from the services they need.

There have been a number of major developments taking place over the past 12 months and one of the most notable is the launch of the Cardiff Capital Region City Deal. This ambitious project is a 'game changer' for South East Wales and is moving forward at a rapid pace now that all 10 councils are formally backing the initiative. We will ensure that Caerphilly is a key player so that this area enjoys its fair share of benefits resulting from the £1.2 billion investment and 25,000 new jobs that will be created under the City Deal.

Another important agenda is the proposal to reform local government in Wales. The landscape looks set to change considerably over the next few years and it is clear that collaboration and a greater focus on regional working is going to be the way forward. We need to be at the forefront of this change to ensure that Caerphilly is a key contributor when any new partnership arrangements are being forged.

This report discharges the Authority's duty under the Local Government Measure 2009 section 15.1-15.5 publication of improvement information.



Message from the Leader

Cllr. David Poole



We continue to pour significant investment into our housing stock in order to help transform lives and communities across the county borough. Our Welsh Housing Quality Standard (WHQS) improvement programme is having a major impact on council homes and the transformation of these properties is clear to see. We are now focusing our efforts on ensuring that the 2020 deadline for completion of the WHQS works is met.

Pupils have benefitted from an unprecedented level of investment over recent years culminating in a number of exciting school developments as part of the Welsh Government's 21st Century Schools programme. Notable examples include the recently completed Islwyn High School development in Oakdale, Y Gwyndy Welsh Language campus in Caerphilly and the ongoing development of a new 3-18 school in Abertyswg.

Last year we continued with our commitment to support and protect the most vulnerable people in our society. This council has also agreed that £3.5million should be allocated in the 2017/18 budget to meet ongoing financial pressures for Social Services in order to achieve this aim.

As part of the important 'green agenda', residents across the area are helping us to recycle more and more household waste as well as garden and food waste. We have invested in a fleet of new vehicles to make our collections more efficient so that we can achieve ambitious recycling targets that are set by the Welsh Government. I would like to thank everyone who is doing their bit to make the county borough cleaner and greener.

We are also mindful of the financial pressures facing local residents so we are working hard to keep Council Tax bills to a minimum. The authority agreed the lowest Council Tax increase in Wales in 2016/17 at just 1% and the same low rate was also agreed for 2017/18. This equates to an increase of just 19p per week for an average band D property.

There are many positive things going on across the whole county borough – too many for me to reflect here, but hopefully this annual report will give readers a flavour of the progress that is being made. It also shows those areas of improvement that we need to focus a bit more on too, as we recognise that there is always room for improvement.

Please get in touch if you have any comments on the content of this report or on any of the services provided by the council as we always welcome all feedback.

Thank you

A handwritten signature in blue ink that reads "D. Poole".

Cllr David Poole

Introduction



Every year we publish a report on how we as an Authority (Council) have performed during the previous year. This report tells the reader about our performance during 2016/17. 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 sometimes 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 residents, 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 undertakes 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 residents and communities. For example, the Viewpoint Panel, Youth Forum and the 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 2016/17, the outcome of this is reported on page 69.
- 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 reviewed and scrutinized.
- The Council has in place several tiers of information reporting between officers and councillors 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 in more detail, the ways in which we work to see where waste can be eliminated and services improved.



In providing an insight into Council performance it is important to know that the Council is very diverse, with over 600 types of services and 8,767 staff providing services from 'cradle to grave'.

So to structure our self-evaluation and subsequent report for 2016/17 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.
- ◆ A summary of how we have performed against our Well-being Objectives for 2016/2017. The performance progress for our Well-being Objectives uses an overall assessment of: **Successful**, **Partially Successful** and **Unsuccessful**.
- ◆ A final assessment of the progress we made against our 2013-17 Corporate Priorities .

For ease of reading, we cover in greater detail under the section **Our Performance**, a detailed assessment of each Directorate for 2016/17.

We then have an overall summary of our performance against national indicators (these are indicators that are collected by all other authorities so we can compare) and information on what our regulators have told us and where they think we can improve further. We conclude with greater details of these indicators and they are attached as an appendix to the overall Report.

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 'How to Contact us' on page **78**



How we are managing our money

(Financial Summary 2016/17)



The Council is the largest employer in the area with 8,767 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 826 buildings, including 89 Schools, 10 Leisure centres and 18 Libraries. These vital public services are funded from the Council's Revenue and Capital budgets, which for 2016/17 totalled £418million.

The Council 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.

Due to the ongoing programme of austerity and increasing demand for a number of services, the financial position for Local Government has been very challenging in recent years. During the period 2008/09 to 2016/17 the Council has delivered savings of £73.12m to address reductions in funding and inescapable cost pressures. 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.
- increase fees and charges where appropriate.
- reduce, rather than remove services where possible.
- focus on our priorities.
- look at alternative ways of delivering services such as collaboration, partnerships, and community trusts.

In 2016/17 the Council was faced with a further 0.9% cut in the funding it receives from the Welsh Government (WG) and also had to deal with a range of additional unavoidable cost and service pressures. As a consequence of these funding reductions and cost/service pressures, the Council agreed savings totaling £11.11m for the 2016/17 financial year. The savings were selected on the basis that they would have a limited impact on front-line services and would protect the priorities agreed by the Council.

Full details of the 2016/17 budget and approved savings can be found in the 'Budget Proposals 2016/17 and Medium Term Financial Strategy 2016/2021' report, available through the following links:-

<http://www.caerphilly.gov.uk/CaerphillyDocs/Council-and-democracy/Budget/BudgetProposalsReport201617.aspx>



Where does our money come from?

The majority of the money that the Council receives comes from the Welsh Government in the form of a Revenue Support Grant. Added to this is the money we collect from our residents and businesses in the form of Council Tax and National Non-Domestic Rates (Business Rates).

We also receive money from various specific grants and draw down money from the reserves that we hold when appropriate.

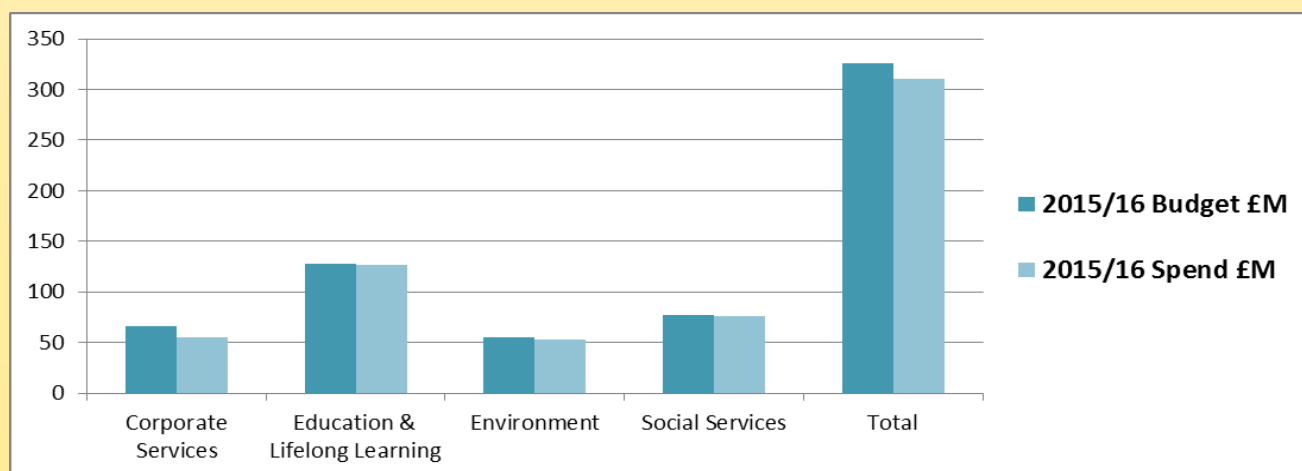
The table below shows the income received over the last 3 financial years: -

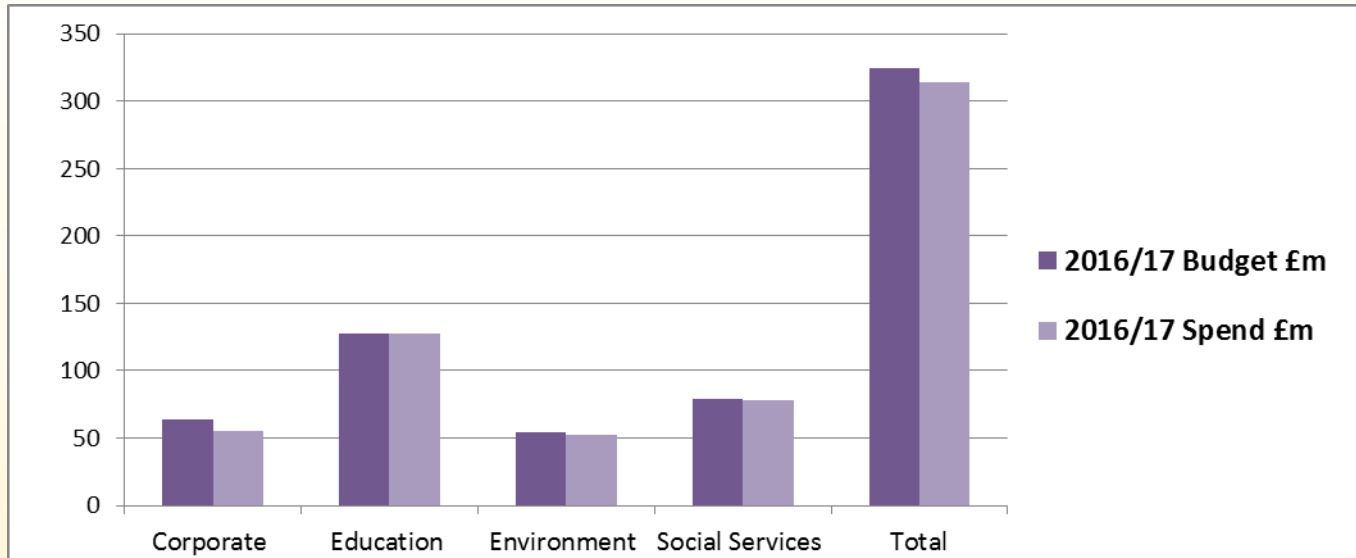
Income	2015/16		2016/17		2017/18
	Budget £m	Actual £m	Budget £m	Actual £m	Budget £m
Revenue Support Grant	212.84	212.84	210.12	210.12	205.96
Business Rates	50.85	50.85	53.18	53.18	57.67
Council Tax	58.85	60.28	59.69	61.33	60.40
Other Grants	1.88	1.88	0.00	0.00	0.00
Contribution from Reserves	1.20	1.20	1.40	1.40	1.40
Total	325.62	327.05	324.39	326.03	325.43

How do we manage our money?

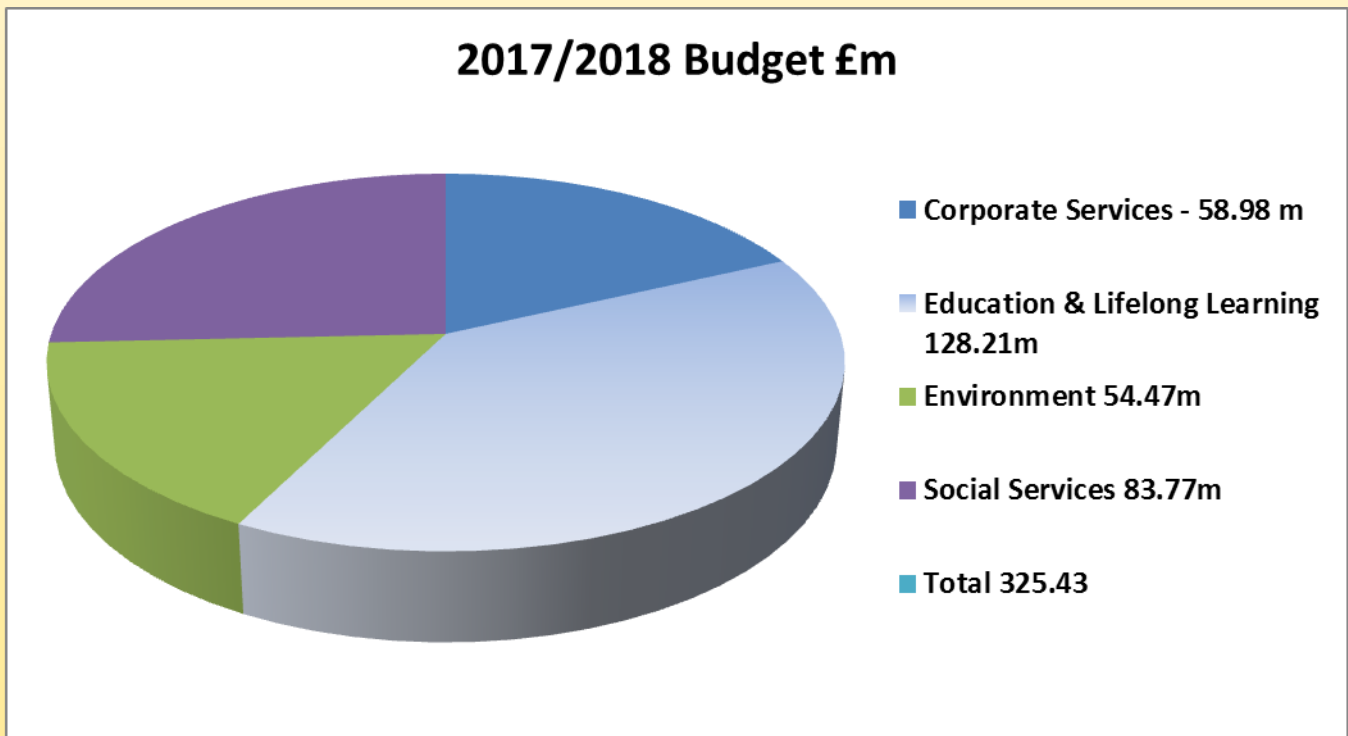
The Council manages two main categories of expenditure i.e. **revenue** (everyday running costs for services) and **capital** (specific costs for updating and maintaining key assets and implementing major new projects).

The following graphs provide a summary of **revenue budgets** and revenue expenditure for the period 2015/16 to 2017/18: -





The chart below shows our 2017/18 budget allocation by Directorate





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 2015/16 to 2017/18: -

Capital	2015/16		2016/17		2017/18
	Budget £m	Spend £m	Budget £m	Spend £m	Budget £m
Education	23.77	14.86	22.93	20.09	3.58
Highways	10.45	6.67	9.71	5.47	6.86
Housing Stock (Public)	28.86	28.86	38.59	32.32	59.86
Private Housing Grants	4.23	2.47	4.81	3.39	3.63
Social Services	0.84	0.65	3.65	0.50	3.51
Community & Leisure	3.34	0.94	4.67	2.58	2.52
Other	12.24	6.54	9.72	2.96	16.15
Total (£m)	83.73	60.99	94.08	67.31	96.11

The 2016/17 capital underspend of £26.8m is mainly due to slippage (delays in progressing schemes) and this funding has been carried forward into the 2017/18 financial year to enable schemes to be completed. The most significant areas of slippage relate to Social Services Children's Centre (£3.10m), Education and the 21st Century Schools Programme (£2.78m), the Engineering Division (£1.51m), Land Reclamation (£1.91m) and Property Services (£2.1m).



Financial Performance for 2016/17

For the 2016/17 financial year a revenue budget underspend of £12.35m was reported as summarised in the table below: -

Service Area	Underspend/ (Overspend) £m	Underspend/ (Overspend) £m
Service Directorate Underspends: -		
- Education & Lifelong Learning	0.72	
- Social Services	0.27	
- Environment	1.34	
- Corporate Services	1.48	3.81
Miscellaneous Finance Underspend		3.47
Council Tax Surplus		1.64
Housing Revenue Account Underspend		3.98
Schools Overspend		(0.55)
Total		12.35

The Service Directorate underspend of £3.81m represents 2.18% of net Directorate budgets.

During the year budget holders have been mindful of the continuing programme of austerity and expenditure has been curtailed in a number of areas to support anticipated savings requirements for future years.

This prudent approach has resulted in a number of savings being achieved in advance and underspends therefore being higher than would normally be the case.

Much of the £3.47m Miscellaneous Finance underspend, is due to borrowing to support the Council's Capital Programme being deferred to future years as there are cash balances that can be used in the short term. A further significant element of the underspend is improved returns on investments in accordance with the Council's revised Treasury Management Strategy.



During 2016/17 the Council collected 97.1% of the Council Tax due during the year which is the highest in-year amount collected since Caerphilly County Borough Council was formed in 1996.

The Council Tax Team also proactively pursues Council Tax arrears and over a typical 3-year period the collection rate rises to 99.5%, which means that the vast majority of residents do pay in full. This robust approach to Council Tax collection has generated an overall surplus of £1.64m for 2016/17.

The Housing Revenue Account (HRA) is a statutory ring-fenced account representing the rent paid to the Council for its housing stock and the expenditure to fund the upkeep of these properties.

The £3.98m underspend in 2016/17 will be carried forward into 2017/18 and will be used to partially fund the circa £200m investment being made by the Council to achieve the Welsh Housing Quality Standard (WHQS) by 2020.

The 2016/17 overspend of £0.55m for schools has been funded from accumulated school balances held from previous financial years. Full details of the 2016/17 underspend for the Authority is provided in the 'Provisional Outturn for 2016/17' report which is available through the following link: -

<http://www.democracy.caerphilly.gov.uk/documents/s20726/Provisional%20Outturn%20for%202016-17.pdf?LLL=0>



Financial Outlook for Future Years

The Council's budget proposals for the 2017/18 financial year were approved by Council on the 22nd February 2017. Although there was a small increase of 0.12% in the funding received from the Welsh Government (WG), further savings of £9.05m were still required to ensure that financial commitments can be met and a balanced budget can be achieved.

The agreed savings for 2017/18 will have limited impact on front-line services and wherever possible Council priorities are protected from cuts. Full details of the 2017/18 budget and approved savings can be found in the 'Budget Proposals 2017/18 and Medium Term Financial Strategy 2017/2022' report, available through the following link:-

<http://www.democracy.caerphilly.gov.uk/documents/s19344/Budget%20Proposals%202017-18%20and%20Medium-Term%20Financial%20Strategy%202017-2022.pdf?LLL=0>

The funding situation for Local Government is unlikely to improve for some time so the Council has adopted a prudent approach of producing an indicative five-year Medium-Term Financial Plan. In addition to the approved savings of £9.05m for the 2017/18 financial year it is currently anticipated that further savings of circa £29m will be required for the four-year period 2018/19 to 2021/22.

Given the extent of savings already delivered to date it is likely that difficult decisions will be required to ensure that balanced budgets can be delivered during this four-year period.

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. Once firm savings proposals have been worked up there will be a consultation process that will give members of the public the opportunity to give their views before final budgets are approved.

Who do I contact for more information?

If you would like any further information on the Council's finances please contact Stephen Harris, Interim Head of Corporate Finance (Tel: 01443 863022 or E-mail: harrisr@caerphilly.gov.uk)

Summary of Progress - Well-being Objectives 2016/17



During 2016/17, the Council identified five specific priorities called Well-being Objectives, and the summary below outlines how successful we believe we were in achieving them.

Three of these objectives were judged to be partly successful and two fully successful.

It is not unusual for some objectives to be partly successful as they are set over the longer term and there is more work to do in order to make significant progress.

Progress made against the objectives was reported to Scrutiny Committee Members to scrutinise and agree the outcomes achieved. Full details of the objectives along with their measures and actions plans are available on our website;

<http://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Improvement-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 **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 have exceeded our targets in supporting children to access placements and this is significant in view of engagement in the Flying Start areas.

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 is slightly lower than last year whilst Primary School uptake is up by over 2% on the same period last year.

We visited 2,183 Council tenants affected by welfare reform changes and provided them with advice and support in their own homes. We supported 3,273 people to access benefits they are entitled to, this is well above our target for the year. The value of financial savings generated for tenants as a direct result of face to face support was £338,143.





2. Improve outcomes for all learners, particularly those vulnerable to under-achievement

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

A System for Tracking and Reporting Identified Vulnerability in Education (STRIVE) has been developed and utilised to inform/support all managers in their work with children and young people, to identify vulnerable pupils. STRIVE now holds the data from September 2016 for all Flying Start children which will allow tracking of interventions and outcomes longer term. This is currently being developed further to include early preschool Additional Learning Needs (ALN) data which will enable planning for school placements. This is being extended and adapted to also include the details for the new Childcare Offer for Wales starting September 2017 to enable all children's records to be kept in the same system for improved and smoothed transitions between provision.

An education group has been established in order to improve learning opportunities in the St James area. The action plan identifies interventions which have improved engagement. Both St James Primary and St Martins Comprehensive have Family Engagement Workers, funded through Education and Communities First, who work closely with the Hub team and Flying Start family support team to deliver coordinated support for families in St James area. They work together closely to ensure good communication and partnership working as well as prevent duplication for families. Attendance data for St Martins has shown improvements and attainment has shown significant improvement across the school.

This community was successfully chosen for the new pilot of Children First areas, and will be overseen by a new Coalition for Change Board. The Board consists of key public sector bodies and other key agencies and partners who collectively aim to work with the community of Lansbury Park to re-generate it both physically and socially. There will be an operational sub group so there is a focus on Education and will build on the successful existing provision and develop further with families and their community.

We have worked closely with schools regarding 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 **successful**.

The latest data published by Public Health Wales shows an improving picture for Caerphilly County Borough residents. The gap in years in the life expectancy and healthy life expectancy* at birth of males between the most and least deprived in the county has reduced. The healthy life expectancy gap in males reduced from 18.6 years to 13 years. For females, whilst the gap in overall life expectancy has increased by 0.2 years, the gap in years for healthy life expectancy has reduced by 1.6 years. This improvement is noteworthy.

** This represents the number of years a person might be expected to live in a good or very good health.*

The proportion of adult smokers continues to decline and latest data shows that Caerphilly's rate has decreased to 18% (from 27% 07/08), which is slightly lower than the Welsh average of 19%. The national target is to reach 16% by 2020. There has been year on year improvements in the percentage of smokers being treated by smoking cessation services with 3.1% of adults becoming treated during 2016/17. This improvement is due to an increase in numbers being treated by Community Pharmacists.

Considerable project success has been achieved through Council initiatives including The Welsh Network of Healthy Schools Scheme, The Healthy and Sustainable Pre-Schools Scheme, The Schools Cycling Programme, Communities First and Get Going Around Caerphilly. We have also launched The Daily Mile with all primary schools.

We have also supported the delivery of the Living Well Living Longer initiative, delivered by Aneurin Bevan University Health Board and Public Health Wales within our most deprived communities. Over 3900 residents took up the opportunity to complete a cardiovascular risk assessment which is a mid-life MOT. 514 residents are receiving onwards support.





4. Carbon Management: Reduce our carbon footprint

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

This Well-being Objective focused on four priorities to reduce emissions:

Good Housekeeping: Improvements have been made in awareness of water conservation and this has resulted in cost savings and rebates in excess of £18k. We advise daily on good energy and water conservation practice. Awareness raising activities are proving beneficial and are gratefully received by the recipients such as head teachers.

Invest to Save: The authority has installed technology that has resulted in carbon and cost reduction. We have implemented projects that have reduced annual carbon figures by circa 125 tonnes.

Asset Management: Three energy inefficient comprehensive schools and two primary schools are being replaced with more efficient schools, and guidance is provided to building managers to improve efficiency of buildings.

Renewable technology: At the start of the reporting period no funding was available for renewables. By the end of the period funding had been approved for photovoltaic panels to be installed at Newbridge and Caerphilly leisure centres and Tir Y Berth depot.



5. Investment in Council homes to transform lives and communities



The Council has a housing stock of 10,822 properties comprising 13,000 tenants and we will be investing over £200m in bringing all homes up to WHQS by 2020. Since embarking on the delivery of the programme, it has always been our intention to use this investment, not just to improve homes, but to also transform people's lives and the communities in which they live.

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

We were unable to deliver all the planned improvements and meet all of our targets for the year. Although slippage has arisen within this multi-year programme, 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 Standard (WHQS) target date of 2020 can still be achieved.

We can demonstrate significant improvements to both internal and external provisions to our housing stock and show that the overall satisfaction levels of tenants whose homes have been improved internally through the WHQS programme is 90%.

The WHQS requires properties to meet the specific needs of the household which aims to not only assist with individual's health and well-being, but also helps to reduce accidents within the home. To deliver on this requirement, a number of occupational therapists have been appointed and work alongside our surveyors to provide a needs assessment. This has resulted in specific adaptations being made to tenant's homes to help with any medical or physical conditions they may have. To date we have adapted 430 houses (from 120 in 2014).

- The number of homes that have achieved WHQS standard 'full compliance' at the year ending 2016/17 was 270.
- The number that are compliant in terms of the 'external' components is 1,320. Whilst this is significantly behind the numbers programmed, there has been a significant improvement recently, following the introduction of new contractual arrangements.
- The number that are compliant in terms of the 'internal' components is 5,874 (from 657 in 2014)



Final progress updates of our Corporate Priorities 2013-17

Social Services	1	Peoples social care needs are identified and met in a timely and appropriate way.
	2	Children and Adults are safeguarded from abuse.
Education	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.
Community Services	6	Promote the benefits of an active and healthy lifestyle.
	7	Invest in our Council Homes and their communities to transform lives
Corporate Services	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

Peoples 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.

Conclusion of Progress

Improving the timeliness and quality of care will always be of paramount importance to the Council. The table below demonstrates the performance achieved over the 4 years of this objective.

	2013-14	2014-15	2015-16	2016-17
The number of adults waiting for an assessment outside of the timescale (28 days)	69	71	54	47
The percentage of assessments started on time	74.20	81.30	79.70	85
The percentage of reviews started on time	78.60	76.60	76.70	70.50
The percentage of clients care plans that have been reviewed	92.70	90.20	91.20	86.30
Number of people awaiting personal care for more than 14 days	0	0	0	0
The percentage of adult clients who are supported in the community during the year	91.63	79.70	91.28	90.46

1

Peoples social care needs are identified and met in a timely and appropriate way.

Specific performance details includes

- The number of adults waiting for an assessment to start outside the timescale of 28 days has reduced significantly, analysis of those specific cases showed this was often due to individual choice or non-availability of carers/family.
- The percentage of assessments started on time within 28 days, has increased steadily year on year increasing from 74.20% in 2103/14 to 85% in 2016/17.
- The percentage of reviews started on time has dropped from 76.70% in 2015-16 to 70.50% in 2016-17, this can be attributed to the new ways of working that have been required due to the introduction the Social Services and Well-being (Wales) Act 2014.
- The percentage of care plans that have been reviewed, showed a slight reduction in 2016-17 although performance remains high and well above the national average.
- Performance has been consistent over the four years for the number of people awaiting personal care for more than 14 days with nobody waiting more than 14 days for a personal care service to start. This is a significant achievement in these challenge times in terms of availability of domiciliary care.
- The percentage of adult clients who are supported in the community during the year has decreased slightly from 91.28% in 2015-16 to 90.46% in 2016-17. This is positive and what we would expect to see given the focus of the Information Advice and Assistance Team to promote peoples independence, choice and control enabling them to meet their own needs.

The introduction of the Social Services and Well-being (Wales) Act 2014, has changed the way we work with people and changed the way we measure how successful we have been. Taking this into account we concluded that we have been largely successful in achieving this priority.

We have established the Information, Advice and Assistance Team who have a different conversation with people and complete part 1 of the integrated assessment when further intervention is required by the Assessment Care Management Teams. Assessments are now completed proportionally with a focus on outcomes and what matters to people.

2016-2017 has been a shadow year in terms of the new performance indicators with an increased focus on quality and outcomes as opposed to traditional numbers, hence we haven't had to submit information for benchmarking or target setting. Future reports will focus on reporting responses to the quality questionnaires and new performance data.



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.
- Residents 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.

Conclusion of Progress

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

Performance data confirms that the Council is responding to safeguarding concerns in a timely manner and that safeguarding processes are compliant with statutory timescales:

- 100% of referrals have a decision made within 24 hours
- 99% of *Child Protection Conferences were held in timescale
- 100% of *Child Protection Core Groups were held within timescale
- 100% of children on the Child Protection Register are allocated to a Qualified Social Worker

Safeguarding children and adults is a statutory responsibility for the Council and is discharged through the Social Services Directorate. Performance throughout this period has been consistently high and external regulators (CSSIW and WAO) have confirmed that operational procedures and practice are robust and effective in Caerphilly. As a result, this priority has been achieved. However, safeguarding will continue to be a priority for Social Services going forward.

** **A Child Protection Conference** is arranged to share information and plan what needs to happen when there are concerns that a child is or may be at risk of harm. **Child Protection Core Groups** are held to review whether the child protection plan is working (or change them if they are not) and are held until the child is no longer at risk of significant harm.*

If a child's name is added to the child protection register, they will need to be subject of a child protection plan. The child protection plan is developed at a core group meeting (attended by key professionals and family). Core groups are held at regular intervals to ensure that the child protection plan is meeting the child's needs and achieving the outcomes that have been determined.

In 2013/14 the average number of children on the Child Protection Register was 218. This was the highest level the Register had ever been at and over the course of the following years, numbers have been reduced to the current level at the end of 2016/17 of 161.

We would like to see a reduction in the number of protection of vulnerable adults (POVA) cases being received and between 2013 and 2016 there was a slow but steady reduction in referrals to 210. However, in 2016/17 referrals increased to 287. Whilst there is no discernible rationale for this increase, raised awareness of Adult Safeguarding throughout the Council as a result of the Corporate Safeguarding Policy could have played a role.

However, reductions in the rates of safeguarding referrals or the numbers of children on the Child Protection Register are not measures of success. The numbers are simply indicators of activity levels and it could be argued that increased rates of referral, particularly after awareness raising activity, demonstrates that more people are being safeguarded appropriately.

Increased awareness of safeguarding responsibilities by all partners and an increased community understanding of safeguarding

- Adults, Children's and Education Safeguarding Leads are now all situated and managed within Children's Services.
- A Corporate Safeguarding Policy has been launched and practice development is being improved through a Corporate Safeguarding Group.
- Regional Safeguarding Boards – the Gwent Wide Adult Safeguarding Board (GWASB), South East Wales Safeguarding Children Board (SEWSCB) and the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board – ensure partnership working is supported and awareness is raised across all partner agencies.
- Effective sub-groups of the Boards ensure procedures, practice and training is continually reviewed and improved to support operational delivery of safeguarding responsibilities.

Welsh Government, CSSIW and the WAO recognise that the regional partnerships in place across the five Local Authorities comprising the Gwent region are well established and effective. As a result, this priority has been achieved. Ongoing partnership working is critical to ensuring the most vulnerable groups in society are safeguarded and protected and this will continue to be a priority for Social Services.



Residents of Caerphilly feel safe in their homes and out in the Community

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 results of the survey are yet to be published for 2017. The following three questions are included to measure the perception of residents on community safety issues:

- Percentage of households who feel that the levels of anti-social behaviour (ASB) have got better or stayed the same in their community in the last 2 years – The result from the 2015 survey for this was 65% (a decrease from the 2013 survey where 69% of households responded said that they felt the levels of ASB got better).
- Percentage of households who strongly or tend to agree that the Police and the Council are dealing with anti-social behaviour and crime issues that matter in this area – The result from the 2015 survey was 63% (a minimal decrease from 2013 where 64% agreed)
- Percentage of households who feel that the levels of crime have got better or stayed the same in their community in the last two years – The result from 2015 Survey was 71% (the same as in the previous biennial survey).

The Community Safety Team administers the Anti-Social Behaviour 4 Strike multi-agency problem solving 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 the whole period 2013-2017 there were 2111 referrals made into the process and interventions were 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 8 people escalated to a civil injunction in court. This equates to a 99% drop off between strike 1 and 4 of the process which shows that over 99% of people coming through the process modified their behaviour. This has been consistent through the reporting period. The drop off rate has not been less than 99% year on year which highlights how successful the process is.

Gwent Police recorded ASB has shown a downward trend over this period, total ASB incidents for each financial year were:

2014/15	7871
2015/16	6403
2016/17	5824



2

Children and Adults are safeguarded from abuse.

Anti-social behaviour reductions are achieved by concerted partnership working to deal with hot spots and problem individuals.



Consistently over the reporting period there have been in the region of 7000 requests each year for assistance with domestic anti-social behaviour issues. Last year saw the highest number of requests at 7432. However, this basket of measures includes incidents that partner agencies can only react to, rather than those that they can have much influence in reducing before they occur e.g. domestic noise, barking dogs etc.

Residents are reassured that they will be listened to by community safety agencies and encouraged to report crime and disorder concerns

This question was removed from the 2013 survey and replaced with the three questions that better measure perception of crime and disorder



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

During the period 2013 – 2017 the Community Safety Team and wider partnership have been very successful with engaging with the public through their campaigns and community engagement events, most notably, at the Eisteddfod held at Llancaiach Fawr in 2015. Other campaigns have included: White Ribbon Day for domestic abuse awareness; Project Bernie for grass arson reduction; A day in the life of community safety; Internet Safety with children and young people, to name a few.

Until March 2016 the Community Safety Partnership employed the services of an ASB Victim Services Manager, who offered one-to-one support to a total of 274 victims in 2015-2016. The post, which was part funded by the Gwent Police and Crime Commissioner and the Youth Crime Prevention Fund, lost its funding on 2016 due to a general reduction in external funding sources. Victims contacting the partnership members are now signposted to Connect Gwent, where their Victims Support advisors now pick up the victim referrals.

A partnership response to disorder and crime concerns is coordinated and delivered through what was previously the Partnership Tasking Forum and the Victim Problem Solving Group. Both Groups have now been merged to create the newly formed Caerphilly Community Well-being Forum.



3

Improve standards across all year groups particularly key stage 3 & 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.



Conclusion of progress

The results highlighted within this report were achieved by pupils in July 2016, 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, 90.4% 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 92.4% of pupils achieving the expected level in English (up from 88%) and 91.8% 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 4.4% from 77.6% in July 2014 to 82.0% in July 2017.

The performance of pupils undertaking examinations at age 15 continued to improve in 2016. 53.1% of 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 56% for July 2017 (the official results will not be available until December 2017).

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) = - 5.3%
- Key Stage 3: The gap in performance between girls and boys achieving the Core Subject Indicator (CSI) = - 10.9%
- Key Stage 4 : The gap in performance between girls and boys achieving the Core Subject Indicator (CSI) = -10.4%



3

Improve standards across all year groups particularly key stage 3 & 4.



We believe that this priority is making some progress and although continuous improvement is being made, it is not reflected in our position within Wales.

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.

The performance of pupils in vulnerable groups has continued to improve over the last 4 years. The focus upon literacy has seen the skills of year 4 pupils improve significantly – with a 4.4% increase in the number of pupils achieving the expected level in English. The gap between boy’s and girls’ achievement has continued to narrow, but a wider gap remains at key stage 3 and 4 which will require further intervention.

We have seen improvement in expected levels at Key Stage 3 with 82% pupils achieving the core subject indicator (up from 77.6% in 2014). We have seen progress at Key Stage 4 with 53% pupils achieving level 2+ (5 GCSEs including language and maths) up from 50% in 2014, though this progress is slow in accordance with the rest of Wales.

The following list of indicators demonstrate that over the last 4 years, although there has been improvement in many of the indicators, the pace of success has been too slow, particularly in comparison to the rest of Wales. It is vital in the next phase that we focus sharply on this area and work closely with the EAS to achieve better outcomes.

- The percentage of pupils achieving the Core Subject Indicator (CSI) at Key Stage 3 increased from 73.5 in 2013 to 82.0 in 2016
- The percentage of pupils achieving Level 1 at Key Stage 4 increased from 92.4% in 2013 to 95.1 in 2016
- The percentage of pupils achieving Level 2 at Key Stage 4 increased from 69.1% in 2013 to 76.5% in 2016
- The percentage of pupils achieving Level 2 + (including language and mathematics) increased from 46.3% in 2013 to 53.0% in 2016
- The capped points score average has fluctuated, with an overall rise from 314.7 in 2014 to 324.7 in 2016.
- The percentage gap between boys and girls achieving the Core Subject Indicator (CSI) at Key Stage 4 has fluctuated since 2013 – reaching an all time low of -4.4% in 2013, rising to -11.7% in 2014. This was been reduced to -10.4% in 2016.



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.



Conclusion of progress

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 Youth Service has been using this system to identify potential pupils who are Not in Employment Education or Training (NEET) and coordinate suitable help by the Youth Service and its partners and consequently, the percentage of young people NEET has decreased for the fourth consecutive year, from 5.9% in 2012, dropping to an all time low of 1.9% in 2016. The embedding of Engagement and Progression arrangements within the Youth Service has significantly contributed to this success. We have set a challenging target of 1.5% for 2017 (figures not released until May 2018).



4

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



As a consequence of the redirection of resources towards this area, fewer forms of national accreditation are now being delivered by the Youth Service, who are instead successfully signposting NEET/potentially NEET young people to other providers to achieve these.

The percentage of pupils engaged by the Youth Service gaining nationally recognised forms of accreditation has correspondingly reduced from 6.2% to 3.5%, though a focus on local accreditation forms has been reinforced and the percentage of young people achieving these has risen from 11% to 18.5%. The range of accreditation activities remains broad, reflecting the breadth of the Youth Service curriculum.

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 an approved external qualification.



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.

We have worked collaboratively with the EAS, schools and other partners to increase levels of engagement for our learners in all settings. Processes have sharpened considerably and identification of needs has become more sophisticated. Multi-agency working has developed to ensure that young people have a clear pathway when coming to the end of their education. However, although NEETs has decreased to 1.9% our lowest ever, there is still work to be done to further develop links with business and work-based training providers to expand opportunity.



5

Reduce the gap in attainment between pupils in advantage 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.



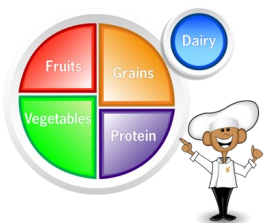
Conclusion of progress

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. We provide appropriate literature which is available for schools to promote what can be provided 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. If parents require longer more in depth courses, staff can refer them for more detailed support.

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.

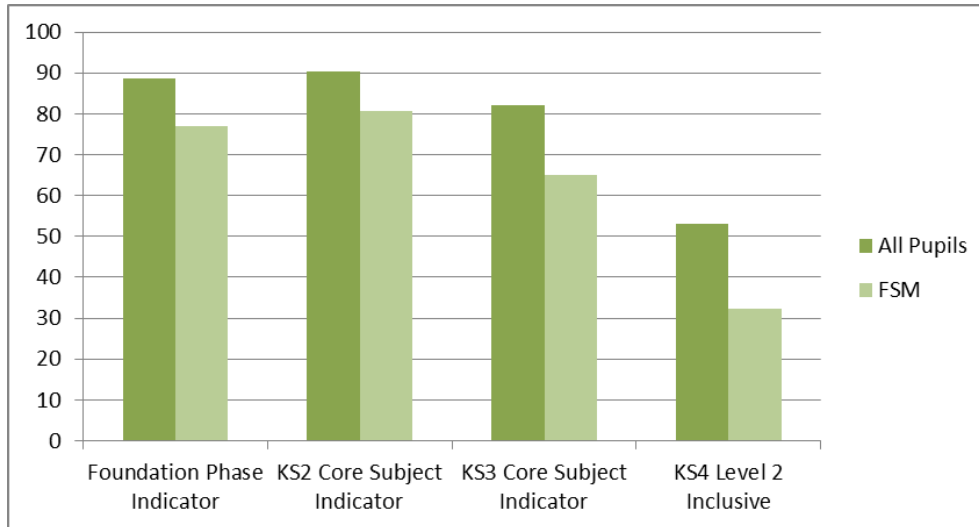
The measure that is commonly used to measure deprivation is a pupil’s eligibility to receive Free School Meals. The data across Table 1 (page 31), provides an insight into the performance of all pupils in comparison to the pupils in receipt of Free School Meals. This also highlights that the gap in performance 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.



5

Reduce the gap in attainment between pupils in advantage and disadvantaged communities.

Table 1 : Attainment – Academic Year 2015/16 – Free School Meals



The development of the database STRIVE in Education, 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 to ensure that schools are setting ambitious targets and aspiring for the best outcomes for all pupils.

Conclusion of progress

Over the last four years reduction in the gap of attainment between pupils in advantaged and disadvantaged communities has been a priority. Emphasis has been upon using poverty programmes and multi-agency working to narrow the gap.



Performance of FSM pupils has improved over the last 4 years:-

% FSM pupils achieving Foundation Phase Indicator 2013 = 69.9%, 2016 = 77.2%

% FSM pupils achieving Core Subject Indicator at KS2 2013 = 68.6%, 2016 = 80.8%

% FSM pupils achieving Core Subject Indicator at KS3 2013 = 52.3%, 2016 = 65.1%

The use of the Pupil Deprivation Grant (PDG) is monitored carefully to ensure maximum impact. This priority has been partially successful as there is still much to be achieved.

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.

Conclusion of progress

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 Harm Prevention/Licensing officers monitor calls and investigate any matter relating to licensed premises. The Safer Caerphilly Community Safety Wardens have, during 87 occasions confiscated 270 items of alcohol from either underage drinkers or street drinkers.

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 2016-17, there were 5 sales from 6 attempts at a licensed premise, 83.3% positive sales; 6 sales from 19 attempts at off licences, 31.6% positive sales.

There was a large increase in sales compared to last year. This is on the face of it a worrying trend, however test purchases can only be undertaken at premises where Trading Standards receive sufficient good quality intelligence to persuade a Justice of the Peace to authorise the test purchase. The number of intelligence reports received have however decreased year on year. This indicates that the premises now targeted are more likely to be ones that serve alcohol to under age persons reflected in the number of sales occurring.

Appropriate action has been taken against all individuals responsible for the sales. Investigations revealed that all had received adequate training from the Premises Licence holders, indicating that the supply was due to poor judgement on behalf of individual employees, as opposed to systemic failures or deliberate supply of alcohol. 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 greater in the most deprived areas of Wales.

6

Promote the benefits of an active and healthy lifestyle.



Increase physical activity

Over the past 4 years the Sports Development Team have been working towards getting “more people, more active, more often”. In 2013 39% of young people were hooked on sport in Caerphilly, the most recent survey in 2015 has shown an increase to 47% and we are aiming to achieve 52% from the 2018 survey.

Since 2013 there has been a continuous reduction in Sport Wales grant funding, and despite this, we have maintained our delivery without a detrimental effect on performance and impact.

Our focus on supporting community sport has increased with 5 Sports development officers now working directly with 8 National Governing Bodies of Sport and the local community clubs to increase membership and participation in Caerphilly. Using our strong links with schools and various community groups we have increased club membership from 39% to 47%.

In 2013 we allocated £96,000 of community chest funding to community clubs, with our new focus on supporting community sport we allocated over £112,000 in 2017 to allow clubs and community groups in Caerphilly to grow their membership and enhance the quality of delivery. School Sport still remains a vital component to increase participation and engaging young people into physical activity.

Since 2013 we have worked with schools to cope with the impact that budget pressures are having on allowing schools to attend events. Our schools competitions calendar is now tailored to meet the needs of the schools and we have had some great success with over 50 primary schools attending the champions league final day held at the Centre for Sporting Excellence. Since 2013 the number of people engaging with Sport Caerphilly has risen from 78,089 to 83,516 in 2017, this is partly due to the delivery of a comprehensive extra-curricular school sport programme being delivered by Sport Caerphilly staff in secondary schools.

Our Disability Sport Officer has forged strong links with the local community groups and integrated the InSport principles of inclusion throughout the whole department and service gaining the Disability Sport Wales “Ribbon” accreditation award and are the first Local Authority in Wales to deliver Autism awareness training for all Sport & Leisure employees.

The most recent programme to be delivered by Sport Caerphilly is Positive futures. This is an alternative education programme which provides opportunities for the most vulnerable young people who aren't quite suited to mainstream school to gain qualifications through the use of sport.

There are now 34 young people being directly referred to the programme, gaining a variety of qualifications. The use of sport in the community to divert young people away from crime and anti-social behaviour is proving to be a success; over 500 young people have taken part in sport in the community, reducing ASB by up to 20%.

6

Promote the benefits of an active and healthy lifestyle.

Our skilled and passionate workforce are integral to achieving our mission of getting “more people, more active, more often”. Since 2013 we have aligned additional support and resources to our workforce, designing and implementing a full workforce pathway to give our coaches and volunteers the best possible opportunity to learn and develop. We now have over 450 paid staff, coaches and volunteers supporting the delivery of sport in Caerphilly both in community, club and school sport.

Since 2013 our school holiday programme has increased from 1 site and 264 people attending to 14 community and leisure centre based sites and 2059 individual attendances in 2016.

We also now boast a comprehensive range of activities available at a variety of leisure centres during October, February, Easter and Whitsun half terms, which has never been offered before. Coupled with our fantastic physical literacy “Tots” programme aimed at 3-6 year olds, we make for a well-rounded offer for the young people of Caerphilly to access high quality provision at their local leisure centres.

The Sport and Leisure Service continues to see growth in the number of people participating in sport and leisure activities. We’ve recorded more than 1.31 million customer visits to our leisure centres during 2016/17. This is slightly down on last year due to the major refurbishment to the health suite at Caerphilly Leisure Centre and the resultant closure. However we have seen the number of visitors to undertake sport activities increase this year by 3% to 83,516 people.

The School Swimming programme is working towards the national target of 91% by 2020 but is currently performing at 56% (of children to be able to swim 25 metres by the time they are aged 11), targeting year 3 and 4 will impact on the target in the short term.

The Caerphilly 10K has grown since its conception in 2013; the race has grown from 1800 runners to over 2,500 people taking part in the race on Sunday 18th June 2017. Now in its fifth year, the event saw thousands travel to Caerphilly to compete in the annual race which attracts people from all across the country. The 2k fun run race also saw a rise in numbers since its introduction in 2015 with 700 runners participating this year compared to 250 runners in 2015.



6

Promote the benefits of an active and healthy lifestyle.



Reduce the prevalence of smoking

Recently released data from Welsh Government indicates that Adult smoking rates have again reduced to 18% in 2016/17. 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. This is just below the Wales average at 19%.

The rate of adult smokers in Caerphilly County Borough has fallen from 27% in 2007/08. Aneurin Bevan University Health Board (ABUHB) has developed integrated smoking cessation services consisting of Community Pharmacy level 3, Stop Smoking Wales, Hospital Smoke Free Support Service and Prisons. Year-on-year improvements in percentage of smokers being treated by smoking cessation services, with 3.1% (3043 Residents in Gwent) of adults becoming treated smokers during 2016/17.

This is a substantial improvement with the services treating 850 more individuals (across Gwent) during 2016/17 than 2015/16. This continuous improvement in the proportion of smokers being treated is due to an increase in the number of smokers being treated by the newly funded level 3 Community Pharmacy smoking cessation service.

There has been limited improvement in the number of smokers treated by Stop Smoking Wales over the last 3 years, despite initiatives to increase referrals to NHS smoking cessation services.

JustBSmokeFree is a national school based smoking prevention programme for Year 8 (12-13 year olds) students to enable them to discuss the risks of smoking and the benefits of being smoke free. It aims to build a community of young people that are knowledgeable about the tactics of the tobacco industry and empowered to inform others.

This programme was delivered in 6 comprehensive schools across Caerphilly during the last year. The programme was offered to 7 schools and 1 comprehensive school declined the programme.

6

Promote the benefits of an active and healthy lifestyle.



Promote healthy eating

In Caerphilly 63% 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 59%, and the Welsh average itself at a low level of health. The Child Measurement Programme for Wales reported in 2014/15 that 27% of children in Caerphilly County Borough aged 4-5 are overweight or obese. This is higher than the Gwent average of 26% and also higher than any English region.

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. Projects such as weight management (Food Wise), prevention of diabetes, cooking skills, physical activity opportunities and schemes to improve mental well-being have been provided in our most deprived communities through the Communities First programme.

However the uncertainty that has existed this year regarding the future of Communities First has inevitably led to a reduction in the ability to deliver the same level of provision as we have previously. Since the confirmation in February that the programme is indeed to be phased out, plans have been put in place to reduce services steadily.

We continue to promote Free School Meals across Primary and Secondary sectors. Those who access the free meals are 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.

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 Intergenerational 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.

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.

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 Well-being of our communities and the Chief Executive of ABUHB is a key member of the Caerphilly Public Services Board.



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 Standard (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 the borough.

Conclusion of progress

We believe that we have been partially successful in achieving our ambition to invest in council homes and their communities to transform lives over the period of this priority. The reason for this is because some elements of the WHQS programme remain behind schedule, although, we have recently put in place new arrangements to address this. We were also unable to undertake some of our planned actions due to a change in direction of Central Government which resulted in the removal of ECO funding which was beyond our control. However, over the life of the priority we have successfully managed to:

- Access several million pounds of external funding to carry out improvements to homes in the social and private sectors.
- Reduce the amount of money people spend on heating their homes through the improvements undertaken.
- Improve the visual appearance of people's homes by carrying out external wall insulations
- Through investment in the WHQS programme provide opportunities for local business, thereby maximising support for the local economy.
- Through the inclusion of community benefits into WHQS contracts we have helped provide 175 permanent full time opportunities (with contractors or the Council) and created 63 apprenticeships (with contractors and the Council).
- Adapt the homes of council tenants to meet the specific needs of the household.
- Provide a range of mechanisms to measure tenant satisfaction with their homes and related services they may receive.
- Made council tenancies more sustainable by providing advice and support to help tenants reduce their expenditure and maximise income; and
- Put in place a referral system to the Nest scheme, which offers further information and advice to help reduce the number of households who are struggling to keep their homes warm and cope with high energy bills.

Progress made against the individual aspects of the priority is covered in the following paragraphs:

The Energy Company Obligation (ECO) grant will run to provide energy saving improvements to properties so council homes be more energy efficient helping to reduce fuel poverty.

Bid for grant funding to qualifying areas and raise the awareness of residents in the borough to the Green Deal and ECO grant.

ECO is a funding scheme provided by energy suppliers, for the provision of various energy efficiency works to domestic properties to reduce carbon emissions and utility costs. During the period of this priority 876 properties had an energy efficiency measure carried out (excluding boiler replacement) and/or residents received energy advice. A total of 569 external wall Insulations were completed across all tenures, including 376 council properties.

Some specific achievements in this period include:

- Completed a procurement exercise 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. Energy company, **Eon**, was the successful supplier. The funding was targeted at non-traditional type properties and provided part funding for both council and privately owned properties. The works were planned to help residents in fuel poverty and improve the appearance of their properties and are now satisfactorily completed.
- In Phillipstown, £2.4m of Arbed funding was accessed to carry out energy advice to 162 privately owned or rented properties. 107 Council properties were provided with energy advice and 145 privately owned or rented properties and 86 social rented (council) properties received external wall Installations.
- 250 properties in Fochriw and Hollybush and 317 properties in Phillipstown have benefitted from over £2m investment since 2013, including improvements to the gas mains, new central heating systems, external wall Insulation or voltage optimisers.
- As part of the WHQS programme we have undertaken in total 376 external wall insulations and 798 boiler replacements to council properties.
- We have recently started a contract to undertake external wall insulations to 320 properties in Lansbury Park (Phase 1) and successful bid for funding from Welsh Government, through the WG Vibrant and Viable Places (VVP) / Arbed schemes, to undertake external wall insulations to 76 privately owned homes in Lansbury Park.

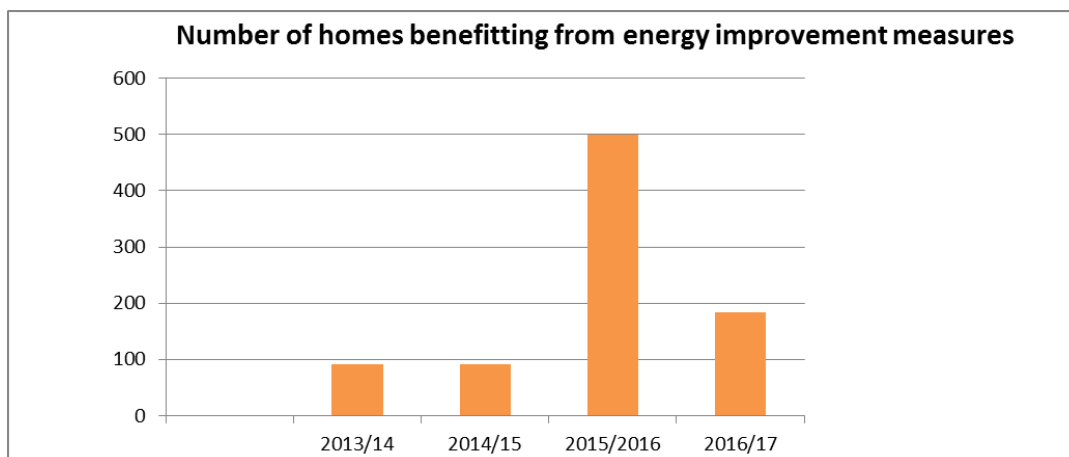


7

Invest in our Council Homes and their communities to transform lives

We were unable to make progress on some aspects of the priority for the following reasons:

- A procurement exercise was carried out on an ECO framework that would have been in place until March 2017 (the end of ECO2). Despite putting specifications and scheme designs in place, for properties in Gelligaer, Pontlottyn and Gilfach, there were no site works delivered and no other bids for private sector grants were undertaken (partly influenced by the changes in the government funding 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 were unable to take this piece of work forward.



Further works to 320 council properties and 76 Private properties at Lansbury Park ongoing.

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

A contract has begun to upgrade loft insulation in properties where insulation level is below 200mm. To date 89 properties has been upgraded with a further 612 programmed.



7

Invest in our Council Homes and their communities to transform lives

The WHQS requires properties to meet the specific needs of the household which aims to not only assist with individual's health and well-being, but also helps to reduce accidents within the home. To deliver on this requirement, a number of Occupational Therapists have been appointed and work alongside our surveyors to provide a needs assessment. This has resulted in specific adaptations being made to tenant's homes to help with health conditions that they may have.

More detailed information on progress against the WHQS Programme is shown within Well-being Objective No 5 - Investment in council homes to transform lives and communities.

Tenants will be happy with their homes

Through frequent engagement, discussions, consultations, and general communications with our tenants, our records show, that generally, tenants are happy with their homes and related housing services.

We monitored	2013/14	2014/15	2015/16	2016/17	Comment
% of our tenants whose homes were improved internally through the Welsh Housing Quality Standard (WHQS) programme who were satisfied with the completed works	92%	90%	84%	90%	This measure captures tenants' views and satisfaction on completion of the works to their property.

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


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



7

Invest in our Council Homes and their communities to transform lives

Our tenancy support officers have been trained and certified, to provide energy advice. During home visits, tenants are shown how to use their heating systems more efficiently as well as being given additional energy savings advice for all their energy measures including heating, electric and water, with further checks to ensure tenants are on the correct tariff for their circumstances.

Welfare Support 				
Measures	2013/14	2014/15	2015/16	2016/17
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	335	187	215	197
The number of council tenants affected by welfare reforms who were visited in their own homes and provided with advice and support to minimise the impact of the changes	1,666	2,309	2,252	2,183
The value of financial savings generated for tenants as a direct result of face to face support on the effect of welfare reforms	£458,709	£283,152	£493,910	£338,143

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 council has reported above, the Welsh Government Fuel Poverty Scheme known as **Nest**, which started in April 2011, offers further information and advice to help reduce the number of households in Wales who are struggling to keep their homes warm and cope with high energy bills. Residents can access the **Nest** scheme on a **freephone number 0808 808 2244** or by visiting the [Nest Website](https://www.nestwales.org.uk/) (external link): <https://www.nestwales.org.uk/>

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 on behalf of 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 .

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.



7

Invest in our Council Homes and their communities to transform lives

Throughout the period of this priority, ad-hoc advice has been given to residents who contacted the council. The Nest team have been keen to work in partnership with the council on a range of promotions including a mail out. This however, has yet to successfully be put in place by CCBC. Despite this, Nest improvements and initiatives delivered by British Gas in the Caerphilly area to date, reports:

Scheme Year	Enhanced Insulation	Heating	Heating & Enhanced Insulation	Heating & Insulation	Heating & Solar	Insulation	Grand Total
11/12	1	148	3	29	1	1	183
12/13		225	1	25			251
13/14	1	178	1	21			201
14/15		265		18			283
15/16		370	1	17			388
16/17	2	194	1	28			225
Total	4	1380	7	138	1	1	1531

A large contributing factor for encouraging energy efficiency improvements in social housing is currently through our WHQS programme and the Nest scheme, and is complemented by Welsh Government area-based scheme, Arbed investments (page 38). These schemes enable us to support households in fuel poverty whereby WHQS/Nest provides support for households, and Arbed helps to provide targeted improvements for communities in the most deprived area (in Wales).

In conclusion

We have made some real improvements to the fuel efficiency of our housing stock and helped generate support for council tenants affected by welfare reform by helping to generate financial savings. However, we have been slower than we would have liked in bringing Council Homes up to the WHQS.

Our Well-being Objective (No5) focused on the WHQS programme, where as this priority focused on wider matters such as the energy side of housing in both public and private sector. For 2017 onwards we are bringing together both aspects into one new priority that will include more about housing related support services and the work we want to do to help those who are homed in the private sector.



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

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

Conclusion of progress

The Council has faced significant financial challenges in recent years due to cuts in funding and increasing demand for services, particularly in Social Services. During the period 2013/14 to 2016/17 savings totalling £41.84m have been required to ensure that balanced budgets have been set on an annual basis. These savings have had limited impact on front-line service provision and have been agreed in line with the following principles previously approved by Council: -

- 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, for example; collaboration, partnerships, community trusts.

The Council has continued to manage its financial affairs effectively and expenditure continues to be managed within approved budgets on an annual basis.

For the 2017/18 financial year the funding that the Council receives from the Welsh Government increased marginally by £326k (0.12%). 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 2017/18. Consequently, at its meeting on the 22nd February 2017 Council approved a further package of savings totalling £9.05m. The agreed savings for 2017/18 will have limited impact on front-line services and wherever possible Council priorities are protected from cuts.

The funding situation across Wales for future years remains uncertain so the Authority has adopted a prudent approach of producing an indicative five-year Medium-Term Financial Plan.



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

In addition to the savings of £9.05m already approved for the 2017/18 financial year, it is anticipated that further savings of £28.79m will be required for the period 2018/19 to 2021/22. Work is already underway to identify further savings proposals to meet this projected financial shortfall for future years and the position will be kept under close review. Given the scale of savings already delivered in recent years it is inevitable that more difficult decisions will need to be made as we move forward. The savings principles referred to above have worked well to date but these will need to be reviewed due to the significant further savings that will be required.

In recent years, the Wales Audit Office (WAO) has carried out financial resilience assessments of all councils in Wales and their latest review undertaken between June and December 2016, focussed on the extent to which councils achieved their 2015/16 Savings Plans, the quality of Medium-Term Financial Plans (MTFP's) and the robustness of Savings Plans for 2016/17. The WAO report detailing the findings of the latest review for ourselves was issued in March 2017 and the main conclusions of the report were as follows:

- The council has an effective and improving savings planning approach, which is supporting future financial resilience.
- The council has reported achievement of 96% of its planned 2015/16 savings in year and can demonstrate that individual savings have been delivered.
- The council has an effective corporate framework for financial planning and whilst the Council has well considered savings plans, some savings proposals are insufficiently developed when the budget is agreed.
- The council has detailed savings plans and is forecasting that 96% of its 2016/17 savings plan will be achieved in year.

The WAO report acknowledges that this is an improving picture, that the council has developed a more comprehensive Medium-Term Financial Plan (MTFP) covering a five-year period and that the council has identified indicative high-level savings plans to fill the gap for the earlier years of the Medium-Term Financial Plan.

The WAO report does contain one proposal for improvement which is to strengthen financial planning arrangements by ensuring that savings plans are underpinned by robust business cases. In response to this a new template has been developed to capture detailed information on future savings proposals. This will ensure that all relevant information is available to assess the robustness of proposals and to aid the decision-making process.



The following pages of this performance report will give you an overview of 'how the council performed' in 2016/17 across its four Directorates:

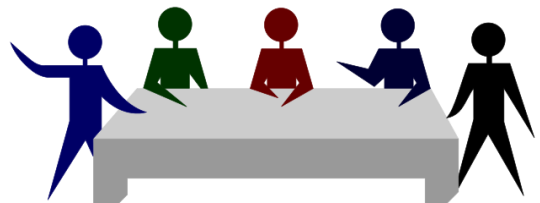
- What went well, and
- What did not go so well.

1. Directorate of Education

2. Directorate of Communities

3. Directorate of Social Services

4. Directorate of Corporate Services



1. Directorate of Education

Director's Statement of Overall Performance for 2016/17

Chris Burns Chief Executive

Keri Cole Chief Education Officer

It has been a busy year in the Education Directorate as we work towards delivering on our eight priorities and one of our most important priorities is to raise standards, particularly for those vulnerable to achieving them. Some children and young people face many obstacles in their learning and we are determined to help them wherever we can.



What we did in 2016/17

We were pleased with a modest improvement in most indicators; however, within our measures on standards, we need to improve further and compare better with the performance of other local authorities. Performance in the foundation phase and key stage is strong, with 88.6% pupils achieving the Foundation Phase indicator and performance in Key Stage 2 is good at 90.4% and continues to be higher than expected, given where we rank within the Free School Meals ranking. Our performance at Key Stage 3 is adequate but continues to improve, with 82% pupils achieving the Core Subject Indicator in July 2016 a significant increase from 77.6% in 2014. Our performance at Key Stage 4 (KS4) requires accelerated improvement, with 53% of pupils achieving the Level 2+ indicator in July 2016 and this is below the Welsh average.

The Authority is working closely with the Education Achievement Service (EAS) and Head Teachers to improve standards at KS4 and has invested additional funds to support progress.

Attendance has improved this year and Primary school attendance increasing from 94.5% in 2014/15 to 94.6% in 2015/16 (i.e. 0.1% increase). During this period, Caerphilly moved from 21st position to 17th in Wales. Our Secondary school attendance has also increased from 92.7% in 2014/15 to 93.4% in 2015/16* (i.e. 0.7% increase), moving from 22nd position to 20th in Wales. We want to make better use of available data from the Education Welfare Service and schools to build on this improvement and implement the South East Wales Consortium (SEWC) 'Common Attendance' Strategy.

It is well documented that many children and young people's educational success is affected by poverty and so we have made the reduction of the 'impact' of poverty one of our priorities for this year. One initiative was the setting up of family liaison workers who are based in St James Primary and St Martins Secondary Schools. Case studies from their work showed sustained improved attendance and engagement for a targeted group of children and young people.



Academic year 2015/16 (exams finished by the summer of 2016) are reported in the Financial year 2016/17 Page 68

Director's Statement continued ...

We have set up a way for families to 'assess their own strengths and needs' using a model called 'Family Learning Signature' and the results help staff to provide additional ways to support the child. The initial feedback showed that Family Learning Signature has been positive in helping Year 6 pupils make the transition to Year 7 (Secondary School), particularly as the assessment moves with the child so the next school can continue and build on the support. However, it has less of an impact for much younger children (Flying Start children to Foundation Phase provision) and this will need to be looked at in a different way.



We have finished a long-term collaboration between the Anti-Poverty Programmes to develop and implement a 'Joint Assessment Family Framework (JAFF)'. What this means; is that all providers are now using a single process and point of contact to access help and support for families and this has streamlined the process to ensure the right help is provided.

For new and expectant parents, we offer pre and post educational and well-being support to parents aged 16 and younger by our Youth and Education Other Than at School Services. Crèche facilities have also been available to support the parents to continue their education. We have successfully relocated this service to Cross Keys Youth Centre and this has been operating well with positive feedback from learners.

A minority of our children and young people need to access education in specialist settings where their needs can be met more effectively. We have conducted a comprehensive review and plans will now be made to adjust current provision.

In the coming months, there will be a strong emphasis on working together to reduce exclusion rates within schools. This year we established a dedicated team with responsibility for reducing young people who are not in education, employment or training. By April 2017 there was a further year on year reduction from 2.1% (academic year 14/15) to 1.9% (academic year 15/16).

We have been working on reviewing what we provide for our pupils with Additional Learning Needs (ALN) and have set up a satellite for Key Stage 3 pupils for children with special needs to be educated with a specialist group of staff from Trinity Fields at one of our main stream Secondary Schools. This provides an opportunity to receive appropriate opportunities within a main stream school setting and support better pupil integration. 100% of statements of Special Educational Needs including those with exceptions were completed within 26 weeks.

The implementation of the forthcoming ALN reform will mean many changes for the council and our schools. We are working hard to prepare everyone for how this will affect them.



The **21st Century Schools Programme** funds major building projects in schools across Wales. It is funded jointly by Welsh Government and Local Authorities. Its major, long-term aim is to create a generation of 21st century schools in Wales and focuses resources on the 'right schools in the right places', for early years through to post 16. This year, the plans went well, projects were delivered under budget and often to tight timescales.



Some of the successes are:

- The Welsh Medium School -Y Gwyndy (scheme in Caerphilly) and an additional site to Cwm Rhymney, were completed in November 2016.
- Islwyn High School was completed in April 2017 and staff and pupils will have moved to the new school in the Summer of 2017.
- Abertysswg and Pontlottyn Primary will become a new school on the Rhymney Comprehensive site, and this is progressing well with completion due December 2017, opening in January 2018. Members agreed on the 5th July, 2017, following extensive consultation, for the school to become a 3-18 school.
- Proposals have been agreed for a £2m spend at Blackwood Comprehensive School and works are planned over the next 18 months.

Surplus places in schools have been an area of concern in the past and we have been working to reduce them over the last few years. With the new 'state of the art' purpose built schools opening and Cwmcarn High School closing, we will see a reduction in surplus places over the next 2 years.

We deliver Adult Community Learning in partnership with 4 other authorities and colleges to improve the level of essential skills and provide opportunities to gain qualifications (formal and non-formal) and to focus on essential skills enrolments despite a reduction in available funding of 55% in the last two years. This year we had 756 enrolments in essential skills programmes of which 415 learners gained an accreditation. This is less enrolments than last year (1348) but a higher number of qualifications (96% successful completions).

We have changed some of our learning models by going into homes to help with learning for those who cannot come to a community venue; this means we are providing to less numbers but giving a more targeted approach. Of the non-accredited courses we had 93% of learners who met their individual targets. We were awarded with the title of 'Best Performing Local Authority' within the Gwent 5 County Adult Learning Partnership in June 2017 for our work in adult education.

Director's Statement continued ...

Whilst attainment results are an important part of education we recognise that traditional routes do not work for everyone and sometimes people need help to gain skills into employment. We are running three regional work programmes, Inspire to Work, for 16-24 year olds who are not in education, training or employment. Participants are offered a tailored package of 1-1 support to gain a Qualifications and Credit Framework (QCF) qualification, or, access volunteering opportunities.



Bridges into Work is for participants 25+ and Working Skills for Adults is for those who are employed or self employed at 16+ to help provide more skills to help them progress in learning and gain qualifications. We do not have a full years worth of data as some of the programmes started later in the year, but so far we are meeting and in some cases exceeding our targets in the helping participants gain qualifications.

Our visitor numbers to **Libraries** increased in 2016/17 to 6,391 (per 1000 population) and the digital usage continues to rise. Facebook & Twitter 'followers' have increased.

Caerphilly Library Service was the winner of three Marketing Excellence Awards 2017 for their work with Coding Clubs and Social Media promotion. Library stock issues for 2016 / 2017 have increased by 10.89% and Ystrad Mynach Library refurbishment was completed on time and within budget.

Education had a savings target of £1.6m for 2016/2017 and in the main, all savings proposals for 2016-17 were achieved. Our savings target for 17/18 is £867k.

2. Directorate of Communities

Director's Statement of Overall Performance for 2016/17



Christina Harry Corporate Director of Communities

The Directorate of Communities consists of a diverse range of front line services, which directly impact upon the lives of our residents, for example, 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 throughout the county borough. 2016/17 was a positive year in terms of overall service performance. However, a number of future challenges have been identified for 2017/18, with the biggest challenge across our services being; how to balance the demands of increasing legislation and meeting public expectations against reducing budgets. We are reasonably well placed to respond to these challenges, but, we must also recognise that reductions to some current service delivery standards over the next few years may be inevitable.

What we did in 2016/17

Caerphilly Homes (Housing)

The performance of Caerphilly Homes for 2016/17 is considered to be good overall, although we accept that there are some aspects of the service which require improvement. A recent Wales Audit Office report highlighted a number of areas for improvement that we have responded to through a series of action plans which are being developed to address them. The main challenge moving forward relates to our continued ability to provide a high quality service that meets the needs and aspirations of our service users, whilst continuing to satisfy financial plan priorities and changing legislation. The service is regarded to be well placed to respond to this challenge.

The Council has a housing stock of 10,822 properties. We are currently investing over £200m in bringing all these homes up to the Welsh Housing Quality Standard (WHQS) by 2020.

This ambitious investment programme is not just to improve homes, but to also transform people's lives and the communities in which people live. In 2016/17 we spent over £31M and completed internal improvement works to 2171 properties and also completed external improvement works to 950 properties, with 430 properties receiving specific need adaptations. 90% of tenants said they were satisfied with the work that has been done.

Our Housing Repairs Operations Team continues to provide, in the region of 30,000 repairs per year. Performance in this area is very good and this year, we introduced a text facility to provide tenants with confirmation of their repair being recorded and to provide a reminder for their agreed appointment. This year, the team were recognised for their work in the Association of Public Service Excellence (APSE) National Awards, which we were honoured to be presented with the overall UK winner award.



Work in partnership with Cartrefi Hafod continues to increase access into the private rented sector for those people who are either homeless or threatened with homelessness. We have also utilised an under-occupied residential block of flats in Rhymney to provide a Supported Housing Options Scheme, for predominantly single people aged 16 plus. Work also continues in partnership with the local churches and a contracted support provider over the winter months to provide shelter and support in the borough for a number of rough sleepers.



Under the Housing (Wales) Act 2014 there are legal obligations on social landlords who have rental properties in Wales. We have increased awareness of the Rent Smart Wales (RSW) service including newspaper adverts, posters/flyers and merchandise. Rent Smart Wales is a service provided by Cardiff Council, to administer the requirements for landlord registration and agent and landlord licensing. We increased the number of long term empty private sector homes brought back in to beneficial use by 65 (6.41% of total properties identified) by taking direct action, and we also completed an Area Renewal Scheme in Senghenydd.

Rent loss from empty/or under repaired properties remains high, as does the number of tenants requesting transfers, although the number of private sector homes that were returned to occupation improved from 3.9% to 6.5% in 2016/17. Demand for certain property types and areas is challenging, particularly in some areas in the north of the borough. A new marketing strategy has been implemented along with the comprehensive WHQS works to void properties rather than routine repairs, which should improve the outcome of prospective tenants.

The number of homeless people in our county borough has reduced significantly due to the introduction of additional appropriate accommodation for those who find themselves in need of urgent accommodation. The Caerphilly Homes housing stock is constantly under review to identify 'fit-for-purpose' provisions to meet the ever changing society demands. To that end, some of the stock requires a significant 'rethink' regarding investments, adaptations and considered change of use. For example, some of our sheltered housing accommodation suffers from low demand and is not suitable to meet the needs and expectations of current and future tenants. We need to consider options to improve the quality and accessibility of this accommodation to increase demand, or consider alternative uses. We are also currently considering how we can obtain more homes either through our partners or directly ourselves, in order to meet the needs of our tenants.

Our tenants, their families and wider community views, are essential to better understand community needs and enable the delivery of quality, life changing and vital public services. To that end, we welcome the opportunities to improve public engagement and consultation and this is an area we intend to improve upon over the next 12 months.



Planning and Regeneration

During 2016/17, visits to our country parks have increased by over 10% compared to the previous year and now exceed 1.2 million. A survey showed that 85% of those using our countryside parks at Penallta, Cwm Darran, Bargoed, Pen-y-Fan, and Sirhowy were very or fairly satisfied with the facilities. Whilst this percentage is slightly down from the previous survey, it nevertheless, shows high levels of satisfaction. Parc Cwm Darran retained its Green Flag status.



Over the last five years there has been a 19.5% increase in the overall number of visitors to the county borough with 1.81million visitors recorded during 2016. There were a number of successful events held during the year including the Big Cheese, Armed Forces Day, Christmas Markets and through partnership working, the Caerphilly 10K run and Velothon Wales, from which, positive visitor and local retailer feedback was received. The Christmas Pantomime at Blackwood Miners Institute attracted an audience of 15,377, significantly exceeding all previous ticket sales records.

Welsh Government (WG) confirmed in February 2017 that the Communities First Programme will be phased out. Despite this, we have continued to maintain a strong collaborative focus on tackling poverty, delivering to a high level, with excellent outcomes against a range of key indicators set by WG. Whilst the exact scale of the changes we face in this area remains unclear, we do know that we will continue to focus on employability, which is in-line with recent WG directives. Employability has been a strong focus of the work carried out during 2016/17 and will continue to be the focus of future work following the transition period to provide those who are unemployed across the borough access to support. During 2016/17, over 5,800 people were recorded as Community First Programme participants in the Caerphilly borough, with satisfaction levels at over 88%.

The Council has agreed to focus upon improving the lives of those living in the Lansbury Park area, as the area was highlighted as the most deprived ward in Wales. We intend to achieve this through an integrated “deep place” based approach, which considers the social, environmental and economic challenges and seeks to address them through a collaborative approach, working with the community and with public service colleagues. A strategy has been developed and we now aim to deliver it working closely with the community.

During the year WG changed the way it measures some of Planning Services performance. However, we can report: good levels of Building Control customer satisfaction levels of 86% and the percentage of householder planning applications determined during the year within 8 weeks being 95%. Additional affordable house units provided (as a percentage of all additional housing units provided) increased from 51% last year to 75% placing the council as 2nd top performer in Wales.

Following the annual monitoring report of the Local Development Plan (LDP) in 2013, a full review of the Plan was triggered. Following consultation, Council resolved to withdraw the plan, subject to steps being taken to progress a Strategic Development Plan (SDP) with other authorities within the Cardiff Capital Region. This work is progressing and the Cardiff Capital Region Board, will determine in the next few months, how they wish to develop a regional planning framework for the region.



Community and Leisure Services

Waste Collection Services continue to deliver high levels of performance for waste prepared for reuse and/or recycling at 65.52% in 2016/17, exceeding statutory targets set by Welsh Government. However, the service continues to be faced with multiple challenges relating to a high amounts of contamination in dry recycling waste which will be reviewed over the summer 2017 period with an additional door stepping campaign. This contamination is contributing to the relatively high costs for delivering the service when compared with other authorities.

Challenges associated with increasing the participation of food waste recycling are also being faced, although, as a result of a successful campaign last summer (2016) there has been an increase in participation to 47% (which is comparable to other Local Authorities).

Results of the last household survey show citizen satisfaction levels maintained at:

- 74% for Civic Amenity Sites
- 93% for Domestic Refuse
- 91% for Recycling.
- 78% for Food Caddy.
- 74% for Green Waste
- 77% for Street Cleansing.



The service will need to ensure that it is equipped to meet the future Welsh Government statutory recycling targets of 64% by 2019/20 and 70% by 2024/25, as well as ensuring the service remains affordable in the context of reducing budgets. As such we have commenced a review of this service and will be considering the outcome of the review over the forthcoming year.

Our Parks and Bereavement Services have reduced the grass cutting frequencies from once every fortnight to once every three weeks to achieve financial savings, which has led to a slight drop in satisfaction levels. Three of our parks have been recognised as places of excellence by Green Flag assessors and awarded Green Flag status. Most recently Ystrad Mynach park and Brithdir cemetery were also successful in achieving Green Flag status.

Bereavement Services has recently obtained planning permission to develop a brand new municipal cemetery in the Caerphilly basin to provide additional burial capacity for the county borough. The service continues to hold a Bronze award with Charter for the Bereaved.

The management of the Council's extensive tree stock is a challenge for us but in order to address this, a report is to be considered by Regeneration & Environmental Scrutiny committee in October 2017. Other pressures include climate change, which has an effect on both the tree stock and sport pitches.



The **Sport and Leisure** Service continues to see growth in the number of people participating in sport & leisure activities. We've recorded more than 1.31 million customer visits to our leisure centres during 2016/17. This is slightly down on last year due to the major refurbishment to the health suite at Caerphilly Leisure Centre and the resultant closure. However we have seen the number of visitors to undertake sport activities increase this year by 3% to 83,516 people.



There has been an increased focus upon Learn to Swim programmes and performance has improved over the last 12 months. The number of free swim sessions for children aged 16 has improved against this time last year.

An aquatic marketing plan is currently being developed with the aim of increasing participation within all aspects of aquatic delivery. As part of the plan, we want to focus on the provision of free swimming and aquatic programmes available to under 16's more generally.

This year we have seen a reduction in the number of children age 11 years able to swim 25 metres as some schools have decided not to take up the swimming offer. However, we are working with our education colleagues to improve upon this in the forthcoming year.

Welsh Government has set a National Target of 91% of all children aged 11 being able to swim 25 metres by the year 2020, and the council is working towards achieving this target.

Adult swimming, 60+ (50,119) was above target for 2016/17 and an improvement on last year's performance.

Customer satisfaction levels remain high with 97% of sport and leisure customers reporting they are satisfied with the service.

Our internal support services, such as Fleet Management and Maintenance continued to provide effective services ensuring our fleet remains safe and operational throughout the year.

To ensure the sustainability of our fleet vehicles, making sure they are fit-for-purpose, well maintained, reliable, safe, efficient, and roadworthy, the management, maintenance and procurement is constantly monitored and reviewed to strict quality assured methods.



Highways and Engineering

The Engineering Services provides services that affect all that use our highway network across the County Borough.



The Council's highway network is its biggest corporate asset, both physically and financially. The provision of a safe, sound and effective means of transport is fundamental to the borough's economic stability, vitality and viability. The percentage of principal A roads that are in poor condition is 4.3% based on 16/17 condition surveys, this is marginally better than last year at 4.5%.

The survey showed that the percentage of B roads that are in poor condition was 3.7% in 2016/17 (decreasing from 4.1% in 2015/16) and just below all Wales average of 4.2%. The condition of our C roads also improved from 9.2% reducing to 8.7% in poor condition against an all Wales average of 15%.

In 2016/17 we repaired 100% of all dangerous incidents with 24 hours. This demonstrates our continued commitment in responding to and addressing emergency situations. We have also improved the percentage of programmed highway safety inspections that are carried out with timescales (2 weeks) at 100%.

We aim to carry out pothole repairs (non-emergency repairs) within 28 days and although our response rate over the last year has improved, it takes us on average 33 days to rectify defects with 46% of repairs completed with 28 days. We recognise that we are still underperforming in this area and as a result, several control measures have been introduced and it is expected that further improvements will be made in the next 12 months.

The Cardiff Capital Region City Deal was formally agreed in March 2017. The Cardiff City Deal is a partnership between UK Government, WG and 10 local authorities, with a total funding package of £1.28 billion being invested across the region.

The aim is to create jobs and boost economic prosperity by improving productivity, tackle worklessness, build on foundations of innovation, invest in physical and digital infrastructure, provide support for business, and ensure that any economic benefits generated as a result are felt across the region.

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. We have now reached the stage where we can begin the work of delivering the projects that will make a real difference to the economy of the region and ultimately to people's lives.

Director's Statement continued ...

We will continue to introduce LED street lighting across the borough. The new lights are more energy efficient than traditional street lights and will help reduce energy costs and carbon emissions. Old and faulty lights are being replaced by modern energy efficient light sources during routine maintenance operations.



LEDs now provide substantially more value for money and equate to a reduction in the amount of energy required to operate each light. Together with the reduction in energy usage, the better control of unwanted light into the night time environment provides a positive benefit and assist in contributing to National Government targets.

Unfortunately, despite regular inspections, faults with our street lights inevitably occur. In 2016/17 we rectified 3200 faults and it took us an average of 3.94 days. This is better than our target of 4 days and an improvement when compared to the 2015/16 result of 4.53 days.

We are making good progress towards the Welsh Government road safety targets for 2020 as we continue to maintain a low level of injuries and overall our road casualty statistics have continued to reduce. Traffic and road safety teams, who, through an intensive education programme, continue to help to ensure our younger people, remain safe.



From the councils Household Survey (every two years) and service specific benchmarking club survey, our records show the highest satisfaction for the provision of local bus service information, bus service reliability and overall satisfaction in the local bus network.

We have also recorded the second highest recorded satisfaction in the frequency of bus services and the bus stops and shelters.



3. Directorate of Social Services

Director's Statement of Overall Performance for 2016/17



Dave Street Corporate Director of Social Services

What we did in 2016/17

As I mentioned last year in my Statement of Overall Performance in 2015/16, the implementation of the Social Services & Well-being (Wales) Act 2014 (effective from April 2016) was a landmark for Social Services provision across Wales. Consequently, a lot of our efforts during 2016/17 have been centred on establishing the principles of the Act and ensuring staff are beginning to embrace the principles of the new legislation, particularly in relation to early intervention and preventative services.

At the same time as the introduction of this legislation, all staff have also had to respond to a number of other significant issues and pressures;

As you would expect in the current climate financial pressures remain significant. As a result of substantial corporate investment in the Social Services we were able to come in just within budget. An underspend of around £250,000 equated to a 0.03% underspend and demonstrates that financial pressures continue to emerge both in terms of costs of services and the numbers of people presenting with needs.

This is particularly the case within Children's Services where increases in numbers of Looked after Children are placing significant demands on the service. These demands are not simply financial but also relate to difficulties in finding suitable placements for children with very complex needs. Whilst this is a UK wide problem it is putting demands on staff within the service, whom often have to ring around providers across the UK before a suitable placement can be identified.

In Adult Services there are also significant issues. Legislative changes around National Minimum Wage, National Insurance, Pensions and Holiday Entitlement, have all pushed up provider costs. Some providers have been reluctant to take on new cases, causing difficulties in getting additional services, particularly to help people get discharged from Hospital. Despite this the authority's improvement in terms of delayed discharge continued moving us to 10th best in Wales.

I mentioned last year the Directorate was 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. The work is very complex and time consuming, but working alongside other local authorities and health boards, it is our intention to introduce this system into the Council during 2017/18.



Director's Statement continued ...

Due to the implementation of the Social Services & Well-being (Wales) Act, the Directorate has had to look at the way it performs very differently. Rather than measure, how much or, how quickly we do things, the emphasis is now, on what difference our services make to people's lives.



As a result, Welsh Government required all councils (Local authorities) to undertake a survey of 25-30% of people who had a Care and Support Plan at September 2016. A total of 401 surveys were completed and analysed on a regional basis to determine any consistent messages.

The results were:

Adults:

- 87% said I live in a home that supports my well-being.
- 77% said I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property.
- 74% said I had the right advice and information when I needed it
- 83% said I am happy with the care and support I have had.



Children:

- 89% said I live in a home where I am happy.
- 81% said I feel I belong in the area where I live.
- 92% said I feel safe, for example cared for and safe from anyone who can hurt you or treat you badly both inside and outside your home.
- 77% said I have received the right information and advice when I needed it.

Carers:

- 84% said they knew who to contact about their support
- 70% said they had the right information and advice when they needed it
- 87% said they had been involved in decisions about how the care and support was provided to the person they care for.
- 75% said I feel supported to continue in my caring role.

We will see where we can make improvements from this information (although it is completely confidential) so can only analyse any general emerging themes. We will be running a similar consultation event this year to build on what we learnt from the consultation above.

Within the new Act is a major emphasis on partnership working. The Greater Gwent Regional Partnership Board was established and a Population Needs Assessment completed which will now inform Area Plans that have to be produced. These plans will be the catalyst for further regional working and service design that will increasingly see social care services delivered on a regional footprint.

As the Director of Social Services I produce a yearly report called the Annual Directors Report on the effectiveness of social care services 2016/17 and this provides fuller details of the service and its progress. This will be available from the Council Website www.caerphilly.gov.uk between October-November 2017.



Public Protection

Within **Caerphilly Catering Services** 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. 73% of eligible pupils took up the opportunity to access Free School Meals in Primary Schools and 65% in Secondary. During 2016/17 we implemented further upgrades so that all 9 secondary schools that have their catering service managed by our in house catering team benefit from modern biometric cashless systems. We have also developed a pilot project for cashless catering arrangements in Primary Schools. We have continued our investment in school kitchen improvements to include the installation of fly screens in 36 schools in accordance with Environmental Health Officer recommendations.

The Caerphilly Catering Service operates across 157 sites with over 831 staff and is proud to have achieved the Silver accreditation in the Investors In People Standard in February 2017 in which the assessor found a culture of trust, ownership and commitment of its people to the organisation. All the feedback and evidence gathered during the assessment suggests that Caerphilly Catering Services has a positive impact on the communities and markets it serves.

The **Registration Service** continues to achieve excellent levels of customer satisfaction with comments received highlighting the professionalism, dignity, and empathy of staff and the timeliness of appointments being offered. Of the customer survey responses received in 2016/17, 96% rated the service as very good or excellent with 4% rating it as good. No customers rated it as poor. A new customer engagement strategy was also implemented along with a review of feedback and engagement mechanisms. An electronic booking system for appointments and ceremonies was introduced in June 2015 creating a much improved database of customers and it is intended to introduce online appointments to register a birth initially during 2017.

Environmental Health and Trading Standards Officers, inspected 100% of high risk businesses that were liable to a programmed inspection for Food Hygiene, Food Standards, and Health & Safety. In addition the team participated in a number of targeted regional health and safety projects such as interventions within Care Homes and addressing Gas Safety in Catering Premises. The Care Home Project is seen as being valuable for both providers and regulators and is therefore, being rolled out throughout Wales in 2017/18. The Gas Safety in Catering Project is also continuing across Wales. The percentage of food establishments which are broadly compliant with food hygiene standards currently stands at 95.16% which is marginally less than 95.67% last year. The service operates the Welsh Food Hygiene Rating Scheme which makes it mandatory for businesses to display the hygiene rating awarded to the business.

All businesses within the scope of the scheme are issued with a food hygiene rating following an unannounced inspection. Our food law enforcement activity was the subject of an audit by the Food Standards Agency in January 2016 with the final report being received in February 2017. The findings were positive with some areas for improvement identified. These have been addressed through an Action Plan agreed with the Food Standards Agency.

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 prioritising staffing resources to other areas of activity, but intervention strategies have been put in place and the number of overdue inspections is reducing. The introduction of legislation requiring food businesses to provide allergy information on food has resulted in an increase in the number of significant breaches and a reduction in the percentage that were rectified by Trading Standards.

The team were also involved in the investigation and control of a Hepatitis A outbreak which occurred between 21 April 2016 and 29 September 2016, in which 17 cases were identified. Affecting predominantly school age children, there was evidence of transmission of hepatitis A within household and both primary and secondary school setting. In responding to the outbreak, 137 contacts were identified, 5 of which became cases.

The **CCTV Control Room** continues to be accredited by the National Security Inspectorate (NSI) for The Management and Operation of a CCTV scheme following its latest inspection in July 2016. It is also the first to be accredited under BS7958:2015.

In summer 2016 the service was also given the Recognising Excellence – CCTV Management and Innovation Award for achieving significant cost savings by transferring CCTV cameras from BT fibre onto the Public Sector Broadband Aggregation (PSBA) network. In November 2016, the Control Room also secured accreditation under the Surveillance Camera Commissioners certification scheme against the Surveillance Camera Code of Practice.

With 5,400 live licences currently in existence the **Licensing Service** processes applications for 35 different types of licences, registrations and permits including gambling, alcohol and regulated entertainment, taxis, petroleum, street trading, explosives and animal establishments. The Licensing Service continued streamlining application processes and clarified licensing requirements for all stakeholders by reviewing and updating existing policies.



In 2016/17 the Street Trading Policy and Fitness Criteria for licensed drivers policies were reviewed and a new overarching policy for licensed drivers was introduced bringing all requirements into one specific document. The service also worked in partnership with Gwent Police Safeguarding specialists offering free training to the taxi trade. This is now being expanded to cover licensed premises, late night takeaways, hotels and street traders.

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). Additional dog control measures in the shape of Public Space Protection Orders have been progressed with the formal process due to be completed shortly.

In response to the declaration of an Air Quality Management Area in Hafodyrynys a Steering Group including residents has been established to assist in the development of a draft Air Quality Action Plan (AQAP). Whilst finalisation of the Hafodyrynys AQAP will be outside of statutory timescales it is essential that full and robust consideration of all potential options is undertaken.

The **Corporate Policy Team** has successfully supported the Caerphilly Public Services Board to undertake a Well-being Assessment as required by the Well-being of Future Generations (Wales) Act 2015 and work has commenced on the Well-being Plan (for 2018). We have continued to satisfy the statutory performance reporting requirements of our regulators with, for example, the review and approval of the Council's Well-being Objectives, and approval of the Annual Performance Report.

Following extensive liaison with the Welsh Language Commissioners Office agreement was reached on the Council's Welsh Language Standards Compliance Notice and a programme of work is being implemented.

The team has led on the council's participation in the Syrian Vulnerable Persons Resettlement Scheme working in partnership with the Home Office.

The team is also leading on two pieces of work which offer a tangible sign of the council's commitment to the well-being of future generations with the commencement of an electric vehicles pilot project and the installation of solar panels (solar PV) on a further seven schools with twenty more schools to follow in 2017/18.



4. Directorate of Corporate Services

Director's Statement of Overall Performance for 2016/2017



Nicole Scammell Acting Corporate Director of Corporate Services

Corporate Services provides a mix of services some directly to the public such as Customer Services, Council Tax and Housing Benefit and Support Services that help other departments carry out their work within the council, such as providing all Information Technology, Human Resource support, helping to purchase effectively and managing a range of properties. In addition, key statutory services include Legal, Member Support, Internal Audit and Finance are also provided.

What we did in 2016/17

The various teams within **Corporate Finance** continued to perform well during the 2016/17 financial year and all statutory targets were met. This has been achieved against a backdrop of continuing downsizing in many teams to address budget cuts. The various Corporate and seconded Accountancy Teams have played a pivotal role in supporting the business to identify and develop savings proposals to support the Council's Medium-Term Financial Plan (MTFP). This working relationship has been crucial in recent years due to the need to respond to unprecedented cuts in funding. 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 some savings in advance of need. However, this is becoming far more challenging as the programme of austerity continues.

The following table provides a summary of the key performance measures for Corporate Finance.

Description	2014/15		2015/16		2016/17	
	Target	Actual	Target	Actual	Target	Actual
Percentage of total Council Tax due for the financial year received by the Authority.	96.5%	96.7%	96.8%	97%	97.1%	97.1%
Percentage of total non-domestic rate (NNDR) due for the financial year received by CCBC.	97%	97%	97.2%	97.7%	97.9%	97.9%
Time taken in days to process housing benefit change events and new claims.	14	9.90	14	12.54	12	10.46
Percentage of undisputed invoices which were paid within 30 days.	95%	95.5%	95%	94.01%	95%	94.88%
Average number of calendar days to make payment of undisputed Invoices to SME's. (Small/Medium Enterprises)	13	12.2	13	13.93	13	12.97

It is pleasing to report that 97.1% of all council tax bills issued for the 2016/17 financial year were collected in full, which is the highest amount achieved since Caerphilly County Borough Council was formed in 1996. The Council Tax Team also proactively pursues council tax arrears and over a typical 3-year period the collection rate rises to 99.5%, which means that the vast majority of residents do pay in full.



The average time taken to process housing benefit change events and new claims in 2016/17 was 10.46 days; an improvement of just over 2 days compared with the previous year (12.54 days).

Following the external audit of the Council's 2015/16 financial statements, the auditors (Grant Thornton) 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."

The ongoing austerity programme will require further significant savings to be delivered. In addition to savings of £9.046m already approved for 2017/18, it is anticipated that the Authority will need to find further savings totalling at least £28.8m for the period 2018/19 to 2020/21.

The Council continues to lead 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 Council's Facebook page currently has 14,000 followers and the Council's Twitter account has over 13,000 followers. Caerphilly has the highest Facebook following of all local authorities in Wales thanks to the proactive way we engage residents using social media.

The **Communications Team** has continued to play a strategic role in leading the Authority's public consultation and engagement agenda on major pieces of work. They won the Silver Award for Public Service Communications Excellence and were the only Welsh entry shortlisted.

Over the year, 600 press releases were generated which led to 2,266 separate articles in the local press and media. This clearly demonstrates that each positive article issued by the council is used multiple times by various media outlets. Over 47,000 users have subscribed to GovDelivery, which allows the council to send news, information and advice direct to subscribers. This is a new communication channel for the council, and performance is exceeding initial estimates and this continues to grow.



Our **Health and Safety Team** have supported the asbestos removal project in schools resulting in amosite asbestos products being removed across 37 affected schools, costing £800k. The resulting position is that there is no amosite asbestos product (brown asbestos) within occupied areas of Caerphilly schools.



Our **Human Resources** team continue to support managers to successfully manage service delivery and staff requirements to meet savings targets. This year we have had 37 compulsory redundancies. In the future there is an inevitability that it is going to become far more challenging to maintain low numbers of redundancies in years to come.

Property Services play a key role in the rationalisation and improvement of the council's buildings and land assets. Four major buildings, Pontllanfraith House, Pontllanfraith Comprehensive School (CS), Oakdale CS and Cwmcarn CS are, or will soon be, decommissioned. These buildings were inefficient, were no longer fit for purpose, required ever greater maintenance and contain asbestos. Furthermore, three of these sites will now be sold and the council will benefit from significant capital receipts.

Property Services also deliver all new building and building improvement projects for the council and the in-house team has earned a reputation for designing impressive and cost effective projects.

In addition the team delivered the last Phase of the £20m Y Gwindy Welsh Medium Campus and completed the £23m Islwyn High School, both of which were delivered within budget and on time. Site work on the £7m Abertysswg and Pontlottyn Primary School was commenced and is currently on programme and forecast to be delivered within budget. All three of these major projects were designed in house.

The Energy Team has had a busy year with £200k spent on 9 invest to save energy reduction projects reducing the council's carbon footprint by some 125 tonnes per annum. The team also audited and validated over 9,000 energy invoices totalling £3.2m and continues to give energy management advice to building users. The Procurement Team during 2016/17 maintained a high level of contracts awarded to local suppliers at 90%, 396 local suppliers were awarded contracts out of a total of 440 that were successful in winning contracts with the council. This is consistent with the results recorded at the end of 2015/16 when 89.6% of all suppliers awarded contracts were local suppliers.



Corporate Customer Services deal with more than 700,000 customer contacts with £28 million of the council's income being paid at Customer Services desks or via the Contact Centre. There were 232,480 visits made to the centres during 2016. Of these visits 189,071 were to make payments, the remainder (43,409) were service requests such as Blue Badge applications.



The number of service requests has dropped since its peak of 63,729 visits during 2014/15 after the opening of the Caerphilly Customer Service Centre. The number of payments handled in the Customer Service Centres and Newbridge Cash Office has continued to fall as customers have increased their use of other payment methods. This has allowed the re-focusing of staff time in the Customer Service Centres on low volume/high value services and lead to changes in the opening hours of the Customer Service Centres. Changes to the Blue Badge Scheme as a result of further changes in legislation and Welsh Government Guidance resulting from the introduction of temporary Blue Badges were introduced with no significant negative feedback or disruption. CCBC officers have been working closely with Welsh Government to improve the delivery of the scheme across Wales.

For **Electoral Services** it was another busy year. Following the EU Referendum staff moved to their new office in Bargoed. This was a well-planned move and staff were able to settle in good time to prepare for the Local and General Elections.

Once again the Lexcel Inspection for **Legal Services** was successful and accreditation maintained. Lexcel is an accreditation indicating quality in relation to legal practice management standards. The inspection recognised several areas of good practice.

IT and Central Services continue to deliver a complex range of services underpinning the council and its schools' information and communications technology (ICT) requirements, corporate records centres, mail and courier services. There have been improvements to the council website that has resulted in it being identified as the highest ranked in Wales in a recent survey of all UK local authority websites (Sitemorse Survey). IT upgrades, updates and preventative maintenance have been undertaken to improve performance, capacity and availability of ICT solutions to the customer.

We were able to answer 68% of Data Protection Act Subject Access Requests within 40 calendar days, and although this is below our target of 70% it should be noted that there has been a 27% increase in the number of requests during the 2016 calendar year, many of which proved complex and time-consuming to answer. 82% of requests made under Freedom of Information or Environmental Information Regulation Acts were responded to within 20 working days, again this is slightly below our target of 85%, but there was a small increase in requests during the year (1.4%).

This process is highly dependent upon the performance of the Council's Service Areas to locate information, raise concerns regarding disclosure and quality checking by the relevant services and we have taken actions to improve this.



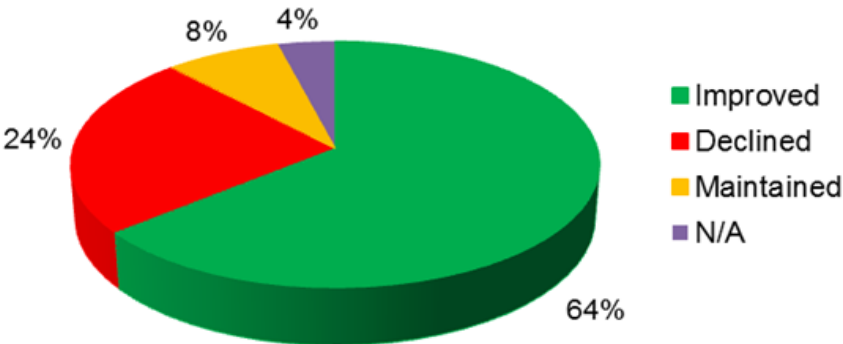
Overall National Performance for 2016/17 – Update

There is a voluntary set of performance measures called the Public Accountability Measures (PAMs) for Local Authorities in Wales. The set contains 31 measures in total, of which 25 are comparable in 2016/17, these are compared to the previous years data of 2015/16.

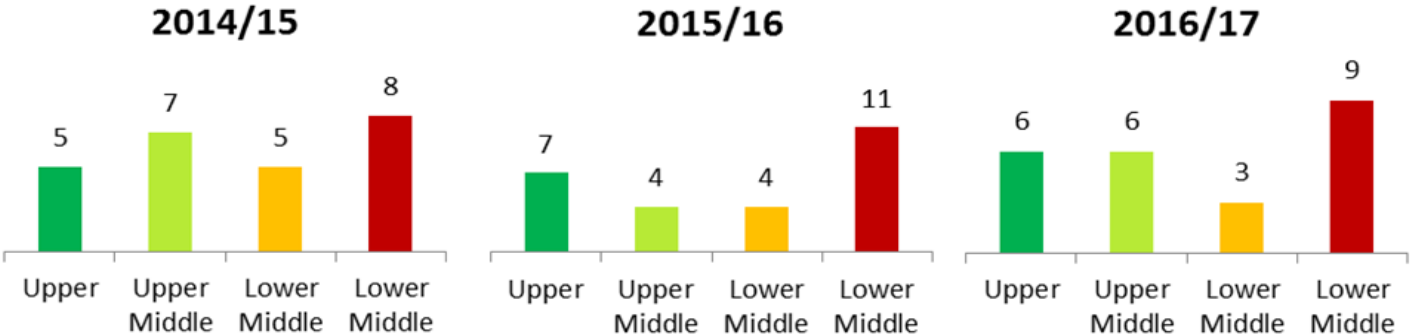
Local Authorities use these (and other benchmarking data) to show how they compare against each other. The chart below shows how Caerphilly compared against other authorities across Wales for the four directorates Education, Communities, Corporate and Social Services, where performance improved, fell or stayed the same.

The previous set of PAM measures contained various social services performance indicators, which were repealed and replaced in 2016/17 with new measures designed to measure the Social Care Act 2014. Three of these measures make up the 31 PAMS, however, the comparable data for these measures will not be available until October 2017 and therefore, they are not included in the charts below. Please see Appendix for a list of the 2016/17 Public Accountability Measure data, including commentary and where each indicator ranks within the 22 Authorities.

Our 2016/17 Performance compared to previous year



Number of PIs per quartile over 3 years



Source: Data Unit Wales

Overall National Performance for 2016/17 – Update

How did we performed when comparing 2016/17 to 2015/16

	Improved	Declined	Maintained
Directorate of Education	8	3	1
Directorate of Communities	8	1	1
Directorate of Corporate Services		1	
Directorate of Social Services		1*	

How did we perform compared to Wales in the 4 quarters

	Upper	Upper Middle	Lower Middle	Lower
Directorate of Education	3		2	7
Directorate of Communities	3	5	1	1
Directorate of Corporate Services				1
Directorate of Social Services				1*

How did we performed against target

	Target Met	Target Missed	No Target Set
Directorate of Education	6	4	2
Directorate of Communities	5	4	1
Directorate of Corporate Services		1	
Directorate of Social Services		1*	

*one measure for Public Protection falls under Social Services



A snapshot of our National Performance for 2016/17

Performance for pupils assessed at the end of Key Stages 2 and 3 achieving the Core Subject Indicators improved compared to the previous year. 1,799 pupils achieved the Core Subject Indicator an improvement of 3% on the previous year, taking Caerphilly from 87.45% in 2015/16 to 90.4% in 2016/17. Caerphilly moved 13 places to 3rd in Wales from 16th against an All Wales average of 89%, and moved from the lower middle quartile, where the measure had for been for previous 2 years to the upper quartile. **Education – EDU003**

In Key Stage 3 1,571 pupils achieved the Core Subject Indicator, an improvement of 1.7% on the previous year (16/17 82% - 15/16 80.3%). The measure remained at its position of 20th in Wales against an All Wales average of 86.1% and maintaining its place in the bottom quartile. **(Education – EDU004)**

2,044 pupils scored a total of 933,707 points, which is a decline in the Average Point Score for pupils in Caerphilly by an average of 45.1 points. This takes the Average Point Score from 500.7 points in the previous year to 455.6. When compared to an All Wales figure of 531 points for the current year our position in Wales has moved from 19th to 21st. **(Education – EDU011)**

1,086 pupils aged 15 achieved the Level 2 threshold including a GCSE grade from A* - C, improving our year on year performance by 0.5% (53.1%) on the previous year 52.6%. Compared to an All Wales figure of 60.7% our position in Wales fell from 19th to 21st. **(Education – EDU017)**

The percentage of private sector dwellings brought back into occupation improved by 2.55% (6.41%) compared to the previous year's performance of 3.86%. We returned 65 empty properties to occupation, which moved Caerphilly from a position of 17th to 11th in Wales and from the bottom quartile to the upper middle quartile. **(Communities – PSR004)**

The number of additional affordable housing units has maintained its upper quartile position and moved from 6th in Wales to 2nd, with an extra 24 affordable housing units provided in 2016/17 (75) compared to 2015/16 (51). **(Communities – PLA006b)**

Although our landfill performance improved significantly this year from 9.5% to 4.18% and compared to an All Wales average of 9.5%, our position in Wales moved from 4th to 10th on the previous year as other authorities also improved. Recycling has improved by 3.66% in 2016/17 from 61.86% to 65.52%, moving Caerphilly from 8th to 7th in Wales and compared to an All Wales average of 63.81%. **(Communities – WMT004b & WMT009b)**

Caerphilly recorded 657 less incidents of fly-tipping in 2016/17 when compared to 2015/16, clearing 99.69% of those fly-tipping incidents recorded compared to 97.95% in the previous year. Caerphilly moved by 1 position from 3rd in Wales to 2nd against an All Wales average of 95.37%. **(Communities – STS006)**

Social Services Indicators data will be available in October 2017



What our Regulators told us about our services in 2016/17

Each year we receive an Annual Improvement Report (AIR) from the Wales Audit Office. For 2016/17 the Auditor General concluded: ***The Council is likely to meet its statutory requirements in relation to continuous improvement providing it responds constructively and in a timely way to our statutory recommendations.***



During the course of the year, the Auditor General made some suggestions for improvement for specific pieces of work that are highlighted below:

Reviewing our development of a **Sports and Leisure Strategy** (May 16) our auditors thought that we needed a more effective approach to strategic planning, to be able to demonstrate that our Sports and Leisure Services will meet the future needs of its citizens. They noted that our approach had not been sufficiently strategic but we were strengthening its project management arrangements to resolve this.

In the **Financial Resilience** (April 2016) assessment, our Auditors said that we had a track record of operating within our budget but, we needed to develop our medium term financial plan and supporting savings plans for future years. Our financial control arrangements were generally effective and financial governance arrangements were generally sound but, we needed to provide more whole council savings monitoring reports to our members.

In May 2016 there was a '**Review of arrangements to address external audit and inspection and regulation and proposals for improvements**'. This was a follow up piece of work to see if we had made progress against previous suggestions and concluded that the council's response to WAO recommendations and proposals was supporting improvement in our self-evaluation and scrutiny arrangements, but we had more work to do to address areas for improvement within Internal Audit and Human Resources. We also needed to speed up our progress in these areas.

In 2016/17 and issued in February 2017, we received a '**Good governance when determining significant service changes**' report. The regulators thought that the council's approach to service change has been proportionate to the scale of changes we have made to date and we were strengthening our arrangements to prepare for potentially more significant future service changes. The report recognised that we had a clear set of principles for determining service change that support our current vision, but that we needed to review our vision and principles, they also suggested we introduce a more systematic and transparent arrangement for monitoring the impact of service changes and are clearer on how feedback from citizens consultations have been used when developing proposals for service change. They suggested we introduce a more systemic and transparent arrangement for monitoring the impact of service changes and how citizen consultations are used to develop proposals for change

Savings Planning (Financial Resilience) March 2017



This was about whether our planning for financial savings was supporting our financial resilience. The judgement was that the council has an effective and improving savings planning approach, which is supporting future financial resilience and this is an improved position from 2015-2016. They suggested we ensure that savings plans are underpinned by robust business cases. The report noted that we have detailed savings plans and forecasted that 96% of our 2016-17 savings plan will be achieved (as was the case in 2015-16). To improve further we need to strengthen our links between our savings plans and what is agreed as our Council's priorities.

Other standard performance work included:

Project name	Brief description
Wales Audit Office Annual 'Improvement Plan' Audit 2016/17	Review of the Council's published plans for delivering on Well-being objectives resulting in a certificate of compliance.
Wales Audit Office Annual 'Assessment of Performance'	Review of the Council's published performance assessment resulting in a certificate of compliance.
Wales Audit Office – Annual Improvement Report 2017.	A summary of conclusions of regulator work undertaken throughout the year.
Care Social Services Inspectorate Wales (CSSIW)	Annual Review and Evaluation of Performance 2016

We have taken action to address the proposals and some of these have already been addressed. We monitor the progress of agreed suggestions and recommendations through a register which is reported to the Councils Audit Committee twice a year, where councillors will challenge and agree progress and be assured action is taking place. The monitoring of the 'register' can be found on the Councils Internet under [Audit Committee Meetings](#)

Other work such as; Wales Audit Office (WAO) reviews on our Asset Management, IT Management and the Welsh Housing Quality Standard were also carried out within the 2016/17 audit schedule, but were not finalised until later in 2017. These will be reported on later in the year when they have gone through the Council's Governance route as they have not been finalised at the time of publishing this report. They will be available on the WAO website (address below) as soon as they are finalised later this year.

Wales Audit Office is the overseeing regulator for the Council (Whole Authority). Wales Audit Office can be contacted by e-mail audit.wales/contact-us or writing to WAO 24 Cathedral Road, Cardiff CF11 9LJ. All the reports above can be found on the Website www.WAO.gov.uk

Important themes that underpin our work



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 our ongoing duties under the Equality Act 2010 we have a Strategic Equality Plan 2016-2020 in place along with accompanying Equalities and Welsh Language Objectives and Action Plan 2016-2020.

[Strategic Equality Plan 2016-2020](#)

[Equalities and Welsh Language Objectives and Action Plan 2016-2020](#)

This document sets out those Equalities Objectives and related actions that we have chosen, following extensive consultation and engagement with the public and other stakeholders.

We also have introduced actions under the new Welsh Language Standards (WLS). The WLS are statutory duties around the Welsh Language under new legislation, which places a duty on councils and public bodies in Wales to comply with a set of 176 standards for the way we use the Welsh language in our organisations.

The Welsh Language Standards came into effect on the 30th March 2016 and the standards relevant to Caerphilly County Borough Council are set out in the following Compliance Notice – [Caerphilly CBC Compliance Notice](#). For an up-to-date report on progress on the council's compliance with the Welsh Language Standards, please see the [Welsh Language Standards Annual Report 2016-2017](#).

So what have we done this year - we have developed a 5 Year Welsh Language Strategy on how we will increase the number of Welsh speakers by 3% over 5 years (which supports the Welsh Government plan of having 1 million Welsh Speakers by 2050) and promote services and activities through the medium of Welsh.

Last year we enrolled **122** members of staff on Welsh Language training and delivered courses which included Saturday and Weekend Welsh Schools, Lampeter Residential Course and relevant revision courses required to prepare staff for examinations in the summer each year.

In the academic year 2016-2017 a total of **461** people attended a variety of equalities related course during the academic year. These courses included Transgender Awareness, British Sign Language, Human Trafficking Awareness and Prevent training. These courses were delivered to members of staff and staff from partner organisations.

The Youth Forum chose LGBTQ+ issues as one of their priorities and borne from that the Caerphilly Youth Service Project set up a group to support Lesbian, Gay, Bisexual, Transgender, Queer and other young people who are questioning their gender and sexuality. The first LGBTQ+ group session took place in July 2016, and now has nearly 20 young people attending regularly, with continuous meetings being held on the last Saturday of each month at Blackwood Basement. For further information please go to [LGBTQ+ project](#)

The Council signed up to support the **Armed Forces Covenant (AFC)**. The Armed Forces Covenant is a “promise by the nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly”. The AFC is about providing a ‘level playing field’ in supporting our armed forces. So far this work has linked in with existing partnership working so as to take advantage of work already ongoing in the county borough and not create additional work.

We made good progress in 2016/17 embedding our Caerphilly Armed Forces Covenant:

- We successfully hosted the South Wales Armed forces day twice with 10,000 attending in 2016 and over 12,000 this year.
- Our Caerphilly Armed Forces Forum stand was a success at the Caerphilly Big Cheese event with a range of partners attending enabling a number those serving, veterans and their families to access information for in a more informal setting.
- We formally supported the British Legions ‘Count them In’ campaign.
- Our Armed Forces Champion has attended a number of events in the community and nationally to promote and support the Caerphilly Armed Forces Covenant.
- Our Caerphilly Armed Forces Forum meets quarterly.
- Our Armed Forces Champion worked with the Council and interested parties and enabled the Hengoed WW1 memorial plaque to be brought out of storage to be rehung and rededicated at Rhymney Comprehensive.
- Working with our Gwent Armed Forces leads and forums we have applied for funding from the MOD Covenant Fund to a Gwent Regional Armed Forces Covenant Officer. This bid was successful and the officer will be in place shortly to facilitate improved and more consistent delivery and awareness of the Armed Forces Community Covenant across the Gwent areas of: Caerphilly, Blaenau Gwent, Torfaen, Monmouth and Newport. The role would also enable the sharing of good practice and support from across Wales.

The Safer Caerphilly Community Safety Partnership Team has allocated funding to hold a number of training sessions for education staff on Prevent, which is part of the Home Office's Counter Terrorism Strategy. Prevent is designed to tackle potential radicalisation from extremist ideas and actions. Training has been delivered to over **280** front line staff members with a further 10 training sessions planned for other frontline staff.

The council continue to support the adaptation of its existing building stock to meet the needs of disabled users. Over £100,000 has been allocated this year for this task. All new buildings are highly accessible and provide inclusive, safe and functional environment for all users.

This year 216 of our buildings are now reasonably accessible by disabled users.

Further information on the council's Equalities related matters are published in more detail on the Equalities pages of the council's website, available at:

www.caerphilly.gov.uk/equalities

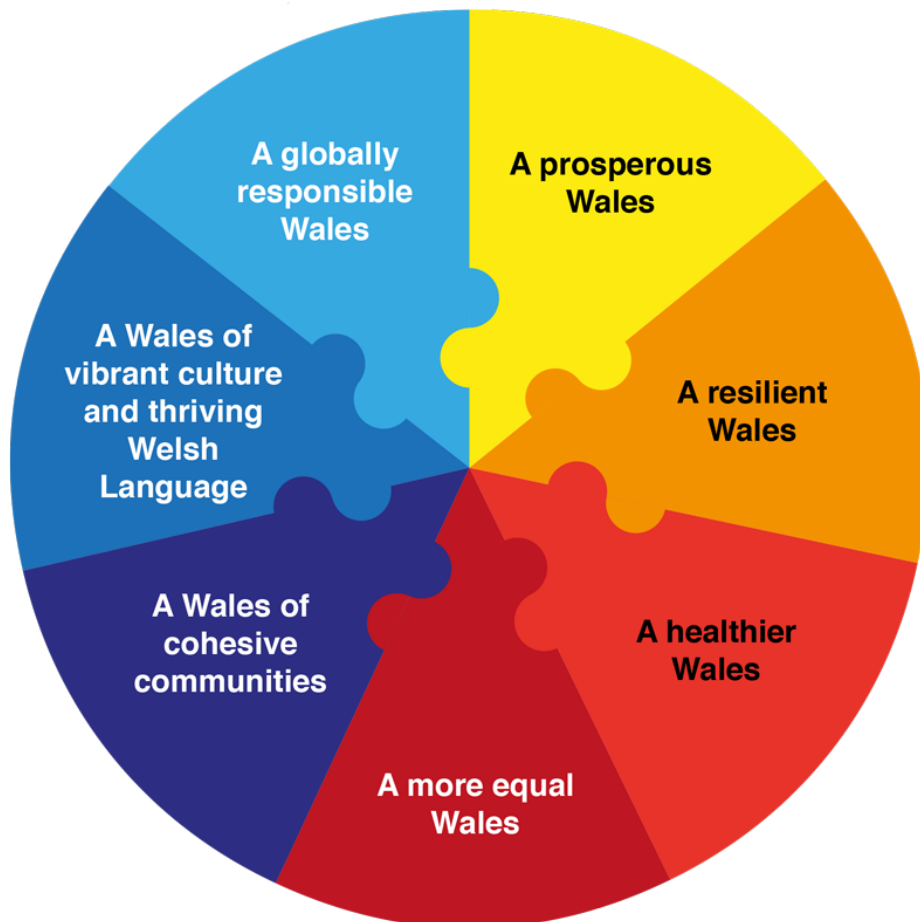


The Well-being of Future Generations Act (Wales) 2015 - update

A new Act was 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 sustainable development principles.

Well-being Goals

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



Progress so far.....

Well-Being Future Generations Act 2015

The Caerphilly Public Services Board (PSB) is required to prepare a local assessment of well-being for the area that looks at its economic, environmental, cultural and social situation. The Well-being Assessment will be used to inform planning across the public sector to deliver 'The Caerphilly We Want' and meet the national well-being goals for Wales. The Well-being Assessment was approved by the Caerphilly Public Services Board on the 6th December 2016 and following the assessment, work has started to take place as to how to respond to the findings.

As part of the assessment and the response, we had many conversations with a wide range of people and groups on behalf of the PSB to ask people about the Caerphilly they want in the future and to gain an understanding of whether people's 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 could 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 have used several data sets to pull together a qualitative and quantitative picture for the 'local well-being assessment' of the area. We have targeted events taking place 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.

From taking all these factors into account 37 priorities emerged and given the number we then set about finding a way to prioritise these to a manageable set. To do this we ran prioritisation workshops after we used an 'assessment tool' to see which priorities were more likely to maximise our contribution towards the National Well-being Goals and to see if any could be merged where they were similar. As a result we identified 6 areas (or themes) to work on, of which, the PSB are currently reviewing to determine taking these forward. This work is ongoing and will be subject to change and consultation. Once finalised will form the basis of the PSB Well-being Plan 2018.

Within the Council we are still working on a range of changes and improvements based on the 5 ways of working, to the 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 and Risk Management. For example: we have run training sessions for new members, updated our Risk Strategy Guidance and Business Planning to promote the 5 ways of working. We now need to establish this thinking into our culture and to set the Councils own Well-being Objectives in a way that shows our contribution to the overall partnership Well-being Plan.



For financial planning, new savings targets for Heads of Service to address the current projected financial shortfall will include a requirement to specify the impact that individual savings proposals will have on the Well-being Goals and the five ways of working.

With workforce planning, Welsh Government have proposed a number of engagement and communication processes, through a public bodies communication sub-group, that will support this work. Our HR Strategy recognises that the council must have a workforce with the right skills and support in order to achieve the cultural change envisaged by the Act. We are doing this through briefings, intranet resources, and by embedding the well-being goals and five ways of working in our planning, decision making, policies and procedures.

Where appropriate all future procurements will consider the Well-Being of Future Generations (Wales) Act 2015. The councils revised Procurement Policy and Strategy will set out how the council can contribute to the Well-being Goals through the co-ordination and development of all third party expenditure. The council has agreed to participate in a Welsh Government pilot, commencing in Spring 2017, which will support the implementation of the Act in our procurement activity. Additionally we have:

- ◆ Carried out training for all Cabinet and Scrutiny Members and Management Officers.
- ◆ Appointed a Future Generations Champion Cabinet Member.
- ◆ Established a Future Generations Advisory Panel for the council.
- ◆ We have changed our scrutiny reports to include an ‘implications section’ on how decision making is part of the five ways of working and a consideration of how the content of the report contributes to the Well-being Goals.
- ◆ Revised our Risk Registers to ensure the long-term is considered in analysing our risks and this may change the way we view the severity of our risks.

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.

The Council Asset Management Strategy was also revised to ensure the principles of the 5 ways of working (on the left) is included in the decision making regarding asset disposal or acquisition.

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 eterk@caerphilly.gov.uk or call 01495 235108 or go to: your.caerphilly.gov.uk/publicservicesboard



Useful Web Links

Council's Well-being Objectives 2017-2018—Full details

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

Caerphilly 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.

You can contact us by: Email: PMU@caerphilly.gov.uk or via our website [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

You can contact us via social media

You can get involved in many ways.
Please have a look at our website;
<http://www.caerphilly.gov.uk/Get-involved.aspx>.

If you would like to be a 'view point panel member' which is our citizen focus group, you can

Telephone - 01443 864354

Or, write to

Penallta House,
Tredomen Park,
Ystrad Mynach,
Hengoed.
CF82 7PG
Or email SHARME@CAERPHILLY.GOV.UK



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/

This page is intentionally left blank




Appendix 2

2016/17 Public Accountability Measures (PAMs)




Education




Public Accountability Measures





Our performance keys show:



Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
		Performance maintained
		Performance maintained at the best at 100%

Performance Year 2016/17 represents Academic Year 2015/16 (September 2015 - July 2016)

Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales out of 22	All Wales Average
EDU002i Age 15	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. Improvement Direction: Lower result is better	0.5%	21	0.3%	1.1%	22	0.2%
	Of the 2,044 pupils aged 15 at the preceding 31 August in Caerphilly maintained schools 22 left compulsory education, training or work base learning with no qualifications. This is a disappointment and needs to be addressed this year.						
EDU002ii Age 15	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. Improvement Direction: Lower result is better	5.7%	22	0%	18.2%	22	1.1%
	Of the 22 pupils in local authority care in Caerphilly 4 left education, training, or work based learning with no qualifications. Of the 4 children, 2 were taught in a local authority maintained special school and would not have sat for formal qualifications.						
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. Improvement Direction: Higher result is better	87.4%	16	89.6%	90.4%	3	89.0%
	Of the 1,990 pupils assessed at the end of key stage 2, 1,799 achieved the core subject indicator. This data is taken from and Annual School Census by Welsh Government						

Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales out of 22	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. Improvement Direction: Higher result is better	80.3%	20	84.10%	82%	20	86.1%
	Of the 1,917 pupils assessed at the end of key stage 3, 1,571 achieved the core subject indicator. The data is taken from the Annual School Census by the Welsh Government.						
EDU006 ii	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. Improvement Direction: Higher result is better	10.6%	13	N/A	12.7%	12	18.0%
	Of the 1,917 on roll at the end of key stage 3 in Caerphilly, 244 received a teacher assessment in Welsh (first language). - We have had an additional class of Year 9's in the academic year 2015/16, giving us an extra 37 pupils for assessment in Welsh, due to the opening of a new Welsh medium school in Caerphilly.						
EDU011 Age 15	The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority. Improvement Direction: Higher result is better	500.7	19	N/A	455.6	21	531.0
	Of the 2,044 pupils aged 15 at the 31st August in the preceding year, they scored a total of 933,707 points. Academic year 2015/16 was the last year Welsh Government reported an average point score, the data is now captured as capped point score.						





Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales out of 22	All Wales Average
EDU015a	The percentage of final statements of special educational needs issued within 26 weeks, including exceptions Improvement Direction: Higher result is better	88.5	8	95%	100%	1	77.4%
	All 100 statements of special educational need including those with exceptions were completed within 26 weeks.						
EDU015b	The percentage of final statements of special educational needs issued within 26 weeks, excluding exceptions Improvement Direction: Higher result is better	100%	1	100%	100%	1	95.4%
	All 47 statements of special educational need excluding those with exceptions were completed within 26 weeks.						
EDU016a	Percentage of pupil attendance in primary schools Improvement Direction: Higher result is better	94.5%	21	95.1%	94.6%	17	94.9%
	Of the 4,757,939 sessions in Primary schools in Caerphilly, pupils missed 254,597 sessions in 2015/16 (academic year).						
EDU016b	The percentage of pupil attendance in secondary schools Improvement Direction: Higher result is better	92.7%	22	93.8%	93.4%	20	94.2%
	Of the 3,147,565 sessions in Secondary schools in Caerphilly, pupils missed 207,781 sessions in 2015/16 (academic year).						



Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales out of 22	All Wales Average
EDU017 Age 15	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. Improvement Direction: Higher result is better	52.6%	19	58.4%	53.1%	21	60.7%
	Of the 2,044 pupils aged 15 on roll in Caerphilly maintained schools on the Annual School Census, 1,086 achieved the level 2 threshold including a GCSE grade A* - C in English or Welsh first language and mathematics.						
LCL001b	The number of visits to public Libraries during the year, per 1,000 population. Improvement Direction: Higher result is better	5,701	6	5,700	6,391	4	5,480
	There were 1,151,384 visits to Caerphilly's Libraries in 2016/17 compared to 1,025,781 in 2015/16.						






Communities Services




Public Accountability Measures




Our performance keys show:

Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
		Performance maintained
		Performance maintained at the best at 100%

Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales out of 22	All Wales Average
PSR002	The average number of calendar days taken to deliver a Disabled Facilities Grant. Improvements Direction: Lower result is better	271	17	280	282	17	224
	It took 42,087 calendar days to deliver 149 DFGs in 2016/17. Officer workload pressures due to new contract framework arrangements being required, as well as extra grant funding to be expended and the additional duties taken on by the Team Leader following the deletion of the Principal Housing Officer (Agency) post contributed to the increase in the number of days to deliver a Disabled Facilities Grant. Following staff changes, procedures are now also being reviewed which will take into account the performance measure changes being introduced by WG. The PI "average" reflects the inclusion of all schemes of adaptation in excess of £1000 irrespective of the size of the schemes which will range from as little as £1500 for something like a stair lift installation, to as much as £50,000 in respect of the more complex schemes involving lifting, hoisting and where bedroom/bathroom extensions are necessary						
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. Improvements Direction: Higher result is better	3.86%	17	4.30%	6.41%	11	8.79%
	Of the 1,014 private sector dwellings in the borough that have been empty for more than 6 months, 65 were returned to occupation during the year. The Improvement relating to 2016/17 is thought to be as a direct result of mail shot in April 2016 to empty home owners proactively promoting ways to return empty properties back into beneficial use.						

Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
PLA006b	The number of affordable housing units provided during the year as a percentage of all additional housing units provided during the year. Improvement Direction: Higher result is better	51	6	N/A	75	2	36
	Of the 216 additional housing units provided in the year 163 of those were classed as affordable housing. This data is populated from Welsh Government using the Affordable housing return and the New build data collection return.						
THS007	The percentage of adults aged 60+ who hold a concessionary bus pass. Improvement Direction: Higher result is better	86.1%	12	90%	86.6%	11	87.0%
	37,993 adults aged 60+ hold concessionary bus passes out of a possible 43,864 population 60+ in Caerphilly.						
THS012	The percentage of A, B & C roads that are in overall poor condition. Improvement Direction: Lower result is better	6.6%	10	8.3%	6.5%	10	10.7%
	Of the 491 kilometres of roads scanned in total in 2016/17, 32 kilometres were found to be in poor condition (greater than and equal to the red threshold).						
The following measures are for information only							
THS012a	The percentage of A roads that are in overall poor condition. Improvement Direction: Lower result is better	4.5%	17	4.55%	4.3%	18	3.7%
	Of the 140 kilometres of principle A roads scanned 6 kilometres were found to be in poor overall condition (greater than or equal to the red threshold).						
THS012b	The percentage of B roads that are in overall poor condition. Improvement Direction: Lower result is better	4.1%	10	6%	3.7%	8	4.2%
	Of the 90 kilometres if non-principal/classified B roads 3 kilometres were found to be in overall poor condition (greater than or equal to the red threshold).						





Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales out of 22	All Wales Average
THS012c	The percentage of C roads that are in overall poor condition. Improvement Direction: Lower result is better	9.2%	10	13%	8.7%	11	15.0%
	Of the 260 kilometres of non-principal C roads scanned, 23 kilometres were found to be in overall poor condition (greater than or equal to the red threshold). The percentage of possible survey length increased from previous year.						
WMT004b	The percentage of municipal wastes sent to landfill. Improvement Direction: Lower result is better	9.57%	4	41%	4.18%	10	9.5%
	The amount of waste sent to landfill saw a further decrease in 2016/17 with kerbside collected refuse still being sent to the Viridor plant in Cardiff, for incineration with energy recovery under Prosiect Gwyrdd. A total of 102,422 tonnes of municipal waste was collected in Caerphilly in 2016/17. Of that tonnage 4,286.13 tonnes was sent to landfill compared to 9,830 of 102,755 tonnes in 2015/16. The material sent to landfill was primarily sent by our contractor as a result of the secondary recycling of other waste streams.						
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. Improvement Direction: Higher result is better	61.86%	8	58%	65.52%	7	63.81%
	We continue to deliver high levels of performance and have met the Welsh Government statutory targets for recycling (58%) for 2016/17. However, the service continues to be faced with challenges relating to a high amount of contamination in dry recycling waste, which we are hoping to address throughout 2017.						

Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales out of 22	All Wales Average
STS005b	The percentage of highways inspected of a high or acceptable standard of cleanliness Improvement Direction: Higher result is better	96.8%	9	97%	96.8%	8	96.6%
	Of the 1,043 inspections taken of Caerphilly's highways 1,010 were found to have high or acceptable levels of cleanliness.						
STS006	The percentage of reported fly tipping incidents cleared within 5 working days. Improvement Direction: Higher result is better	97.95%	3	99%	99.69%	2	95.37%
	Of the 1,929 fly tipping incidents recorded, 1,923 were cleared within 5 working days, 657 less incidents reported compared to 2015/16 (2,533/2,586). The majority of Caerphilly's fly tipping is reported to and collected by street cleansing crews. Through an adopted Quality Management System the service is able to respond swiftly.						
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. Improvement Direction: Higher result is better	7,593	15	8,089	7,762	16	8,387
	Caerphilly experienced an increase in the number of visits to its indoor and outdoor leisure facilities in 2016/17 with 1,398,344 visits. Bringing the number of visits per 1,000 population back inline with 2014/15 when there were 1,393,220 visits.						


Social Services

Public Accountability Measures

Our performance keys show:

Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
		Performance maintained
		Performance maintained at the best at 100%





Public Protection


Ref	Description	2015/16		2016/17			
		Our Result	Position in Wales	Target	Our Result	Position in Wales	All Wales Average
PPN009	The percentage of food establishments, which are 'broadly compliant' with food hygiene standards. Improvement Direction: Higher result is better	95.67%	6	85%	94.97%	12	95.16%
	Of the 1,512 food businesses in the Authority 1,436 were broadly compliant in 2016/17. This figure is dependant on findings found during inspections and is therefore essentially a measure how well the businesses are performing in terms of compliance rather than how well the Local Authority is performing. Non broadly compliant businesses are subject to enforcement revisits to ensure compliance is achieved, however the business would not receive a full inspection and a new risk rating until it's next programmed inspection.						

Corporate Services

Public Accountability Measures

Our performance keys show:

Current year results compared to previous year results		Better than the previous year
		Worse than the previous year
		Performance maintained
		Performance maintained at the best at 100%

Ref	Description	2015/16		2016/17			
		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. Improvement Direction: Lower result is better	11.7	17	10.4	12.2	20	10.3
	Of the average 6,435.1 full-time equivalent employees in CCBC, 78,393 working days/shifts were lost due to sickness absence in 2016/17. The Council has a robust set of policies and procedures in place which enable managers to proactively address sickness absence issues within their service areas. The Council is obviously concerned about this level of absenteeism and has implemented a number of measures to further support Managers in tackling the issue.						
CAM037	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres. Improvement Direction: A positive number is better	1%	17	Data for 2016/17 was not submitted due to concerns over national comparator accuracy and reliability. This was in part caused by issues with some utility providers failing to provide reliable and accurate billing during the period. Therefore submitting 2016/17 data could have been misleading however our duty to provide DEC's continues.			

This page is intentionally left blank



COUNCIL - 10TH OCTOBER 2017

SUBJECT: SCRUTINY REVIEW: SCRUTINY SELF EVALUATION AND PEER REVIEW

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151

- 1.1 The attached report was considered by the Democratic Services Committee on the 28th September 2017.
- 1.2 The Democratic Services committee noted the report and the recommendation from the Scrutiny Leadership Group that the scrutiny self-evaluation exercise is carried out twice per council term in order to provide ongoing feedback and monitoring of scrutiny arrangements and offered no additional comments.
- 1.3 Having considered the content of the report the Democratic Service Committee unanimously supported its recommendation to full Council.
- 1.4 Members are invited to consider the report and the recommendation.

Author: E. Sullivan, Interim Scrutiny Officer, Ext 4420.

Appendix: Democratic Services Committee Report – 28th September 2017

This page is intentionally left blank



DEMOCRATIC SERVICES COMMITTEE – 28TH SEPTEMBER 2017

SUBJECT: SCRUTINY REVIEW: SCRUTINY SELF EVALUATION AND PEER REVIEW

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

1. PURPOSE OF REPORT

- 1.1 For Democratic Services Committee to be informed of the outcome of the scrutiny self-evaluation and peer review and note the recommendation of Scrutiny Leadership Group, to be reported to full Council.
- 1.2 Democratic Services Committee are asked to consider if any further recommendations to Council are necessary.

2. SUMMARY

- 2.1 This report sets out the outcome of the scrutiny self-evaluation and the peer review, Democratic Services Committee is asked to comment on the outcome of the review and consider any recommendations to Council.
- 2.2 Scrutiny Leadership Group considered the outcome and recommended that a scrutiny self-evaluation exercise is carried out twice per council term in order to provide ongoing feedback and monitoring of scrutiny arrangements.
- 2.3 Democratic Services Committee are asked to note the action as a result of the Annual Governance Statement to ensure that scrutiny committees have an opportunity to consider reports on the Cabinet Forward Work programme as pre-decision items.

3. LINKS TO STRATEGY

- 3.1 The operation of scrutiny is required by the Local Government Act 2000 and subsequent Assembly legislation.
- 3.2 The self-evaluation proposals contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring that scrutiny function evaluates its effectiveness and identifies areas for improvement. An effective scrutiny function can ensure that council policies are scrutinised against the following goals:
 - 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

4. THE REPORT

SELF-EVALUATION

- 4.1 The Scrutiny Review agreed by full Council on the 5th October 2015 included a recommendation to carry out a self-evaluation 12 months after the changes had been agreed.
- 4.2 Scrutiny Leadership Group (SLG) considered the methodology for a self-evaluation of the scrutiny function and agreed to measure the effectiveness of scrutiny against an established set of characteristics for good scrutiny at its meeting on 27th October 2016. These Outcomes and Characteristics of Effective Scrutiny in Local Government had previously been endorsed by full Council in October 2013, as its strategic vision for a scrutiny function. Therefore these characteristics were used as a basis for the questionnaire.
- 4.3 The questionnaire was issued to all 73 Members and senior officers on 11 November 2016 with a deadline of 9th December 2016. The outcome of the questionnaire was reported to SLG on 26th January 2017 with a response rate for Members of 38% (28 out of 73 responses).
- 4.4 Scrutiny Leadership Group considered the responses and asked that the questionnaire be circulated again to Members to encourage more responses. This resulted in one additional response from a scrutiny member and gave an overall Member response rate of 40% (29 out of 73 responses). The questionnaire was anonymous therefore non-respondents could not be identified to encourage their response. The following table gives a breakdown of total responses received:

Breakdown of Responses Received

Respondent	Responses	Percentage of overall responses
Scrutiny Member	24	36%
Cabinet Member	2	3%
Non-scrutiny member	3	5%
Total Members	29	44%
Officers (105)	36	55%
Not indicated	1	1%
Totals	66	100%

- 4.5 The questionnaire was made up of three sections, Scrutiny Environment; Scrutiny Practice and Impact of Scrutiny. Each section set out a series of statements and asked respondents to indicate if they 'Strongly Disagreed' 'Disagreed' 'Agreed' 'Strongly Agreed' or 'Don't Know', however not all respondents answered every question. There was also the opportunity to give comments at the end of each section. In some instances there were some incomplete responses to the questions in a section; therefore not all sections added up to 100%.
- 4.6 A summary of the responses from Members are highlighted below:

Scrutiny Environment

- 82.5% considered that scrutiny has a clearly defined and valued role in the council's improvement arrangements and has the dedicated officer support it needs.
- Almost 90% of Members agreed that they have the training and development opportunities they need to undertake their role effectively.
- 72% felt that the Executive and CMT recognise scrutiny as an important council mechanism for community engagement.

Scrutiny Practice

- 69% considered that task and finish groups are non-political but 24% disagreed, however 79% felt they were methodologically sound as opposed to 14% who disagreed.
- 83% agree that forward work programmes are member-led and scrutiny committees have ownership with 14% disagreeing.
- 80% consider that stakeholders have the ability to contribute to the development and delivery of scrutiny forward work programmes. 7% disagreed with 14% responding with 'don't know'.
- 86% consider that scrutiny meetings are well planned and 76% consider them to be chaired effectively.
- 45% consider that scrutiny operates non-politically, however 48% disagreed with this statement.
- 76% consider that scrutiny deals effectively with, sensitive political issues, tension and conflict. However 17% disagreed.
- In terms of scrutiny building trust and good relationships with stakeholders, 76% of Members agreed with this statement for internal stakeholders (17% disagreed) and 69% agreed for external stakeholders,(24% disagreed).

Impact of Scrutiny

- 76% agreed that scrutiny regularly engages in evidence based challenge of decision makers, with 72% agreeing in terms of challenging service providers.
- 69% consider that scrutiny provides viable and well evidenced solutions to recognised problems. However 21% disagreed with this statement.
- 72% agreed that non-executive members provide an evidence based check and balance to Executive decision making, with 21% disagreeing.
- 66% agreed that decision makers give public account for themselves at scrutiny committees for their portfolio responsibilities. However 28% disagreed with this statement.
- 69% considered that scrutiny enables the 'voice' of local people and communities across the area to be heard as part of decision and policy-making processes, with 24% disagreeing.

PEER REVIEW

- 4.7 Arrangements for a peer review were made with Members at Newport City Council and Monmouthshire County Council and to take part in reciprocal peer evaluations. The Welsh Local Government Association agreed to assist each group to carry out the observations
- 4.8 Wales Audit Office provided a briefing for peer group members where Members were briefed on the good practice identified during the National WAO Scrutiny Study and the WAO report 'Good Scrutiny? Good Question.' The WAO identified some of the practice across Wales which could be useful as prompts for Members during the peer observations.
- Recognising the value and status of scrutiny has been mixed across Wales.
 - Cabinet Members being held to account at scrutiny committee meetings.
 - Officer support, what is the culture of wider officer support and quality of information.
 - Recognising the role of Co-opted Members, are they used effectively?
 - Good planning focussed work programme that is aligned to Cabinet work programme and improvement agenda.
 - Effective use of pre-meetings, not too many items, Members are prepared.
 - Impact of Scrutiny, understanding of the role and purpose.
 - Quality of information from officers to enable scrutiny to be engaged, options, costs, involvement of stakeholders. Performance information analysis to include previous years data and comparisons.
 - Effective chairing, to ensure questions are focussed and on topic, summarise at the end and establish next steps.

- Good questioning, thematic, challenging and focussed with follow up supplementary questions.
- Accessibility and public engagement - are the basics in place such as introductions and nameplates.
- How easy is it for the public to become involved, access to work programmes? What public involvement is there for service change proposals, has there been adequate consultation?

4.9 The peer observations took place between February and April 2017. The following committees were observed:

- Policy and Resources Scrutiny Committee on 28th February 2017.
- Health Social Care and Wellbeing Scrutiny Committee on 21st March 2017.

4.10 The peer observers were provided with observation sheets based on the Outcomes and Characteristics of Effective Scrutiny. The observation sheets included statements under scrutiny environment, scrutiny practice and the impact of scrutiny. The assessments were as follows:

Scrutiny Environment	P & R	HSCWB
Scrutiny has a clearly defined and valued role in the council's improvement arrangements (based upon the observation of this meeting)	Agreed	Agreed
Scrutiny has the dedicated support it needs from officers (based upon the observation of this meeting)	Strongly Agreed	Strongly Agreed
Scrutiny members appear to have effective training and development opportunities, evidenced through their questioning, listening and analysis skills and understanding of the subject under scrutiny	Agreed	Agreed
Conclusion	Arrangements are positively supporting improvement.	Arrangements are positively supporting improvement.
Scrutiny Practice		
Scrutiny takes into account the views of the public, partners and regulators, balancing the prioritisation of community concerns against issues of strategic risk/importance	Agreed	Don't Know
Overview and scrutiny meetings, activities and work programmes are well-planned (based on observation of this meeting)	Strongly Agreed	Don't Know
Overview and scrutiny meetings and activities are chaired effectively	Strongly Agreed	Agreed
Overview and scrutiny meetings demonstrate through their activities the best use of the resources available	Don't Know	Disagreed
Scrutiny operates non-politically and deals effectively with sensitive political issues, tension and conflict	Strongly Agreed	Agreed
Scrutiny builds trust and good relationships with a wide variety of internal and external stakeholders (based on observation of this meeting)	Strongly Agreed	Don't Know
Conclusion	Arrangements are playing a significant role in supporting improvement	Arrangements are partly supporting improvement
Impact of Scrutiny		
Scrutiny engages in evidence based challenge of decision makers (based on observation of this meeting)	Agreed	Disagreed
Scrutiny engages in evidence based challenge of service	Agreed	Strongly

providers (based on observation of this meeting)		Agreed
Scrutiny provides viable and well evidenced solutions to recognised problems (based on observation of this meeting)	Don't Know	Don't Know
Non-executive members provide an evidence based check and balance to Executive decision making.	Agreed	Agreed
Decision makers give public account for themselves at scrutiny committees for their portfolio responsibilities.	Strongly Agreed	Agreed
Overview and scrutiny enables the 'voice' of local people and communities across the area to be heard as part of decision and policy-making processes.	Agreed	Don't Know
Conclusion	Arrangements are positively supporting improvement	Arrangements are partly supporting improvement

4.11 The detailed observation sheets are attached at appendix 1 and 2, which gives further detail and clarification for the above responses. The main areas for consideration by Democratic Services Committee are as follows:

Policy and Resources Scrutiny Committee

Statement	Extract of Peer Comments
Scrutiny has a clearly defined and valued role in the council's improvement arrangements (based upon the observation of this meeting)	'The Cabinet Members' apparent commitment to and relationship with scrutiny was observed by the peer team, however, the peer team noted that the Cabinet Members were in attendance throughout the meeting (at least the parts of the meeting observed by the peer team) and wondered whether it would provide clearer 'demarcation' of responsibilities if they attended only for their specific items (although the peer team understood that cabinet members also wanted to remain for the presentation from BT).'
Scrutiny has the dedicated support it needs from officers (based upon the observation of this meeting)	'Several senior officers were in attendance at the committee meeting, which presumably is a customary approach, though it was noticeable that Cabinet Members answered most of the committee's questions, with officers providing only technical clarifications; the peer team regarded this as a positive approach as it showed clear political leadership.'
Scrutiny members appear to have effective training and development opportunities, evidenced through their questioning, listening and analysis skills and understanding of the subject under scrutiny	'The peer team noted that some members were more involved than others during the meeting; this might be due to different levels of confidence or engagement or whether this was due to the wide policy breadth covered by the committee and that members may have different interests and specialisms, which might not have been applicable or relevant to the specific housing matters under consideration at this meeting.'
Overview and scrutiny meetings demonstrate through their activities the best use of the resources available	'Some peer members questioned why some senior officers attended throughout the meeting, despite only having limited agenda items, but on balance it was felt that they may

	have benefited from observing the debate and views of members.'
--	---

Health Social Care & Wellbeing Scrutiny Committee

Statement	Peer Comments
Scrutiny members appear to have effective training and development opportunities, evidenced through their questioning, listening and analysis skills and understanding of the subject under scrutiny	Some evidence was seen of members asking relevant and constructive questions. In some cases it was not always clear what the purpose of asking the questions was and sometimes comments were made rather than asking questions.
Scrutiny takes into account the views of the public, partners and regulators, balancing the prioritisation of community concerns against issues of strategic risk/importance	This was not observed at the meeting. It was interesting to have young people presenting. Although the committee did not appear to respond to their requests for feedback. In other meetings, there might be opportunities to question the Health Board.
Overview and scrutiny meetings and activities are chaired effectively	The chair conducted a pre meeting, made people feel welcome, introduced those present and effectively summarised contributions. However no evidence was seen at this meeting of the chair clarifying the purpose of agenda items and encouraging the committee to achieve outcomes.
Overview and scrutiny meetings demonstrate through their activities the best use of the resources available	The observers noted that time was wasted, particularly officer time, they could have attended for their agenda items only. Opportunities to make recommendations and challenge witnesses were also not taken.
Scrutiny engages in evidence based challenge of decision makers (based on observation of this meeting)	There was no evidence of questioning or challenge of Cabinet members at this meeting although opportunities were available.

Annual Governance Statement

- 4.12 The Annual Governance Statement for 2016/17 highlighted an area for improvement identified in the review of the Council's governance arrangements during 2016/17. The review had suggested an improvement to existing processes in respect of the operation and maintenance of the cabinet forward work programme.
- 4.13 A procedure has been developed to monitor all reports on the cabinet work programme which will record when report titles are added and if scrutiny committees have had sufficient time to consider them as a pre-decision item. This will be monitored by Corporate Management Team and the Corporate Governance Group with updates provided for Audit Committee.

Scrutiny Leadership Group

- 4.14 Scrutiny Leadership Group (SLG) considered the outcome of the self-evaluation and peer review and generally accepted the responses. There were some concerns that just 45% of respondents consider that scrutiny operates non-politically (48% disagreed). SLG discussed the annual training provided to all scrutiny committees which includes the Characteristics of Effective Scrutiny, and reminds all committee members that good scrutiny 'operates non-politically and deals effectively with sensitive political issues, tension and conflict.' The training also reminds all committee members of the Attributes of Good Scrutineers who 'are not political in their approach to subjects.'

- 4.15 Each Scrutiny committee was provided with training as part of the post-election induction programme from May 2017, this training covers the terms of reference and good practice. Members who sit on more than one scrutiny committee were advised that attendance at more than one training session was not necessary, except where an understanding of the specific terms of reference was required. Listed below are the attendances:

Education for Life Scrutiny Committee

56% of Members were present (9 out of 16). However this has been adjusted to take into account that one of the absent Members had attended the training for Policy and Resources. Therefore the adjusted figure is 60%.

Health Social Care and Wellbeing Scrutiny Committee

62% of Members were present (10 out of 16).

Policy and Resources Scrutiny Committee

50% of Members were present (8 out of 16).

Regeneration and Environment Scrutiny Committee

31% of Members were present (5 out of 16). However this has been adjusted to take into account that one of the absent Members had attended the training for Education for Life. Therefore the adjusted figure is 33%.

Wales Audit Office

- 4.16 The Wales Audit Office have included a scrutiny related review in their 2017-18 programme of work, this is to be carried out at each of the councils in Wales. The focus is on scrutiny for the future and will explore with councils how 'fit for the future' their scrutiny functions are. The review will consider how councils are responding to current challenges, including the Well-being of Future Generations Act (WFG Act), in relation to their scrutiny activity, as well as how councils are beginning to undertake scrutiny of public service boards.
- 4.17 WAO will also review the progress councils have made in addressing the recommendations of their earlier National Improvement Study Good Scrutiny? Good Question. They will follow up on proposals for improvement relevant to scrutiny that were issued in any subsequent local reports including those issued to councils as part of the 2016-17 thematic reviews of Savings Planning and Governance Arrangements for Determining Significant Service Changes.
- 4.18 Caerphilly County Borough Council carried out a review of its scrutiny function during the National Improvement Study Good Scrutiny? Good Question and produced a Scrutiny Improvement Action Plan in 2013. This resulted in recommendations to improve the scrutiny function and included training for members, changes to committee room layout and procedures, improvements to public engagement for scrutiny, performance management reports such as wellbeing objectives to be reported to scrutiny annually and changes to forward work programmes which were published on the council website.
- 4.19 Full council considered the outcome of a further review of its scrutiny arrangements in October 2015. The aim was to identify further improvement to the operation of scrutiny following recommendations from the Wales Audit Office report 'Follow-up of the Special Inspection and Reports in the Public Interest', dated January 2015. These changes have been evaluated in this report.
- 4.20 In May 2016 Full Council considered changes to the structure of its scrutiny committees to take into account the statutory requirement to scrutinise the Public Services Board set out in the Wellbeing of Future Generations Act. Council agreed to re-designate the Crime and Disorder Scrutiny Committee as the Partnerships Scrutiny Committee.

WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the well-being goals as set out in links to strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in that by carrying out a self-evaluation and taking part in a peer observation the scrutiny function will be better able to identify areas for improvement. This should ensure that the scrutiny function is more effective when reviewing services and policies and ensure it considers the wellbeing goals.

6. EQUALITIES IMPLICATIONS

- 6.1 This scrutiny self-evaluation included questions on involving a wide range of evidence and perspectives, building trust and good relationships with a wide variety of internal and external stakeholders. This sits alongside protocol and guidance on expert witnesses and task and finish group guidance. The aim was to evaluate the scrutiny function and any further areas for improvement.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no financial implications that are not contained in the report.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no personnel implications that are not contained in the report.

9. CONSULTATIONS

- 9.1 There are no consultation responses not contained in the report.

10. RECOMMENDATIONS

- 10.1 Democratic Services Committee to consider the outcome of the self-evaluation and peer review and if there are any further changes to scrutiny to be recommended to Council.
- 10.2 Democratic Services Committee to note the recommendation to Council by Scrutiny Leadership Group, that the self-evaluation questionnaire is carried out twice per council term in order to measure scrutiny performance.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To ensure that the changes as a result of the scrutiny review are evaluated and identify if any further improvements are necessary.

12. STATUTORY POWER

- 12.1 Section 21 of the Local Government Act 2000
- 12.2 Local Government (Wales) Measure 2011

Author: Catherine Forbes-Thompson, Interim Head of Democratic Services
Consultees: Chris Burns, Interim Chief Executive
Nicole Scammell Acting Director Corporate Services and Section 151 Officer
Gail Williams, Interim Head of Legal Services and Monitoring Officer

Appendices:

Appendix 1

Policy and Resources Scrutiny Committee Peer Observation

Appendix 2

Health Social Care & Wellbeing Scrutiny Committee Peer Observation

Background:

Scrutiny Review Council 5th October 2015

Scrutiny Improvement Action Plan Council 8th October 2013

Good Scrutiny? Good Question! - Auditor General for Wales Improvement Study:

Scrutiny in Local Government – 29th May 2014

This page is intentionally left blank

Scrutiny Peer Review 2017				
Local Authority Caerphilly			Meeting of Policy and Resources Scrutiny Committee 28 th February 2017	
Peer Observers Newport and Monmouthshire County Council Facilitated by WLGA				
A. Scrutiny Environment				
1. Scrutiny has a clearly defined and valued role in the council's improvement arrangements (based upon the observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments It was difficult to assess the role of scrutiny in the council's 'improvement arrangements' from observing part of a single meeting, however, the meeting gave the impression that scrutiny is valued within the governance arrangements of the authority. This was evidenced by the fact that attendance was high and 4 cabinet members, including 2 Deputy Leaders were in attendance, and engaged in open and constructive dialogue with the committee, responding positively to proposals from the committee to follow up on correspondence for example. The Cabinet Members' apparent commitment to and relationship with scrutiny was observed by the peer team, however, the peer team noted that the Cabinet Members were in attendance throughout the meeting (at least the parts of the meeting observed by the peer team) and wondered whether it would provide clearer 'demarcation' of responsibilities if they attended only for their specific items (although the peer team understood that cabinet members also wanted to remain for the presentation from BT)				
2. Scrutiny has the dedicated support it needs from officers (based upon the observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments Evidence of preparation and support was seen from scrutiny support officers at the meeting, this included advice to the chair at appropriate points during the meeting and the preparation of comprehensive reports in advance. Many members of the peer team had met or worked with Caerphilly's scrutiny officer previously and all were complimentary and held her in high regard. Several senior officers were in attendance at the committee meeting, which presumably is a customary approach, though it was noticeable that Cabinet Members answered most of the committee's questions, with officers providing only technical clarifications; the peer team regarded this as a positive approach as it showed clear political leadership.				
3. Scrutiny members appear to have effective training and development opportunities, evidenced through their questioning, listening and analysis skills and understanding of the subject under scrutiny				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments It <i>appeared</i> that members have received 'effective training and development' given the effective approach undertaken during the meeting. Questions were varied, well balanced and some were obviously well researched beforehand. Members were proactive in their approach to business, including using the meeting as an opportunity to shape future business with an ad hoc proposal to add to the forward work programme. The peer team noted that some members were more involved than others during the meeting; this might be due to different levels of confidence or engagement or whether this was due to the wide policy breadth covered by the committee and that members may have different interests and specialisms, which might not have been applicable or relevant to the specific housing matters under consideration at this meeting.				
Conclusion: please consider which of the following applies:				
Arrangements are hindering improvement	Arrangements are partly supporting improvement	Arrangements are positively supporting improvement	Arrangements are playing a significant role in supporting improvement	
B. Scrutiny Practice				
1. Scrutiny takes into account the views of the public, partners and regulators, balancing the prioritisation of community concerns against issues of strategic				

risk/importance				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments				
This was evidenced at the meeting with the attendance and presentation from a group of tenants' representatives (although it was not clear how regular an occurrence this was). Members generally demonstrated good community knowledge, conveying community concerns and views about particular matters; it was noted that this was managed well and struck a healthy balance of providing a community perspective without appearing overly parochial.				
2. Overview and scrutiny meetings, activities and work programmes are well-planned (based on observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments				
Planning and preparation appeared to be very effective; the peer team observed part of the pre-meeting which was well-attended, appeared constructive and the questioning strategy well-managed by the chair; some members' had clearly researched some matters extensively, notably the questioning of the BT representative; and the proposal to amend the Forward Work Programme (as noted above) showed a clear approach to planning for the future. Members' questions appeared to be self-generated rather than 'scripted' by scrutiny officers. The layout of the committee room was noted as being conducive to constructive dialogue and was less adversarial than traditional layouts in council chambers for example.				
3. Overview and scrutiny meetings and activities are chaired effectively				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments				
The chair welcomed guests (including peer team and external witnesses), and had an assured, consensual, constructive approach to managing business. He was clear and firm when business needed to be moved on, when other members needed to be brought in or reminded to focus on the agenda and outcome required. He was also organised and rounded up discussions well, for example, reminding the Cabinet Member of the agreed action regarding the sending of a letter.				
4. Overview and scrutiny meetings demonstrate through their activities the best use of the resources available				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments				
This was not immediately clear at the meeting; there were a number of 'For Information' reports and it was not explicitly clear why the BT item was on the agenda, although it produced an engaging discussion and was probably effective in terms of relationship management. Some peer members questioned why some senior officers attended throughout the meeting, despite only having limited agenda items, but on balance it was felt that they may have benefited from observing the debate and views of members.				
5. Scrutiny operates non-politically and deals effectively with sensitive political issues, tension and conflict				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments				
The committee's business was discharged in a constructive manner; questions were appropriately challenging, but relations between the committee and Cabinet Members was courteous, constructive and respectful. Given the run-up to the elections and the likely political tensions emerging, this approach was commended by the peer team and one peer member noted 'it was difficult to see who belonged to which party'.				
6. Scrutiny builds trust and good relationships with a wide variety of internal and external stakeholders (based on observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments				
A number of internal stakeholders (senior members and officers were in attendance) as well as external stakeholders at this meeting, including BT and a tenants group. All were made to feel welcome and questioning was constructive and challenging where necessary.				
Conclusion: please consider which of the following applies:				

Arrangements are hindering improvement	Arrangements are partly supporting improvement	Arrangements are positively supporting improvement Monmouthshire County Council	Arrangements are playing a significant role in supporting improvement
--	--	--	---

C. Impact of Scrutiny

1. Scrutiny engages in evidence based challenge of decision makers (based on observation of this meeting)

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
Scrutiny of Cabinet Members and senior officers was effective, with some challenging questions which demonstrated evidence and preparation, for example, a number of examples and issues were highlighted as part of the questions.

2. Scrutiny engages in evidence based challenge of service providers (based on observation of this meeting)

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
The scrutiny of the BT representative was similarly effective and appeared based on prior research and evidence from the communities. However, it is not clear how regularly other service providers, other than the council, attend scrutiny meetings.

3. Scrutiny provides viable and well evidenced solutions to recognised problems (based on observation of this meeting)

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
This was not evidenced at the meeting.

4. Non-executive members provide an evidence based check and balance to Executive decision making

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
Cabinet Members were scrutinised extensively during the meeting; interestingly the focus of questions largely related to the Cabinet Member 'Statements' which were circulated in advance and read out during the meeting rather than on the Committee's Reports which appeared to be largely 'For Information'. The peer team regarded the Cabinet Member statements as an interesting and effective approach to informing members of decisions and developments and encouraging challenge and scrutiny.

5. Decision makers give public account for themselves at scrutiny committees for their portfolio responsibilities

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
As noted above, 4 Cabinet Members were in attendance throughout, provided written and verbal updates to the Committee and were receptive to members' challenge and suggestions e.g. a suggestion for the cabinet to write to follow-up on a matter and were receptive to the suggested addition to the forward work programme which was viewed as mutually beneficial.

6. Overview and scrutiny enables the 'voice' of local people and communities across the area to be heard as part of decision and policy-making processes

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
As noted above, the committee heard from a tenants' representative group and members raised issues of community concern throughout.

Conclusion: please consider which of the following applies:

Arrangements are hindering improvement	Arrangements are partly supporting improvement	Arrangements are positively supporting improvement	Arrangements are playing a significant role in supporting improvement
--	--	--	---

This page is intentionally left blank

Scrutiny Peer Review 2017	
Local Authority Caerphilly Review Team from Newport and Monmouthshire Facilitated by WLGA	Meeting of Health, Social Care and Wellbeing Committee

A. Scrutiny Environment

1. Scrutiny has a clearly defined and valued role in the council's improvement arrangements (based upon the observation of this meeting)

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
Some evidence of this was seen with regard to the item on food safety, but the other items, on this occasion, did not provide evidence that Scrutiny had a clear and valued role in improvement arrangements. There was clearly a commitment from members to attend and mostly to participate in the meeting.

2. Scrutiny has the dedicated support it needs from officers (based upon the observation of this meeting)
--

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
Much evidence of support was seen from both dedicated scrutiny support officers and other officers at a senior level both at the meeting and in the preparation of information for the committee.

3. Scrutiny members appear to have effective training and development opportunities, evidenced through their questioning, listening and analysis skills and understanding of the subject under scrutiny
--

Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
-------------------	----------	-------	----------------	------------

Comments
Some evidence was seen of members asking relevant and constructive questions. In some cases it was not always clear what the purpose of asking the questions was and sometimes comments were made rather than asking questions.

Conclusion: please consider which of the following applies:
--

Arrangements are hindering improvement	Arrangements are partly supporting improvement	Arrangements are positively supporting improvement	Arrangements are playing a significant role in supporting improvement
--	--	--	---

B. Scrutiny Practice				
1. Scrutiny takes into account the views of the public, partners and regulators, balancing the prioritisation of community concerns against issues of strategic risk/importance				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments This was not observed at the meeting. It was interesting to have young people presenting. Although the committee did not appear to respond to their requests for feedback. In other meetings, there might be opportunities to question the Health Board.				
2. Overview and scrutiny meetings, activities and work programmes are well-planned (based on observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments This was not evidenced at the meeting, it was not clear to the observers why items were on the agenda, some appeared to be for "consideration" without clear outcomes. No questioning strategy was evidenced.				
3. Overview and scrutiny meetings and activities are chaired effectively				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments The chair conducted a pre meeting, made people feel welcome, introduced those present and effectively summarised contributions. However no evidence was seen at this meeting of the chair clarifying the purpose of agenda items and encouraging the committee to achieve outcomes.				
4. Overview and scrutiny meetings demonstrate through their activities the best use of the resources available				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments The observers noted that time was wasted, particularly officer time, they could have attended for their agenda items only. Opportunities to make recommendations and challenge witnesses were also not taken.				
5. Scrutiny operates non-politically and deals effectively with sensitive political issues, tension and conflict				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments No evidence was seen of the committee acting politically.				
6. Scrutiny builds trust and good relationships with a wide variety of internal and external stakeholders (based on observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments There were no opportunities to see this at the meeting.				
Conclusion: please consider which of the following applies:				
Arrangements are hindering improvement	Arrangements are partly supporting improvement	Arrangements are positively supporting improvement	Arrangements are playing a significant role in supporting improvement	

C. Impact of Scrutiny				
1. Scrutiny engages in evidence based challenge of decision makers (based on observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments There was no evidence of questioning or challenge of Cabinet members at this meeting although opportunities were available.				
2. Scrutiny engages in evidence based challenge of service providers (based on observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments This was evidenced in the food standards agency audit.				
3. Scrutiny provides viable and well evidenced solutions to recognised problems (based on observation of this meeting)				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments This was not evidenced at the meeting.				
4. Non-executive members provide an evidence based check and balance to Executive decision making				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments Some questions were asked about policy throughout the meeting.				
5. Decision makers give public account for themselves at scrutiny committees for their portfolio responsibilities				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments Cabinet members provided a verbal update and were available for challenge although this opportunity was not taken on this occasion.				
6. Overview and scrutiny enables the 'voice' of local people and communities across the area to be heard as part of decision and policy-making processes				
Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Comments This was not evidenced at this meeting.				
Conclusion: please consider which of the following applies:				
Arrangements are hindering improvement	Arrangements are partly supporting improvement	Arrangements are positively supporting improvement	Arrangements are playing a significant role in supporting improvement	

13

This page is intentionally left blank



COUNCIL - 10TH OCTOBER 2017

SUBJECT: ANNUAL LETTER FROM PUBLIC SERVICES OMBUDSMAN FOR WALES 2016-2017

REPORT BY: INTERIM HEAD OF LEGAL SERVICES/MONITORING OFFICER

1. PURPOSE OF REPORT

- 1.1 The attached report was presented to the Standards Committee on the 28th September, 2017. The Annual Letter, received from the Public Services Ombudsman for Wales, provides a breakdown for all complaints received and investigated by his office during 2016/17.
- 1.2 The Standards Committee noted that in relation to Caerphilly, the number of complaints received by the Ombudsman was at a similar level (56 in 2015/16 compared to 54 this year).
- 1.3 The Committee was informed that the figures show that the Authority's largest area of complaint is Housing. This data has been analysed and of the twelve complaints made in relation to Housing, six were made prematurely, i.e. had been referred to the Ombudsman before exhausting the Council's Corporate Complaints Process and one complaint was referred out of time. The remaining five referrals were not taken into investigation. Practically it is not possible to prevent premature referrals to the Ombudsman. The Council's Complaints Policy is available via the Council's website and a hard copy booklet readily available to the public.
- 1.4 Members noted the Annual letter made reference to the fact that there was a significant drop in Children's Social Services Complaints from 9 to 3; there were no upheld complaints this year and only 7% of cases required PSOW intervention which is the second lowest of any local authority.
- 1.5 Members also noted that overall 14 premature complaints were received by the Ombudsman. This is slightly less than the Local Authority average of 15, but as mentioned above there is nothing further than can be done by the Council to prevent premature referrals.
- 1.6 There were four early resolutions/interventions by the PSOW. Three of the four were Social Services complaints the fourth was in relation to waste collection. A summary of the cases can be found on the PSOW website www.ombudsman-wales.org.uk under the Ombudsman's Casebook.
- 1.7 Details of the Code of Conduct complaints for elected Members will be found at Section E of the appendix to the letter. There were 7 code of conduct complaints made against Members of Caerphilly County Borough Council during 2016/17. Six were closed after initial consideration, one found no evidence of a breach.
- 1.8 The Standards Committee noted the content of the amended Annual Letter and were advised that it will be presented to Council.

1.9 Members are asked to note the content of the amended Annual Letter, received from the Public Services Ombudsman for Wales.

Author: Lisa Lane, Solicitor, lanel@caerphilly.gov.uk

Appendix: Report to Standards Committee – 28th September, 2017



STANDARDS COMMITTEE – 28TH SEPTEMBER 2017

SUBJECT: ANNUAL LETTER FROM PUBLIC SERVICES OMBUDSMAN FOR WALES 2016-2017

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 (2016-2017) 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 10th October 2017.

2. SUMMARY

- 2.1 To inform Members of the Public Services Ombudsman for Wales Annual Letter 2016/17.

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.

- 3.2 The function of overseeing complaints received and investigated by the Ombudsman contributes to the following Well-being goals within the Well-being of Future Generations Act (Wales) 2015 as it supports the provision of higher quality and more effective services to the public across all service areas.

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities and thriving Welsh language
- A globally responsible Wales

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 2016/17 in relation to Caerphilly was received on 1st September 2017.

- 4.2 A copy of the Annual Letter is attached at Appendix 1 to this Report.

- 4.3 Members will note that the fact sheet attached to the Annual Letter gives a detailed breakdown of complaints data relating to Caerphilly. This includes a new set of statistics regarding Ombudsman's interventions which includes all cases upheld as well as early resolution and voluntary settlements.
- 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 was at a similar level (56 in 2015/16 compared to 54 this year).
- 4.4.2 The figures show that in the last year the number of complaints referred to the Ombudsman in relation to Housing is the biggest area of complaint. The data has been analysed and of the twelve complaints made in relation to Housing, six were made prematurely i.e. had been referred to the Ombudsman before exhausting the Council's Corporate Complaints Procedure and one complaint was referred out of time and the remaining five referrals were not taken into investigation. 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.
- 4.4.3 The Annual Letter notes that there was a significant drop in Children's Social Services Complaints from 9 to 3; there were no upheld complaints this year and only 7% of cases required PSOW intervention which is the second lowest of any local authority.
- 4.4.4 Members will note that overall 14 premature complaints were received by the Ombudsman. This is slightly less than the Local Authority average of 15 but as mentioned there is nothing further that can be done by the Council to prevent premature referrals.
- 4.4.5 There were four early resolutions/interventions by the PSOW. Three of the four were social services complaints the fourth was in relation to waste collection. A summary of the cases can be found on the PSOW website www.ombudsman-wales.org.uk under the Ombudsmans Casebook.
- 4.4.6 **Code of Conduct Complaints**
- Details of the Code of Conduct complaints for elected Members will be found at Section E of the appendix to the letter. There were 7 code of conduct complaints made against Members of Caerphilly County Borough Council during 2016/17. Six were closed after initial consideration, one found no evidence of a breach.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that the overseeing of the complaints received and investigated by the Ombudsman enables departments to focus on areas of concern, to improve services and to monitor performance to ensure that any issues raised are identified and dealt with so as to be avoided in future.

6. FINANCIAL IMPLICATIONS

- 6.1 None.

7. PERSONNEL IMPLICATIONS

7.1 None.

8. EQUALITIES IMPLICATIONS

8.1 None.

9. CONSULTATIONS

9.1 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.

10. RECOMMENDATIONS

10.1 It is recommended that the Committee note the report. The report will be placed before Council at the meeting to be held on 10th October 2017.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To satisfy the Council's statutory duties under the Public Services Ombudsman (Wales) Act 2005.

12. STATUTORY POWER

12.1 Public Services Ombudsman (Wales) Act 2005, Local Government Act 1974.

Author: Lisa Lane, Corporate Solicitor

Consultees: For information only

Chris Burns, Interim Chief Executive

Nicole Scammell, Acting Director of Corporate Services and Section 151 Officer

Dave Street, Corporate Director, Social Services

Christina Harray, Corporate Director Communities

Gail Williams Interim Head of Legal Services and Monitoring Officer

Councillor Dave Poole, Leader of the Council

Councillor Barbara Jones, Deputy Leader and Cabinet Member for Finance
Performance and Governance

Diane Holdroyd Chair of Standards Committee

Background Papers:

Reports to Standards Committee on 27th September 2016 – Annual Letter from PSOW 2015/16

Appendices:

Appendix 1 Annual Letter from Public Services Ombudsman 2016/17

This page is intentionally left blank

Our ref: NB/LJ/MA



lucy.john@ombudsman-wales.org.uk

matthew.aplin@ombudsman-wales.org.uk

1 September 2017

Sent by email: Mr Chris Burns, burnsc1@caerphilly.gov.uk

Dear Mr Burns

Annual Letter 2016/17

Following the recent publication of my Annual Report I am delighted to provide you with the Annual Letter (2016/17) for **Caerphilly County Borough Council**.

Overall my office's caseload has increased by 13% this year, with public body complaints seeing a 3% increase.

Once again there has been a further rise in the percentage of health complaints, from 36% to 38%. Housing (13%), social services (9%) and planning and building control (8%) remain other significant areas of complaint.

The number of Code of Conduct complaints decreased by 14% from 2015/16 and I am particularly pleased about this as historically my office experiences a surge in complaints in the year leading up to local elections.

It is concerning that of the 18 local authorities that agreed with my office to implement recommendations, only 10 of them complied 100% within the target time set. My office will be looking closely at compliance levels over the coming year.

During 2016/17, I produced six public interest reports and one 'special report'. All but one of the investigations were health related and, worryingly, three of the cases were against the same hospital – Ysbyty Glan Clwyd run by Betsi Cadwaladr University Health Board. The special report, issued against Hywel Dda University Health Board for failing to implement my recommendations following an early resolution, was the first of its kind against a health board and underlines the need to comply with commitments made through early resolution in the same way as I would expect for recommendations arising from upheld complaints.

The remaining public interest report related to a local authority's role in overseeing the savings of looked after children.

Earlier this year I issued a thematic report entitled [Ending Groundhog Day: Lessons from Poor Complaints Handling](#). This highlighted cases from across devolved public services in Wales where investigations by public bodies have been inadequate and failed the service user. The report emphasised the need for effective governance across the Welsh public sector, robust staff training and improved methods of data collection. If you have not considered the report I would encourage you to do so.

I continue to place importance on the improvement function of my office. Last year I assigned Improvement Officers to several bodies and this will continue in 2017/18. In engaging with these bodies we hope to see ongoing improvements in complaints handling, learning and putting things right, along with the governance arrangements necessary for continuous improvement.

I am hopeful that the National Assembly will shortly be introducing new Ombudsman legislation that will help drive up standards. It is important that Wales continues to adopt best practice in complaint handling and public service improvement and does not get left behind.

In reference to your local authority the number of complaints received was at a similar level, (56 in 2015/16 compared to 54). Housing was the most complained about area again accounting for nearly a quarter of the complaints received (12). It is pleasing to see that Children's Social Services saw a significant drop (from 9 to 3). There were no upheld complaints this year and only 7% of cases required PSOW intervention which is the second lowest of any local authority.

You will find below a factsheet giving a breakdown of complaints data relating to your Local Authority. This year we have included a new set of statistics regarding Ombudsman interventions. These include all cases upheld by my office as well as early resolutions and voluntary settlements.

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



Nick Bennett

Public Services Ombudsman for Wales

CC: Cllr David Poole, Leader

Andrea Jones, Contact Officer

Factsheet

A. Complaints Received and Investigated with Local Authority average adjusted by population

Local Authority	Complaints received	Average	Complaints Investigated	Average
Blaenau Gwent County Borough Council	12	19	2	1
Bridgend County Borough Council	44	39	2	2
Caerphilly County Borough Council	54	50	2	2
Cardiff Council	143	99	3	4
Carmarthenshire County Council	44	51	2	2
Ceredigion County Council	32	21	2	1
City and County of Swansea	52	67	3	3
Conwy County Borough Council	28	32	1	1
Denbighshire County Council	24	26	0	1
Flintshire County Council	39	43	4	2
Gwynedd Council	32	34	1	1
Isle of Anglesey County Council	24	19	0	1
Merthyr Tydfil County Borough Council	10	16	1	1
Monmouthshire County Council	18	26	1	1
Neath Port Talbot County Borough Council	38	39	0	2
Newport City Council	26	41	1	2
Pembrokeshire County Council	29	34	1	1
Powys County Council	54	37	4	1
Rhondda Cynon Taf County Borough Council	47	66	0	3
Torfaen County Borough Council	23	25	1	1
Vale of Glamorgan Council	41	35	1	1
Wrexham County Borough Council	46	38	1	1

B. Complaints Received by Subject with Local Authority average

Caerphilly County Borough Council	Complaints Received	Local Authority Average
Adult Social Services	8	4
Children's Social Services	3	4
Community Facilities, Recreation and Leisure	2	1
Complaints Handling	7	3
Education	2	3
Environment & Environmental Health	6	4
Housing	12	5
Planning and Building Control	9	7
Roads and Transport	2	3
Self Funding Care Provider	1	0
Various Other	2	3

C. Comparison of complaint outcomes with average outcomes for Local Authorities, adjusted for population distribution

Local Authority	Out of Jurisdiction	Premature	'Other' cases closed after initial consideration	Discontinued	Early Resolution/ Voluntary Settlement	S16 Report - Upheld in whole or in part	Other Report Upheld - in whole or in part	Other Report - Not Upheld	Withdrawn	Total Cases Closed
Caerphilly	20	14	17	0	4	0	0	0	0	55
Caerphilly (adjusted)	10	15	18	0	6	0	1	0	0	51

D. Number of cases with PSOW intervention

Local Authority	Number of complaints with PSOW intervention	Total number of closed complaints	% of complaints with PSOW intervention
Blaenau Gwent County Borough Council	3	12	25
Bridgend County Borough Council	5	42	12
Caerphilly County Borough Council	4	55	7
Cardiff Council	19	133	14
Carmarthenshire County Council	6	47	13
Ceredigion County Council	8	39	21
City and County of Swansea	4	54	7
Conwy County Borough Council	4	33	12
Denbighshire County Council	0	27	0
Flintshire County Council	13	41	32
Gwynedd Council	5	33	15
Isle of Anglesey County Council	3	27	11
Merthyr Tydfil County Borough Council	3	10	30
Monmouthshire County Council	3	22	14
Neath Port Talbot County Borough Council	3	38	8
Newport City Council	7	30	23
Pembrokeshire County Council	4	33	12
Powys County Council	9	53	17
Rhondda Cynon Taf County Borough Council	6	48	13
Torfaen County Borough Council	2	22	9
Vale of Glamorgan Council	9	39	23
Wrexham County Borough Council	13	47	28

E. Code of Conduct Complaints Closed

Local Authority	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total Cases Closed
Caerphilly	6	0	1	0	0	0	0	7

Appendix

Explanatory Notes

Section A compares the number of complaints against the Local Authority which were received and investigated by my office during 2016/17, 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 Local Authority which were received by my office during 2016/17 with the Local Authority average for the same period. The figures are broken down into subject categories.

Section C compares the complaint outcomes for the Local Authority during 2016/17, 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 D provides the numbers and percentages of cases received by the PSOW in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

Section E provides a breakdown of all Code of Conduct complaint outcomes against Councillors during 2016/17.

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.john@ombudsman-wales.org.uk or matthew.aplin@ombudsman-wales.org.uk

This page is intentionally left blank



COUNCIL - 10TH OCTOBER 2017

SUBJECT: CAERPHILLY COUNTY BOROUGH COUNCIL RESPONSE TO THE ELECTORAL REFORM IN LOCAL GOVERNMENT CONSULTATION

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To seek Council approval for the proposed Caerphilly County Borough Council response to the Welsh Government consultation document on Electoral Reform in Local Government in Wales.

2. SUMMARY

- 2.1 This report sets out a proposed Caerphilly County Borough Council response to the consultation document on Electoral Reform in Local Government in Wales. Welsh Government has an opportunity to review how Assembly and local government elections function in Wales as a result of the relevant provisions of the Wales Act 2017 on electoral and registration matters coming into force next year. The consultation document explores ways in which it may be possible to allow more people to participate in local government elections by, for example, extending the right to vote to 16 year olds, and making registration and voting easier.
- 2.2 Council are asked to endorse the proposed response to the consultation on electoral reform in local government in Wales attached at Appendix 1.

3. LINKS TO STRATEGY

- 3.1 The Wales Act 2017 received royal assent on 31st January 2017 and contains provisions which have the effect of transferring competence to the National Assembly to legislate in relation to the administration of elections to the Assembly itself and to local government.
- 3.2 Strategic Equality Plan SEO 5 – Inclusive Engagement and Participation.
- 3.3 Participation in elections, using the power that the electorate are entrusted with through voting, is essential for a healthy democratic system which has the potential to contribute to all of the Well-being Goals set out in the Well-being of Future Generations (Wales) Act 2015.

4. THE REPORT

- 4.1 Welsh Government issued a consultation document on Electoral Reform in Local Government in Wales on 18th July. As a result of provisions contained within the Wales Act 2017 coming into force next year Welsh Government is taking the opportunity to explore ways in which it may be possible to promote participation in local government elections. Welsh Government are conducting a separate review of the electoral system for the Assembly although some issues may well apply to both.

4.2 The consultation document states that participation in elections is essential if we are to have a healthy democratic system and in dealing with primarily the way in which people register and vote, recognises that legislative means alone will not address the low levels of turnout and the scale of uncontested seats seen at local elections. The consultation document seeks to modernise the local government electoral system and covers 6 main areas:

- Building the franchise
- Improving registration
- The voting system
- The voting process
- Standing for election
- Returning officers

4.3 **Building the franchise**

4.3.1 **Votes for 16 and 17 year olds** The consultation document on electoral reform restates proposals contained within the Welsh Government White Paper: 'Reforming Local Government: Resilient and Renewed' to reduce the voting age to 16. This proposal was supported by Council when considering its response at its meeting of 7th March 2017 and is supported in the draft consultation response at Appendix 1. Currently, those who are entitled to vote at Assembly elections are people who are registered and who are entitled to vote at local government elections. Extending the local government register to include 16 and 17-year-olds would, without changes to the current legislation, apply automatically to voting at Assembly elections. It will be for the Assembly to determine if it wishes to remain affixed to the local government register.

4.3.2 **EU Citizens and citizens of other countries** It is unclear how the decision to leave the European Union will affect the automatic right of EU citizens to vote in Council and Assembly elections, but this will form part of the negotiations. The document highlights that the question of EU citizens arriving in the UK after UK withdrawal from the EU is different to those EU citizens who are already resident in the UK. Citizens of Commonwealth countries have a right to vote here, but citizens of other countries do not. The document concludes that there is a case to be made that if someone lives in Wales lawfully they should have the right to vote in local and Assembly elections and this is supported in the proposed response, subject to a residential qualification test of at least one year.

4.4 **Improving Registration**

4.4.1 **Data-sharing and Automatic Registration** The introduction of individual electoral registration to replace household registration has generally been welcomed, but has led to a fall in the numbers registered. Data-sharing has been introduced to counter this whereby Electoral Registration Officers can include someone on the register where other data confirms their belief that someone is resident at an address. In particular, data from the Department of Work and Pensions has been used to compare with the register. The consultation document seeks views on the use of other sources of data such as DVLA and HMRC and goes on to explore the possibility of wider powers for Electoral Registration Officers to gather data for the register and also the concept of automatic registration such that electors would only need to check that they were registered, rather than apply for registration. Changes in this area are supported.

4.4.2 **Enabling a wider range of Council Officers to assist people to register** Welsh Government suggest that allowing access to the register to a wider range of council staff could enable registration whenever members of the public contact their council for whatever reason. It is recognised that there would be a need for a system by which Electoral Registration were automatically informed when an amendment were made to the register by other council staff.

- 4.4.3 **Relaxing rules on individual registration** Welsh Government state that there may be a case for relaxing the rules on individual registration, so that a household form is permissible in certain circumstances. It is proposed that this could have advantages where a number of people reside in accommodation with a single landlord, such as a university residence or care home. This is supported, subject to checks, in the proposed consultation response.
- 4.4.4 **Targeted registration campaigns** Drawing on evidence from targeted campaigns that have taken place in some areas aimed at working with universities and housing associations to reach those least likely to register otherwise Welsh Government seeks views on whether Electoral Registration Officers should have a duty to consider whether any groups in their area should be specifically targeted in registration campaigns. This is supported.
- 4.4.5 **Identifying people moving in and out of an area** Welsh Government highlights that social services departments or health bodies could be the first to be aware of people moving into, within, or out of an area and could provide people with registration forms and inform the Electoral Registration Officer of the move. Views are sought on whether agencies that are aware of people moving have a duty to inform the Electoral Registration Officers. It is suggested that universities, housing associations, care homes and even estate agents could be included in this process. In the attached response it is suggested that this proposal would need careful consideration to ensure that it does not create an undue administrative burden on Electoral Registration Officers or on other agencies.
- 4.4.6 **Developing an all-Wales electronic register** An all-Wales register would mean the use of common software on which to carry the register. Welsh Government notes that despite the inclusion of provisions in the Electoral Administration Act 2006 for the development of a Co-ordinated On-Line Record of Electors (CORE), no such scheme has been established. The development of a single electronic register might facilitate some of the reforms proposed in the consultation. Should electronic / remote voting be introduced it should be formatted so that the vote is recorded against the register whenever it was cast and from whatever location. Concern is expressed in the attached draft response that a Wales only electronic register would not bring any substantial benefits to administrators or electors alike, but would come at considerable cost to the tax-payer.

4.5 The Voting System

- 4.5.1 **Offering a choice: First Past the Post or Single Transferable Vote (STV)** The Local Government White Paper (Reforming Local Government: Resilient and Renewed) contained the proposal to allow individual local authorities to decide on their preference to stay with the first-past-the-post system or to move to election through a Single Transferable Vote system. The proposal would prevent a council, having changed to a different electoral system, from moving back until at least two elections had passed. In seeking views on the Caerphilly Council response to this consultation the minority opposition groups commented that there should be a change to STV for all elections which may encourage more voters to participate as there is less likelihood of them considering their vote to be wasted. When responding to the local government reform White Paper the Council resolved at its meeting of 7th March 2017 to support retention of the first-past-the-post system and this position is reiterated in the attached proposed response.
- 4.5.2 **Five year terms** It is the intention of Welsh Government to introduce statutory five year terms for local government, replacing the existing arrangements for four year terms. This would be in keeping with the five year terms for the UK Parliament and for the Assembly and would mean that the next ordinary date of elections to local government would be in May 2022. This change is supported in the proposed response.

4.6 The Voting Process

- 4.6.1 Within the consultation document Welsh Government reflect upon the fact that for most people, the experience of voting has not changed significantly during their lifetimes. It is

proposed that there is now the opportunity to consider reforms to voting methods which could be piloted at council by-elections, or at the ordinary council elections in 2022, or even introduced across Wales in 2022. Views are requested on the desirability of reforming the voting system to encourage greater participation. Why people may or not vote is an important consideration here because when people really think voting is important they turn up at “old fashioned” polling stations in numbers. There is also discussion around security and fraud concerns and views are sought on whether the following should be enabled at local elections:

- **All-postal voting** This would involve all electors in the relevant area receiving a ballot paper by post at the normal time for issuing postal votes. It is suggested this might need to operate without the current requirement for the personal identifiers currently required to support a postal vote application. Previous pilots of all-postal voting led to an increased turnout.
- **Electronic voting** This implies the installation of equipment at polling stations (and possibly other locations) to enable touch-screen voting.
- **Remote voting** This refers to a process of voting through access of the internet by an electronic device, using an individual recognition code.

Subject to safeguards, enabling the above is supported in the draft response.

- 4.6.2 **Electronic Counting.** This is not necessarily linked to electronic voting and is used in Scottish local elections. The equipment used is expensive, but there should be savings on staff time. It is proposed in the attached response that this is supported if it can be shown to be cost effective.
- 4.6.3 **Mobile Polling Stations.** This conceives some polling stations operating like mobile libraries visiting areas in addition to “normal” polling stations. It is stated that this might be useful in hard-to-reach areas, but an electronic register would need to be in place to operate successfully and this is also the view expressed in the draft response.
- 4.6.4 **Voting at places other than polling places.** This proposal would suggest enabling voting at places like supermarkets, local libraries, leisure centres and bus and railway stations – public places local people might visit during the course of a normal day. If these were to be in addition to “normal” polling stations, so not confined to a particular polling district, again an electronic register would be required so that an elector, once having voted, had their name marked against the register to avoid the possibility of multiple voting. The potential difficulties of introducing this without an electronic register are highlighted in the attached draft response.
- 4.6.5 **Voting on different days and on more than one day.** Whilst Election Day in the UK is traditionally a Thursday Local Authorities are not bound to hold elections on a Thursday. Most other European countries hold elections on a Sunday. The consultation document suggests that moving to a register whereby votes could be marked electronically would increase the possibility of stretching the electoral process over a number of days. Voting on more than one day could help to overcome circumstances such as occurred in parts of London at the time of the European referendum, where flooding led to serious transport disruption. There would be increased costs associated with polling over several days and the count would need to be completed after all votes had been cast. The proposed consultation response highlights the additional costs of polling over additional days.
- 4.6.6 **Simpler postal voting procedures** The Welsh Government consultation asks for views on whether consideration should be given to simplifying postal voting procedures, and, if so, how. Simplification is supported in the proposed response, but it is pointed out that any attempt to simplify the current procedures and literature could have a detrimental effect on both fraud and voter secrecy.

- 4.6.7 **Presenting ID at a polling station** Presenting some form of personal identity document when attending a polling station might help address concerns regarding electoral fraud. This would not lead to a higher turnout, but is more likely to lead to people being turned away who would not return. Wales has been relatively free of any allegations of significant electoral fraud. Welsh Government are seeking views on whether electors should be required to produce identification and whether the advantages of this outweigh the risk of deterring voters. A requirement to present ID is not supported in the proposed response due to concerns that voters would be turned away.
- 4.7 **Standing for election**
- 4.7.1 **Removing need to publish candidate's postal address** Mindful of recent occasions where politicians' accessibility has been abused it is suggested that there is no longer a necessity for the returning officer to publish the candidate's home address on election literature. The role that a postal address plays could be replaced with an email address or a link to a social media account. There is no intention in this proposal to prevent a candidate from showing their connection to a locality. This is not supported in the draft response.
- 4.7.2 **On-line publication of a candidate's statement** It is proposed that each candidate should be required to provide a personal statement providing information about their beliefs or policies, for example, for inclusion on a website provided by the authority to whom they are seeking election. This is supported in the attached draft response.
- 4.7.3 **Prohibition of Assembly Member standing as council candidate** Welsh Government's view is that this is not appropriate, given the full-time role an Assembly Member fulfils and this view is supported in the attached draft response.
- 4.7.4 **Requirement to declare party affiliation** This is Welsh Government policy and consideration could be given to making it illegal to stand at Council elections without declaring membership of a political party, if that is the case. This is supported in the attached draft response.
- 4.7.5 **Allowing council staff to stand for their own council** Local Authority employees can stand for election unless they hold a politically restricted post, but cannot stand for election to their own employing Authority. Welsh Government recognise the need for checks and balances to ensure the integrity and impartiality of advice offered by officers to elected members, but suggest that these restrictions may be preventing a wide range of suitable candidates from diverse backgrounds from coming forward. Views are being sought as to whether any officers should be entitled to stand for election to their own Authority. In some cases Council employees have resigned and been re-employed if unsuccessful. Alternative approaches are suggested such as requiring a person to resign their employment only if they are elected (as in Scotland), or a period of secondment, or relying on the code of conduct regime to ensure that an interest is declared on any matter in which the member has a pecuniary or other interest. It is proposed that this is not supported as lifting such a restriction is unlikely to have a significant impact in encouraging more candidates to stand but creates the potential for conflict of interest and would have a disproportionate impact on good governance.
- 4.7.6 Views are also sought on whether there is still justification for councils to keep a list of those other than senior officers who should be politically restricted which is not supported in draft response as it is considered that the political freedom that other citizens have should be extended to Local Authority officers.
- 4.7.7 **Ending right to personal fee for returning officer** Welsh Government are considering legislating to end the current arrangements which enable Returning Officers to reclaim an amount for their services and expenses incurred in the running of an election. Local authorities will be able, if they wish, to consider whether to recognise the compulsory Returning Officer role within the salary of the chief executive. Should they wish to increase the salary for this purpose, they would need to consult the Independent Remuneration Panel for Wales for a view. Ending the right to a personal fee is supported in the draft response.

4.7.8 **Simplifying fees and charges system** The existing system of paying for elections to the Assembly involves a complex process by which accounts are submitted and checked. Views are sought on moving to a system of calculating Assembly election costs on an agreed formula based on the size of the electorate as it is considered that this would represent an overall saving on public funds. This is supported.

4.8 **Prisoner Voting**

4.8.1 The UK Government has not addressed the ruling of the European Court of Human Rights that a blanket ban against prisoner voting contravenes the European Convention on Human Rights. Welsh Government does not make any firm policy proposals at this stage while legal issues continue to be explored and sets out a number of options for extending voting rights to the approximately 3200 prisoners resident in Wales. In order to gauge public opinion views are sought on whether Welsh Prisoners should be allowed to vote in Welsh local elections and if so, should it be limited to those sentenced to less than 12 months, 4 years, or any sentence length. Questions are also included on the method of voting by prisoners and regarding which address prisoners should be registered to vote at.

4.8.2 In seeking views on the Caerphilly Council response to this consultation a comment was received from the minority opposition group that all prisoners should be allowed to vote regardless of length of sentence. The Parliamentary Joint Select Committee which considered the draft Voting Eligibility (Prisoners) Bill in 2013 recommended that prisoners serving sentences of 12 months or less should be entitled to vote in all UK parliamentary, local and European elections. In doing so the Select Committee set out a number of conclusions on points of basic principle. These included that there is a legitimate expectation that those convicted of the most heinous crimes should, as part of their punishment, be stripped of the right to vote and that gaining the right to vote (towards the end of a sentence) might assist prisoner rehabilitation by providing an incentive to re-engage with society. Support is offered, therefore, in the draft consultation response for extending the right to vote to prisoners serving a sentence of one year or less.

4.9 The proposed Caerphilly county borough council response to the Electoral Reform consultation questions is attached at Appendix 1.

5. **WELL-BEING OF FUTURE GENERATIONS**

5.1 Part of Welsh Government's rationale for consulting on electoral reform in Local Government in Wales is to make our democratic processes more accessible now and for future generations.

6. **EQUALITIES IMPLICATIONS**

6.1 An EIA screening has been completed in accordance with the Council's Strategic Equality Plan and supplementary guidance. No potential for unlawful discrimination and/or low level or minor negative impact has been identified, therefore a full EIA has not been carried out.

7. **FINANCIAL IMPLICATIONS**

7.1 There are no financial implications arising directly from the proposed response to the consultation document.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no personnel implications arising directly from the proposed response to the consultation document.

9. CONSULTATIONS

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

10. RECOMMENDATIONS

- 10.1 That Council endorse the proposed response to the consultation on electoral reform in local government in Wales attached at Appendix 1.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To enable officers to submit a response to the Welsh Government's consultation

Author: Rob Hartshorn, Head of Public Protection
Consultees: Cllr Dave Poole, Leader of the Council
Cllr Colin Mann, Leader of the Plaid Cymru group.
Cllr Kevin Etheridge, Leader of the Independent group
Chris Burns, Interim Chief Executive
Nicole Scammell, Acting Director, Corporate Services
Dave Street, Corporate Director, Social Services
Christina HARRY, Corporate Director, Communities
Dave Beecham, Electoral Services Manager
Kath Peters, Corporate Policy Manager
Anwen Cullinane, Senior Policy Officer (Equalities and Welsh Language)

Background Papers:

Welsh Government Consultation Document: 'Electoral Reform in Local Government in Wales'
Report to Council 7th March 2017
Caerphilly County Borough Council response to the Welsh Government White Paper: 'Reforming Local Government: Resilient and Renewed'.
Report of the Parliamentary Joint Select Committee on the draft Voting Eligibility (Prisoners) Bill, 2013.

Appendices:

Appendix 1 Draft Caerphilly County Borough Council response to the Welsh Government Consultation Document: 'Electoral Reform in Local Government in Wales'

This page is intentionally left blank

Appendix 1

Consultation response form

Consultation on Electoral Reform

Please return this form to reach the Welsh Government no later than 10 October 2017

If you have any questions, please email:

RLGProgramme@wales.gsi.gov.uk

Consultation on Electoral Reform	
Date	
Name	
Organisation	Caerphilly County Borough Council
Address	Penallta House Tredomen Park Ystrad Mynach Hengoed, CF82 7PG
Email address	
Telephone	01443 864410

Consultation questions

Q1 – Do you agree that the qualifying age for voting in Welsh local government elections should be lowered to 16?

Comments: Yes. Young people are asked to make numerous decisions about their life and lifestyle but cannot have an input into Local Authority democracy. Lowering of the qualifying age would help to engage young adults while still in mainstream education. It would allow them to feel part of the community and encourage them to participate in democracy. It may also lead to them hopefully continuing to participate later on in life.

It would be necessary to consider how to address the potential for confusion among 16-18 year olds where they are allowed to vote in a 'Wales' election but not in a UK wide one.

Any large scale change to the franchise should be funded and sufficient time allowed to plan registration / canvass activities.

Q2 – Should EU citizens who move to Wales once the UK has left the EU continue to acquire the right to vote?

Comments: Yes, but there should be a residential qualification of a least one year.

Residents paying (or liable to pay) local taxes (e.g. Council Tax), should be entitled to have a say on how that money is spent, regardless of nationality. Those who use public services should have a say on how they are designed and delivered, regardless of nationality.

Elections to the NAW are currently run on a 'local' franchise so under existing rules if EU citizens were allowed to vote (once the UK has left the EU) they could remain eligible to vote at these elections as well. However, there is an argument that a 'local' franchise should not extend to Parliamentary elections, as individuals might still have the right to cast a vote in Parliamentary elections in their home state and it would fly against tradition and convention to be able to vote in more than one Parliamentary domain. Consideration should be given to the future franchise for NAW elections.

Also Police and Crime Commissioner elections currently carry a "Local" franchise, however this is over-seen by the Home Office and as policing matters are not devolved, is likely to be excluded from any Wales-only changes, including the lowering of the voting age. Inevitably this, plus any changes to the NAW and Council election franchises, will increase the complexity of elections for administrators and the potential for voter confusion.

Q3 – Should voting rights be extended to all legal residents in Wales, irrespective of their nationality or citizenry?

Comments: Yes. They should not be excluded from the democratic process due to nationality.

Q4 – EU and Commonwealth citizens can stand for election to local government in Wales, Should this continue and be extended to all nationalities made eligible to vote?

Comments: Yes. Subject to a one year residential qualification for eligibility to vote. It would be wrong to deny an individual the right to seek election to a body, when they had the right to vote at elections for that body.

Q5 – Should Electoral Registration Officers have a greater range of sources available to them to assist citizens to be added to the register?

Comments: Yes. The current system results in a large number of residents not registered.

Q6 – Which data sources do you think should be used by Electoral Registration Officers?

Comments: The Electoral Registration Officer already has access to datasets held by the local authority. Access to schools records would be necessary if the franchise were to change to include 16-18 year olds. UK Government data sets (National Insurance, DVLA, passport office) utility companies and social landlords could also prove useful – particularly to target under represented groups.

Q7 – Should a wider range of local authority staff be empowered to assist citizens to obtain registration through access to the local government register and have the ability to amend it?

Comments: Yes. A requirement to be registered to vote prior to accessing other services could be introduced. For example, when applying for housing / council tax benefit, a blue badge, smart card etc. you must either be registered already or at that point make an application. This can be delivered using the existing Individual Electoral Registration Digital Service (IERDS), which gives applicants online access to electoral registration and the identity verification process and help to eliminate potential fraud. As all electors on the Register of Electors have to be Identity Verified, this would give a degree of assurance to other service providers regarding the eligibility of applicants.

This would require a change to the rules governing access to the register by the local authority and should be coupled with robust controls to monitor new or amended entries. Whilst allowing properly managed access could be beneficial, the additional administrative burden on those other services should be considered so as to ensure that it does not impact upon their ability to fulfil their core tasks.

Q8 – What controls should be put in place to ensure the Electoral Registration Officer maintains overall control of the register?

Comments: New or amended entries should be held off the register until authorised by the Electoral Registration Officer. All applications, whether made via the Individual Electoral Registration Digital Service (IERDS) or via paper/telephone channels of communication would continue to be determined by the ERO, as at present. Where necessary EROs would continue to gather supplementary evidence to support identity verification and change of name etc..

Q9 – Should the individual registration rules be relaxed to allow for block registrations in certain circumstances, protecting the right to vote for populations otherwise at risk of exclusion?

Comments: Yes. Subject to checks. The recruitment of 16 – 18 year old to the register would involve capturing data for individuals as young as 14 years old as part of the annual canvass process (assuming that continues in its present form), who would not have been allocated their National Insurance Number (NiNo). Schools could however be responsible for providing block data, which would include the full name, home address, date of birth and nationality. The school would in effect “attest” the identity of its pupils, in the same way as an individual can attest to the identity of another individual who has failed verification with the DWP and is unable to provide suitable evidence. Minors would obviously not be able to provide either NiNo or suitable evidence (apart from passport, but only if they had one) as they would not have access to bank accounts, credit cards, utility bills etc., in the same way as older adults, therefore attestation would be an appropriate tool, albeit bulk-attestation would be a new form.

Electors who have had to relocate to Residential Care have been high-lighted in the past of having difficulty with the Individual Electoral Registration Digital Service (IERDS) requirements to submit either a NiNo or evidence. Block registrations could be appropriate in a similar way to that highlighted above.

Q10 – Should we place a duty on Electoral Registration Officers to consider whether any individual groups within their electoral area should be specifically targeted in registration campaigns?

Comments: Yes. This will ensure completeness of the Register. The Electoral Registration Officer already has a statutory duty to complete a full and accurate register.

Q11 – Should we introduce arrangements so that agencies who are aware of people moving have a duty to inform the Electoral Registration Officers?

Comments: This would need careful consideration.

EROs already make extensive use of Council tax and Local Land and Property Gazetteer records to identify house movers. In addition the ERO carries out an annual canvass to ascertain any other register changes that have not been picked up. There will always be an element in society who will, for whatever reason, resist the call to register and it remains to be seen if multiple agencies forwarding change of address details to the ERO could make much difference to the current situation, plus adding to the administrative burdens of both EROs and agencies. There could however be scope for better cooperation between social housing / registered landlords, in the event that service delivery were not linked to registration.

The burden that this might place on the agency must also be considered. Social Services are mentioned in the this section, for example, and the concept of placing a *duty* on a social worker to inform Electoral Registration seems disproportionate considering their core responsibilities to protect and support vulnerable people.

In relation to 3.21, the suggestion that electoral registration forms are sent to people along with notice of their responsibility to pay council tax presents several difficulties in practice:

1. Not every council tax bill is issued due to a change of address; it may be that a change in entitlement to council tax reduction (formerly council tax benefit) a discount or exemption has caused the bill to be issued – in such cases an electoral registration form would not be required. This means that manual intervention would become necessary which would create a new administrative burden.
2. Some local authorities have already moved to issuing council tax bills electronically and CCBC may move that way in future. Electronic bills are issued by specialist council tax software systems and currently there is no ability to tailor the output to include additional forms, such as an electoral registration form in certain circumstances.

In summary, as things stand it is not feasible to send electoral registration forms to people along with notice of their responsibility to pay council tax.

Q12 – What are your views on the development of a single electronic register for Wales?

Comments: The UK Government has twice tried to establish a single electronic register platform. Both LASER and CORE were eventually discarded as being too difficult to administer and without offering any substantial benefits, over and above the current system. The introduction of the Individual Electoral Registration Digital Service (IERDS) in 2014 was therefore not under-pinned by a national electronic version of the register, or

indeed linking to the locally held register electronically. The absence of this underpinning has led to electors making multiple applications for registration at election time, causing major problems for administrators. Unfortunately, whilst it is clear that a national UK electronic register could bring benefits to EROs with regards to multiple registrations, a Wales only version would not be linked to the IERDS and would not bring any substantial benefits to administrators or electors alike, but would come at considerable cost to the tax-payer.

Q13 – Do you agree that individual principal councils should be able to choose their voting system?

Comments: No. The existing system should be retained.

Q14 – Do you agree that a constitutional change such as this should be subject to a two-thirds majority?

Comments: The existing voting system should be retained, but if the opportunity to change the system in individual Councils was introduced then it should be subject to a two-thirds majority.

Q15 – Do you agree that the term of local government in Wales should be set at five years?

Comments: Yes, it brings the length of local government terms in line with the UK Parliament and National Assembly for Wales.

Q16 – Do you agree in principle with the desirability of reforming the voting system to encourage greater participation?

Comments: No. We do not agree that reforming the voting system would encourage greater participation.

Q17 – Are there other initiatives not covered below which might be taken to enable greater participation in elections in Wales?

Comments: Many initiatives have been introduced to promote greater participation in elections without notable success and therefore the Australian system of compulsory voting should be explored.

Q18 – Should councils be able to choose to use all-postal voting at council elections?

Comments: Yes, but removal of personal identifiers would increase the potential for electoral fraud.

Q19 – Should it be subject to pilot exercises first?

Comments: Yes. In order to iron out difficulties so that a tested system which works will give voters confidence.

Q20 – Should councils be able to operate all-postal voting in an individual ward or a number of wards within a council area?

Comments: No, this would be potentially confusing and selective voting could be used for political gain.

Q21 – Should electronic voting be enabled at local elections?

Comments: Yes, subject to appropriate safeguards regarding fraud. The devolved administrations should work with the UK Government on finding a secure, cost effective way of introducing electronic / online voting.

Q22 – Should remote voting be enabled at local elections?

Comments: Yes, subject to appropriate safeguards regarding fraud. This would be facilitated using a national electronic register, therefore the preceding comments apply. An online voting platform would be the preferred option over polling station based electronic voting machines.

One question that would need to be examined, if a remote platform were established, would it be necessary to continue with postal voting, or could this be phased out, offering considerable cost savings?

Q23 – Should electronic counting be introduced for local elections in Wales?

Comments: Yes, if it was demonstrated to be cost effective. Experience at both Scottish and GLA elections has not been particularly encouraging to support the merits of electronic counting. While there can be

no doubt that electronic counting can bring time and cost benefits (in the long term), this comes at a price. Count centres are normally regionally based, removing much of the “local” element from the count process. There are currently some constraints on ballot paper design to make them suitable for electronic counting, which could mean they are less user friendly for the elector.

Q24 – Should mobile polling stations be enabled at local elections?

Comments: Only if electronic voting were introduced.

Q25 – Should we enable returning officers to make use of polling places in addition to fixed polling stations?

Comments: Logistically this would be difficult with polling station needing to stock ballot papers of numerous wards. Again, this would be facilitated if electronic voting were introduced.

Q26 – Should we enable local elections to be held on more than one day and on days other than a Thursday?

Comments: There is no requirement for local elections to only be held on a Thursday, however currently a Saturday or Sunday may not be used. That said, many conventional polling stations would not be so readily available on a Saturday or Sunday. For example religious premises may be required for their primary use as places of worship.

It could be possible to spread voting over a longer period, using existing systems but this should only be available at a limited number of premises. Early voting could be available at local council offices and larger libraries from the Wednesday before polling day. The processing of Individual Elector Registrations prevents voting earlier than this as polling station registers cannot be produced until this process is complete.

The additional costs of holding local elections over more than one day would need to be addressed.

Q27 – Should consideration be given to simplifying postal voting procedures and literature?

Comments: Yes, but any attempt to simplify the current procedures and literature could have a detrimental effect on both fraud and voter secrecy. The current procedures not only serve to help prevent fraud but also to protect the anonymity of the elector. Stationery and processes are designed in such a

way that it is almost impossible for a member of staff or an observer to identify how an individual has cast their vote.

Q28 - How do you think the process could be simplified?

Comments: The current system is off putting to those who cannot attend the polling station. This Council receives complaints regarding the inclusion of both English and Welsh languages on the same stationery, as required by the Representation of the People Act (Welsh Forms Order), as this makes the stationery cluttered and more difficult to understand. The size of postal voting stationery is also governed by Royal Mail “Large Letter” rules and the cost of postage. It would help therefore if electors could indicate their choice of language for their postal packs, rather than be issued with a standard bi-lingual pack.

Of course this introduces the possibility for error when issuing.

Q29 – Should electors attending a polling station be required to produce ID before they are allowed to vote? If so, what types of identification should be accepted?

Comments: No. A large number of voters do not possess a driving license or a passport. There is a possibility that voters would be declined a ballot paper due to lack of ID.

Q30 – Do the advantages of requiring ID outweigh the risk of deterring voters?

Comments: No.

Q31 – Do you agree that it should no longer be necessary to publish a candidate’s home address in election literature, including anything published electronically?

Comments: No. All election literature should include the name and address of the candidate in whose behalf it is distributed to ensure that anyone seeking redress in relation to the accuracy of any of the content will be clear as to who is the responsible person.

Q32 – Do you agree that each candidate should be required to provide a personal statement for inclusion on a website provided by the authority to whom they are seeking election?

Comments: Yes. It would help administrators when they receive calls from electors asking who their candidates are, to be able to point them towards a website. The cost of administering the website would need to be addressed.

Q33 – Do you agree that it should not be permissible to serve both as an Assembly Member and councillor?

Comments: Yes. To serve as both may compromise the ability to fulfil both roles satisfactorily.

Q34 – Do you agree that candidates should be required to disclose a party affiliation if they have one?

Comments: Yes.

Q35 – What sort of evidence should be required to suggest there is an undisclosed party affiliation?

Comments: Candidates should be required to make a sworn statement in front of a Commissioner of Oaths.

Q36 – Should any council staff below senior level be able to stand for election to their own authority?

Comments: No. Lifting such a restriction is unlikely to have a significant impact in encouraging more candidates to stand but would have a disproportionate impact on good governance and employment relations with increased employer-employee tensions, potential conflicts of interest and team dynamics and relationships undermined.

Q37– Is there still justification for councils to keep a list of those other than senior officers who should be politically restricted?

Comments: No. All other citizens have political freedom which should be extended to Local Authority officers. The requirement that employees should not allow their own personal or political opinions to interfere with their work is included in our Employee Code of Conduct.

Q38 – Do you agree that the statutory chief executive role should include that of returning officer?

Comments: Yes.

Q39 – Do you agree that any addition to salary in recognition of returning officer duties should be a matter for the local authority to determine?

Comments: No, there should be a prescribed approach.

Q40 – Should Welsh Government move to a system of calculating Assembly election costs on an agreed formula, based on the size of electorate?

Comments: Yes, but this needs to reflect local circumstances e.g. rurality.

Q41 – Should Welsh prisoners be allowed to register to vote and participate in Welsh local government elections? If so, should it be limited to those sentenced to less than twelve months, four years, or any sentence length?

Comments: Yes. Prisoners serving a sentence of one year or less should be allowed to vote.

Q42 – By what method should prisoners cast a vote?

Comments: Postal vote under the supervision of prison management.

Q43 – At what address should prisoners be registered to vote?

Comments: Home address.

Q44 - We would like to know your views on the effects that electoral

reform would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?

Comments: As the Welsh language in law has an equal status to English, voters should be given a choice of language in which to vote. We ensure that all our documentation and processes are bilingual and that voters can use the Welsh language in the voting process.

Q45 - Please also explain how you believe the proposed options could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language, and no adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

Comments: All official documents and ballot papers should be bilingual.

Q46 - We have asked a number of specific questions. If you have any related issues which we have not specifically addressed, please use this space to report them:

Comments: No issues have been omitted from the consultation.



COUNCIL - 10TH OCTOBER 2017

SUBJECT: ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES 2016/17

REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform Council of the key messages that has been identified in the preparation of the Annual Report of the Director Of Social Services for 2016/17.
- 1.2 To request Councils endorsement of the report prior to its submission to the Care & Social Services Inspectorate for Wales (CSSIW).

2. SUMMARY

- 2.1 Part 8 of the Social Services & Wellbeing (Wales) Act 2014 (SSWBA) requires Directors Of Social Services to publish an annual report about the exercise of the local authority's social services functions. The attached report has been written in a format that is compliant with the SSWBA , albeit the new format does not have to be formally adopted until 2017/18. Producing the report this way has given staff an opportunity to determine which areas we have had the appropriate information at hand and those areas where we will need to develop our information gathering in readiness for 2017-18. It also gives us an opportunity to benchmark our performance in order to provide a meaningful comparison in future years.

3. LINKS TO STRATEGY

- 3.1 The report is compliant with Part 8 of the Social Services & Wellbeing (Wales) Act 2014
- 3.2 Caerphilly Social Services contributes to all of the Well-being Goals contained within the Well-being of Future Generations (Wales) Act 2015.

4. THE REPORT

- 4.1 The attached report is the eighth Annual Director's Report for Caerphilly County Borough Council. The report is an opportunity for the Statutory Director Of Social Services to provide a summary of how effective Caerphilly County Borough Council delivers Social Services to its citizens.
- 4.2 As previously stated the report for 2016-17 has been written in a format that is compliant with the SSWBA , albeit the new format does not have to be formally adopted until 2017/18. This has allowed staff to identify areas where improvements in our information collection will be necessary to support the production of the report for 2017-18.

- 4.3 The report has a significant emphasis on well-being and highlights some of our priorities for 2017-18. Our progress against these priorities will be a significant part of the annual report for 2017-18.
- 4.4 The report highlights the increasing pressure on social care services in the Borough, both from a financial perspective and in terms of the complexity of need. This is demonstrated on page 23 of the report by the level of growth required over the past four years and the increasing challenge of coming within budget.
- 4.5 The draft report has been submitted to CSSIW and the comments received have been positive. Should Council endorse the report then it will be made available to members of the public, partners and stakeholders.

5. WELLBEING OF FUTURE GENERATIONS

- 5.1 The delivery of Social Services by Caerphilly County Borough Council contributes to all of the Well-being Goals contained within the Well-being of Future Generations (Wales) Act 2015 and also supports the well-being objectives of other public bodies. The service operates in a manner that is in accordance with sustainable development principle as set out in the Act. The Annual Report evidences the emphasis on collaboration, for example, with the establishment of the Greater Gwent Regional Partnership Board and a Population Needs Assessment which will inform Area Plans. Caerphilly Social Services are also active partners in Gwent wide partnerships developing integrated approaches to supporting children and young people.
- 5.2 Service users are involved in how services will be developed and delivered in the future through surveys, contract monitoring processes, Elected Member rota visits, complaints and compliments, consultation events and feedback from Inspections. The Annual Report focusses on performance in 2016/17, but takes a longer term view as well in considering the challenges that lie ahead and how services are being developed now to meet them. The promotion and maintenance of independence is a guiding principle for the service and is reflected in the emphasis on prevention.

6. EQUALITIES IMPLICATIONS

- 6.1 There are no equalities implications to this report that have not been considered or would adversely affect any individual or group who fall under one of the protected characteristics or wider issues as shown in the Council's Strategic Equality Plan.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no direct financial implications associated with this report.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no direct personnel implications associated with this report.

9. CONSULTATIONS

- 9.1 In order to produce the annual report information is taken from a wide variety of sources including the Directorates self-evaluation, feedback from regulators and our complaints and compliments policy. This feedback has been incorporated into the annual report where relevant.

10. RECOMMENDATIONS

- 10.1 That Council endorse the Annual Report of the Director Of Social Services for 2016/17.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 Statutory guidance requires the Corporate Director Social Services to present the Annual Report to Council for their endorsement.

12. STATUTORY POWER

- 12.1 The Local Government Act 2000.
Social Services & Wellbeing (Wales) Act 2014.

Author: Dave Street – Corporate Director Social Services Consultees
Councillor Carl Cuss, Cabinet Member for Social Care & Wellbeing
Social Services Senior Management Team
Chris Burns, Interim Chief Executive
Christina HARRY, Corporate Director Communities
Nicole Scammell, Interim Director of Corporate Services and Section 151 Officer

Appendices:

Appendix 1: Annual Director's Report on the Effectiveness of Social Care Services 2016-17.

This page is intentionally left blank



CAERPHILLY COUNTY BOROUGH COUNCIL

ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES 2016/17

A greener place Man gwyrddach



CONTENTS

1. INTRODUCTION	Page 3
2. DIRECTORS SUMMARY OF PERFORMANCE	Page 5
3. HOW ARE PEOPLE SHAPING OUR SERVICES?	Page 7
4. PROMOTING & IMPROVING THE WELLBEING OF THOSE WE HELP	Page 9
5. HOW WE DO WHAT WE DO	Page 21

1. Introduction

I am pleased to present the Annual Report of the Director of Social Services for 2016-17 in respect of Caerphilly County Borough Council. This report is slightly different to the Annual Reports that have gone before it as the format is compliant with the requirements of the Social Services & Well-being (Wales) Act.

The purpose of the report is an opportunity for me to reflect on what has been achieved in 2016-17 and also what needs to be done in 2017-18 and beyond.

As I referenced in my Annual Report for 2015-16, the implementation of the Social Services & Well-being (Wales) Act in April 2016 was a landmark for Social Services provision across Wales. Consequently a lot of our efforts during 2016-17 have been centred on establishing the principles of the Act and ensuring staff are beginning to embrace the principles of the new legislation, particularly in relation to early intervention and preventative services.

At the same time as the introduction of this legislation staff have also had to respond to a number of other significant issues and pressures;

As you would expect in the current climate financial pressures remain significant. As a result of substantial corporate investment in Social Services we ended the financial year with an underspend of around £250,000 equating to 0.03% of our overall budget. This demonstrates that financial pressures continue to emerge both in terms of costs of services and in terms and the numbers of people presenting with needs. This is particularly the case within Children's Services where increases in numbers of Looked after Children are placing significant demands on the service. These demands are not simply financial but also relate to difficulties in finding suitable placements for children with complex needs. Whilst this is a UK wide problem it is putting demands on staff within the service who often have to search all providers across the UK before a suitable placement can be identified.

In Adult Services there are also significant issues. Legislative changes around National Minimum Wage, National Insurance, Pensions and holiday entitlement have all pushed up provider costs. Some providers have been reluctant to take on new cases, causing difficulties in getting additional services, particularly to help people get discharged from Hospital. Despite this, the authority's improvement in terms of delayed transfers of care (DTC) continued to improve moving us to 10th best in Wales.

I referenced last year the Directorate was 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 will help to avoid situations where users of our services have to provide the same information on more than one occasion. The work is very complex and time consuming but working alongside other local authorities and the Health Board it is our intention to introduce this system in Caerphilly during 2017-18.

Due to the implementation of the Social Services & Well-being (Wales) Act the Directorate has had to look at the way it performs very differently. Rather than measure how much or how quickly we do things the emphasis is now on what difference our services make to people's lives. As a result,

Welsh Government required all local authorities to undertake a survey of 25-30% of people who had a care and support plan in September 2016. A total of 401 surveys were completed and analysed on a regional basis to determine any consistent messages.

Within the new Act a major emphasis is on partnership working. The Greater Gwent Regional Partnership Board was established and a Population Needs Assessment completed which will now inform Area Plans that have to be produced. These plans will be the catalyst for further regional working and service design that will increasingly see social care services delivered on a regional footprint.

Dave Street
Corporate Director Social Services
August 2017

2. Director's Summary of Performance

As I referenced in my introduction the implementation of the Social Services & Well-being (Wales) Act means that the authority has had to look at its performance in a different way. Consequently 2016-17 has been very much a transition year as staff have got to grips with new performance requirements and have had to establish systems to capture the appropriate information. The new measures also mean we have little comparable information from previous years to benchmark our performance. This benchmarking capability will expand in future years.

However, despite these difficulties some key measures of our performance are given below.

2016-2017 Performance Measures

Adult Services:

Measure	Results
% of adult protection enquiries completed within 7 days	92.46%
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.86
% of adults who completed a period of reablement and have a reduced package of care and support 6 months later	27.42%
% of adults who completed a period of reablement and have no package of care and support 6 months later	85.48%
The average length of time adults (aged 65 or over) are supported in residential care homes	125.50 days
Average age of adults entering residential care homes	83.77 years old
% of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	94.74%

Children's Services:

Measure	Results
% of assessments completed for children within statutory timescales	95.12%
% of children supported to remain living within their family at 31 st March	72.90%
% of looked after children returned home from care during the year	12.88%
% of re-registrations of children on local authority Child Protection Registers (CPR)	5.05%
The average length of time for all children who were on the CPR during the year	291.09 days
% of children achieving the core subject indicator at Key Stage 2	58.90%
% of children achieving the core subject indicator at Key Stage 4	15.49%
% of children seen by a registered dentist within 3 months of becoming looked after	43.86%
% of children looked after at 31 st March who were registered with a GP within 10 working days of the start of their placement	100%
% of looked after children who have experienced 1 or more changes	11.11%

of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 st March	
% of looked after children on 31 st March who have had three or more placements during the year	12.60%

Care Leavers:

Measure	Results
% of all care leavers who are in education, training or employment at 12 months after leaving care	65.96%
% of all care leavers who are in education, training or employment at 24 months after leaving care	51.35%

Maintaining and indeed improving performance at a time of financial constraints is going to be hugely challenging and mean some careful choices will have to be made in terms of those areas where improved performance are necessary and other where maintaining current levels of performance will be an achievement in their own right.

3. How are People Shaping our Services?

Caerphilly Social Services is committed to making sure that people are able to make their voice heard, whether this is about how services will be developed and delivered in the future or whether it is about a service they are receiving now. Some examples of how we do this include, undertaking surveys, contract monitoring processes, Elected Member rota visits, complaints and compliments, consultation events and feedback from Inspections.

Welsh Government requested all Local Authorities to undertake a survey of 25-30% of citizens who were in receipt of a Care and Support Plan as at September 2016. The results for Caerphilly were:

Adult Services:	Children's Services:
✓ 87% said I live in a home that supports my well-being.	✓ 89% said I live in a home where I am happy.
✓ 77% said I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property.	✓ 81% said I feel I belong in the area where I live.
✓ 74% said I had the right advice and information when I needed it	✓ 92% said I feel safe, for example cared for and safe from anyone who can hurt you or treat you badly both inside and outside your home.
✓ 83% said I am happy with the care and support I have had.	✓ 77% said I have received the right information and advice when I needed it.
Carers:	
✓ 84% said they knew who to contact about their support	
✓ 70% said they had the right information and advice when they needed it	
✓ 87% said they had been involved in decisions about how the care and support was provided to the person they care for.	
✓ 75% said I feel supported to continue in my caring role.	

Regular engagement meetings are held with CSSIW involving the Senior Management Team and key Elected Members . Key activity during 2016/17 has included:

Children's Services:

- National Review of Care Planning for Children and Young People subject to Public Law Outline Pre-proceedings. The fieldwork was completed in July 2016 and the National Report was published in December 2016.
- Focused Inspection of the Fostering Service reported in March 2016.
- Unannounced Inspection of Ty Ni completed in December 2016 and reported in January 2017.

Adults Services:

- As part of the introduction of the Regulation and inspection Act we have been required to re-register all our residential homes and respite properties. We have complied with this, which will inform future inspections.
- All registered services have been inspected by CSSIW, inspections were all unannounced.

All the reports for the above inspections were positive and although they identified areas for further development as opposed to areas of non compliance, they all recognised the good progress being made across service areas. All reports are available to view on the Inspectorate web site <http://cssiw.org.uk/our-reports/?lang=en>

In addition Dementia Care Matters have audited two of our care homes in respect of Butterfly status which has been maintained.

Caerphilly Social Services receive complaints and compliments about services we provide. Swift and effective complaints handling is the standard and as a result the majority of issues are able to be resolved as early as possible.

During 2016/17, the Directorate received 193 Stage 1 complaints. 76 (39%) related to Adult Services, 110 (57%) related to Children's Services, and 7 (4%) related to Service Strategy and Business Support.

The Customer Services Team record whether complaints are upheld, partially upheld or not upheld. This enables the Directorate to note any themes and trends from the findings to improve future practice and identify any isolated incidents of poor practice that may require attention. Of the 193 Stage 1 complaints received, the following outcomes were recorded:

- 2 complaints are ongoing and yet to conclude
- 33 complaints were closed due to the matter being resolved early or through signposting to other processes e.g. Legal proceedings
- 10 complaints were upheld
- 15 complaints were partially upheld
- 133 complaints were not upheld

The Directorate received 3 requests to progress complaints to Stage 2 formal investigation. This is a 50% reduction on the previous year when there were 6 Stage 2 Investigations. Of the 3 requests, 1 related to Adult Services and 2 related to Children's Services.

The Adult Services complaint consisted of 6 elements, 2 of which were upheld and 4 were not. Of the two Children's Services complaints, one was a historical complaint and was found to be upheld and the second was not upheld.

In addition, 14 customers contacted the Public Services Ombudsman for Wales (PSOW). However the PSOW only investigated two matters, one related to a historic event and was upheld and the second is ongoing.

A number of changes have been implemented as a result of the lessons learnt from these complaints which include:

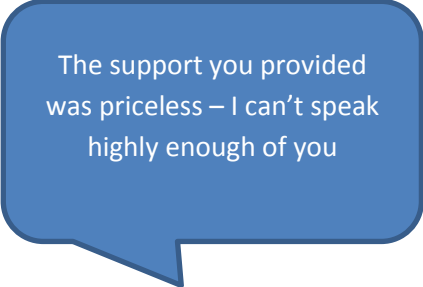
- Strengthening the Foster Carer Agreement to ensure the processing and securing of personal data is in line with Data Protection legislation, and
- Improved contract monitoring to include data protection compliance and ensuring complaints procedures are in place.

4. Promoting and Improving the Well-being of Those We Help

Quality Standard 1 – Working with people to define and co-produce personal well-being outcomes that people wish to achieve


Throughout 2016/17, Caerphilly's Information, Advice and Assistance (IAA) Service have had meaningful conversations with service users, their families and carers about what really matters to them. These conversations start with IAA staff the first time someone contacts us. Conversations are strengths based, working with people to regain or maintain their independence and utilising their own skills and networks to achieve their desired outcomes wherever possible. It is important to acknowledge that the majority of contacts for Children's Services are from professionals and as a result the 'what matters' conversations with the child and / or their family are unable to take place until an assessment for Care and Support has commenced.

A guiding principle for Caerphilly Social Services is the promotion and maintenance of independence. For Children's Services, this means supporting families to stay together and maintaining children within their homes and communities wherever it is safe to do so. This is underpinned by timely assessments of need and creative solutions being sought to help keep families together. 95% of our assessments were completed within the statutory timescale.



The support you provided was priceless – I can't speak highly enough of you

Whilst some families may have a negative view of Children's Social Services to start with, we ensure that children, young people and their parents and carers are fully involved in the assessment process and that they help to shape and influence their plan for care and support. Working in this way helps to improve working relationships over time.



The support I received has improved family relationships

We have progressed the implementation of the new national citizen's wellbeing database called DEWIS so that people can have quick and easy access to information directly from a website rather than having to make a call to Social Services and/or speaking to a professional where they may prefer not to.

As stated in the previous section, there are a number of good examples of consultation being undertaken with children, young people and their families. To ensure that all children and young people have the opportunity to participate in consultations or purely making their views known all have access to an independent Advocacy Service who can support them in meetings to ensure their voices are heard.

Within Adult Services, where people require a face to face assessment from our Assessment Care Management Teams, we look to keep the person at the centre, developing outcome focused care

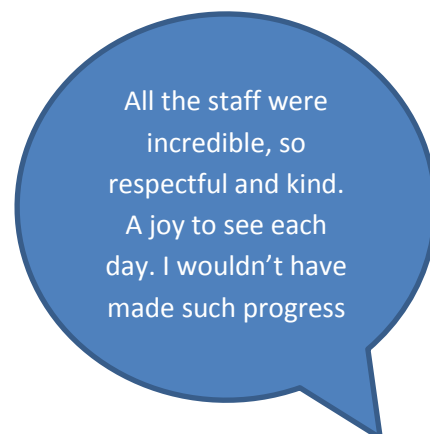
plans which service providers can use to develop personal plans which reflect the individuals choices and preferences moving away from time and task based activities.

In our residential homes we have been working on individual service plans called “This is me”. These plans are developed over time as staff get to know the residents and reflect the individual person.

During 2016/17, 95% of adults who received advice and assistance from the IAA did not contact the service again within the next 6 months. This is a positive message as it suggests that the advice and assistance received helped to retain their independence, choice and control.

We continue to make use of our assessment beds which are located in Ty Clyd and Ty Iscoed residential homes. These beds help to prevent people going to hospital unnecessarily and enable them to be discharged in a timely manner.

Supporting people to remain or regain their independence is a key objective for all who work within Social Services. In 2016/17 85% of adults who completed a period of reablement had no package of care and support 6 months later. This is a positive outcome.



What are our priorities for 2017/18?


- Continue to embed the ‘meaningful conversations’ and outcome focused care planning;
- Continue to support and develop DEWIS to ensure it becomes the ‘go to’ site for people to access information in order to ‘help themselves’, and
- Caerphilly will lead on the procurement of a Regional Advocacy Service to meet the requirements of the National Advocacy Framework for children and young people.

Quality Standard 2 – Working with people and partners to protect and promote people’s physical and mental health and emotional well-being

Caerphilly recognises the importance of working with people and our partners to improve outcomes for children and young people and this will continue to be a priority for us going forward.

Caerphilly are active partners in the Gwent wide Children and Families Strategic Partnership which is prioritising the development of integrated approaches to supporting children and young people including therapeutic support for Looked After Children, after care support and accommodation options for young people leaving care and the continued investment in the Integrated Services for Children with Additional Needs (ISCAN) Model across the Health Board footprint.

A Gwent wide Attachment Trauma Service has been established offering advice, consultation and training to social work teams across the Local Authorities with the aim of supporting children and young people to remain living at home or remain in stable foster placements.



ISCAN has really helped us take control of our lives and co-ordinate all our different appointments

Through the use of Welsh Government grant funding, a clinical psychologist has been appointed to the Team Around the Family service called Supporting Family Change.

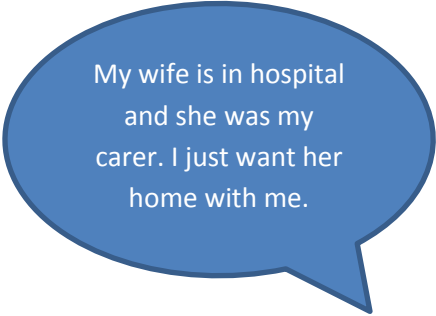
In addition, the Council approved an invest to save proposal to develop an Intensive Therapeutic Fostering Service in Caerphilly using the MIST model developed in Torfaen. The contract tender process was concluded in the spring and the service is anticipated to become fully operational from September. Caerphilly MIST will support the most challenging Looked After Children and young people to prevent placement breakdown and prevent the need for children to be placed in high cost residential provision outside the County Borough.

In response to one particularly challenging young person and the need for a highly specialised placement we are exploring the development of a bespoke service that will either be developed by the Council or procured through a commission with an independent provider.

In terms of performance information, during 2016/17 100% of Looked After Children were registered with a GP within 10 working days of becoming Looked After.

Across Adult Services, we continue to develop our Community Resource Team (CRT) which offers a rapid response to people’s medical and social needs as well as specialist falls and reablement services. During 2016-17 24.42% of people had a reduced care package following a period of reablement.

During the year we have focused on identifying and developing services for carers to support them in their caring role. We held a series of events during carers week, we listened to what carers told us, developed social media sites and focused on day events.



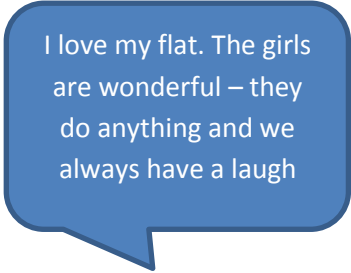
My wife is in hospital and she was my carer. I just want her home with me.

We have increased the number of people who see themselves as carers by over 50% from 360 to 546 and we undertook an additional 82 carers assessments in 2016/17.

We recognise that people don't want to be in hospital for any longer than necessary. We have therefore increased the number of domiciliary care providers on our framework to enable us to arrange more packages of care so people can be discharged home as soon as they are well enough.

The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over in the borough was 2.86% per 1000 population.


The Council has 6 in house residential care homes all of which have adopted the Dementia Care Matters approach.



I love my flat. The girls are wonderful – they do anything and we always have a laugh

Two of our homes, Brodawel and Ty Iscoed, have achieved 'butterfly status' which is the nationally recognised mark of good practice .

All our homes are registered with CSSIW. All participated in a garden competition and are championing the 'Pimp Up My Zimmer' campaign to reduce the number of falls that occur in long term care.



I owe my life to this place. A safe haven and place of positivity.

The average age of adults entering residential care homes was 83.77 years.

The average length of time adults (aged 65 or over) are supported in residential care homes is 125 days, illustrating our commitment to enable people to stay in their own homes for as long as possible.

We continue to work with our health colleagues in integrated mental health teams to develop the services we provide to promote people's mental health and emotional well-being.

What are our priorities for 2017/18?


- Continue to identify and support carers;
- Continue to work in partnership to prevent unnecessary admissions to hospital and facilitate timely discharges;
- Ensure the successful implementation of the Caerphilly MIST service;
- Continued engagement in the Gwent Children and Families Partnership Board, and
- Scope the potential to develop a bespoke residential provision within the Borough.

Quality Standard 3 – Taking steps to protect and safeguard people from abuse, neglect or harm

Safeguarding is everybody's business and is a key theme running through the Social Services and Well Being (Wales) Act 2014.

Safeguarding children, young people and vulnerable adults is a Corporate priority and a Corporate responsibility. A cross Directorate Corporate Safeguarding Board is led by Children's Service and chaired by the Cabinet Member for Social Services and Public Protection. A Corporate Safeguarding Policy has been implemented and a programme of training and awareness raising is underway. Each service area has identified a Designated Safeguarding Officer (DSO) and periodic practice development groups are held to support the DSO's.

The Corporate Safeguarding Board produces an Annual Report that is published on the Council's intranet and on a portal for Elected Members.



I know they help to keep me safe

The arrangements for improving safeguarding policies, procedures and practice across the region are led by the South East Wales Safeguarding Children Board (SEWSCB) and the Gwent Wide Adult Safeguarding Board (GWASB). In addition, a Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board has been established. The Boards are supported by a Business Unit funded by the statutory partners and hosted by Caerphilly. The Boards have a clear governance structure and the work is supported by a set of sub groups. Caerphilly are active partners on these Boards.

The Business Unit organised a very successful Conference for more that 200 delegates during National Safeguarding Week.

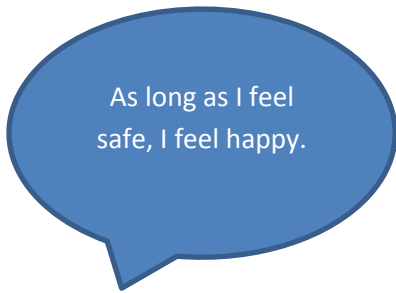
Within the Council, responsibility for children's, adults and education safeguarding all lie within Children's Services. Although discrete service areas, they are all managed by one Service Manager and capacity and resilience has been improved as a result. Decisions are made on all referrals within 24 hours ensuring full compliance with statutory procedures.

Child Sexual Exploitation (CSE), highlighted nationally through the Independent Inquiry into CSE in Rotherham (1997-2013), has continued to be a high priority within across Children's Services. We have established a lead role within the Independent Reviewing Officer's Team. This lead officer chairs all the strategy meetings in relation to CSE and oversees the completion of the Sexual Exploitation Risk Assessment Framework (SERAF) assessments undertaken on children and young people deemed to be at risk of CSE.

Our performance over the past year on areas of safeguarding were:

- 92.5% of adult protection enquiries were completed within 7 days
- 2,315 Adult Services Care & Support Plans were reviewed
- 99% of initial Child Protection Conferences were carried out within statutory timescales
- 99% of all Child Protection Reviews were carried out in timescale
- 100% of children on the Child Protection Register have an allocated Social Worker
- 100% of Looked After Children have an allocated Social Worker

We are rolling out training on 'Ask and Act' to all front line staff so they can recognise signs of domestic abuse.



CSSIW visited to find out more about our Adult safeguarding arrangements and concluded them to be robust.


We closely monitor services we commission in terms of the quality of care they provide and this covers domiciliary care, supported living and long term care homes.

What are our priorities for 2017/18?

- Safeguarding vulnerable children, young people and adults will continue to be the priority for the Council and core business for the Social Services Directorate.

Quality Standard 4 – Encouraging and supporting people to learn, develop and participate in society

Supporting Looked After Children and young people leaving care to reach their full potential and achieve positive outcomes is a key priority for Children’s Services and the Corporate Parenting Group. A dedicated Looked After Children Education (LACE) Team provide targeted support to children and young people at key stages in their education. In addition, tuition and extra-curricula activities are funded to support children to achieve their full potential. Attendance levels for LAC in primary and secondary school are 96% and 92% respectively, well above the target set by the Council. Exclusion rates for Looked After Children are very low and are continually monitored.



Even though I had to go into care, I’ve been able to stay in my old school. This has really helped me.

During 2016/17, a new trainee scheme called ‘Progress’ has been implemented across the Council. Working in partnership with local training providers the scheme offers Looked After children and young people work experience opportunities which hopefully lead to formal apprenticeships. The new scheme was launched in February and we were pleased that the Children’s Commissioner for Wales was able to attend to give her support to the new development.

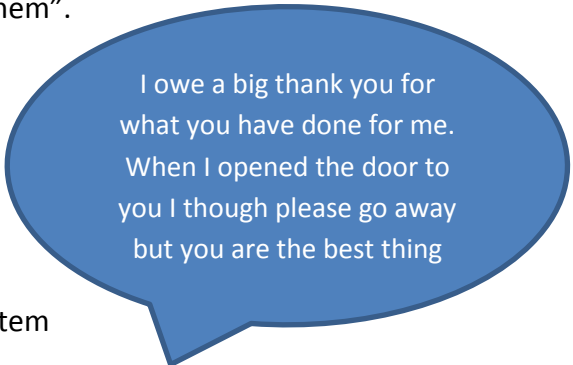
Caerphilly has a proven track record of supporting young people into further and higher education and a number of Care Leavers have gained Degree’s and a few have been supported to achieve Doctorates.

66% of Care Leavers are engaged in education, training or employment 12 months after leaving care. This drops slightly to 58% being engaged 24 months after leaving care.

We recognise that it is important for people to be more self reliant and maintain their independence enabling them to participate fully in society and their local community.

In 2016/17, the Community Connectors received 322 referrals, 84% of which were resolved for people in terms of them being able to do “what matters to them”.

The Community Connectors have developed a database of activities taking place in local areas so they are able to signpost or take people to clubs and activities that interest them, such as ‘knit and natter’, art classes, craft groups, men’s sheds and luncheon clubs.



I owe a big thank you for what you have done for me. When I opened the door to you I thought please go away but you are the best thing

We are committed to embedding the DEWIS information system so people can access information for themselves 24 hours a day, 7 days a week.

Supporting carers is key. We have developed a carers skill swap system which is going from strength to strength. Carers are contacting each other and swapping skills for example, one carer did another's ironing in exchange for a sitting service to enable them to attend a birthday party.

I would never have asked for help but I'm so thankful I met you. If there were more people like you the world would be a better place.

Many of our carers have amazing artistic and technical skills which they are happy to teach each other. This is reflected in the use of our carers face book page which has 141 members. 61 people follow the Council's Carers Team on Twitter. We have also produced a carers news letter which is available electronically and in hard copy.

What are our priorities for 2017/18?

- Continue to embed the 'meaningful conversations' and outcome focused care planning, and
- Continue to support and develop DEWIS to ensure it becomes the 'go to' site for people to access information in order to 'help themselves'.


Quality Standard 5 – Supporting people to safely develop and maintain healthy domestic, family and personal relationships

We want to support children, young people and adults to be as socially active as possible, to feel they can make decisions for themselves and keep themselves safe.

During 2016/17, we embedded the “what matters conversation” across the Directorate and trained staff to enhance their skills to focus on outcomes, the strengths and assets of people, their families and networks.

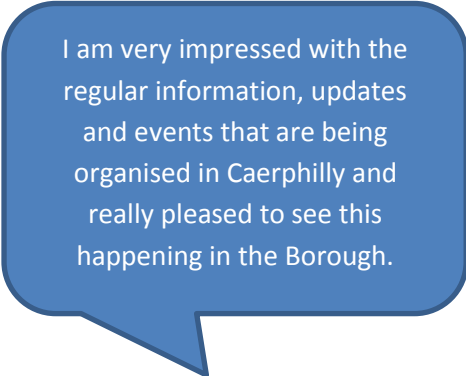
We recognise that people having fulfilling relationships with those they are close to is really important for their well-being.

For Looked After Children and young people, maintaining contact with their families and their home communities is really important and Children’s Services do everything they can to ensure contact arrangements meet the needs of everyone involved and are positive events.



I'm always made to feel welcome at contact and they listen

Within Adult Services, we continued to recruit more carers to our Shared Lives Scheme to enable us to offer more choice and increase the number of placements we are able to offer in family homes to all client groups. We also made funding available to allow adaptations to people’s homes, such as ramps and showers to allow people to remain independent.



I am very impressed with the regular information, updates and events that are being organised in Caerphilly and really pleased to see this happening in the Borough.

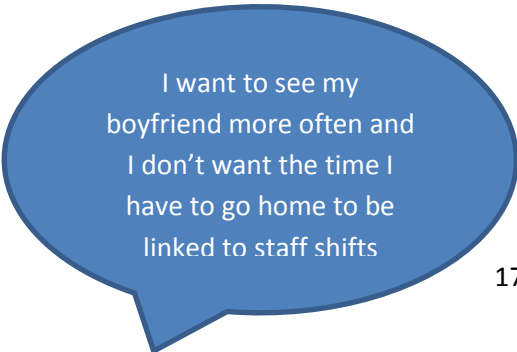
We have set up Carers Groups across the county borough to enable carers to meet socially over a coffee. Our Carers Team attend many events to promote their service and their efforts have been recognised.

We were able to establish a small fund that informal carers could apply for grants to help them in the following categories:

- Carers Essentials
- Carers Time Out
- Carers Access
- Carers Skills

Application received so far have been varied and wide ranging from driving lessons to take their partner to hospital appointments to replacing washing machines and tumble driers.

With our partners we agreed to refresh the Strategy for Learning Disabilities and during consultation meetings with our citizen groups, people told us that relationships are really important to them. This is now a fundamental part of the ‘what matters’ conversations and



I want to see my boyfriend more often and I don't want the time I have to go home to be linked to staff shifts

reviews are ensuring we are outcome focused. We recognise that we have more work to do on supporting relationships and this will be a priority for us going forward and will be reflected in the refreshed strategy for 2018 onwards.

Within Children's Services, wherever possible and whenever safe to do so, we ensure children are placed as close to their home communities as possible in order to support their links with their family and home.

There are increasing demands being placed on us to recruit more foster carers in order to meet the needs of children and young people and to assist us we commissioned a radio recruitment campaign earlier in the year which has already resulted in 8 additional assessments being undertaken.

The workloads in Children's Services have increased significantly during 2016/17 particularly in cases involved in court proceedings resulting in increasing numbers of children becoming Looked After. This has put additional pressure on budgets and although we are working hard to prevent children coming into care we have to acknowledge the relationship between levels of poverty within the county borough and deprivation, abuse and neglect.

73% of all children and young people known to Children's Services have been supported to remain living at home with their families.

Of those children and young people who became Looked After, just under 13% experienced 3 or more placement moves in care. Invariably the moves have resulted from the child's challenging and complex behaviours.




What are our priorities for 2017/18?

- Continue to recruit carers for the Shared Lives Service;
- Review and update the Learning Disabilities Strategy;
- Continue to prioritise the recruitment of foster carers to meet increasing demand, and
- Continue to identify alternatives to care wherever possible and further develop 'edge of care' support.

Quality Standard 6 – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

Linked to Quality Standard 4, Children’s Services actively support Looked After Children and young people to engage in education and training and provide individual support wherever necessary. Children and young people are encouraged to make the best use of their leisure time and are supported to engage in community activities wherever possible.




I’ve been helped to move into my own bedsit and I know they are there to help me.

Children’s Services have a well established working protocol with Housing to ensure we can provide appropriate support to young people facing homelessness. We have a range of supported accommodation available including shared living provision, supported lodgings and supported tenancies. We continue to review this provision and look to identify further opportunities for new developments.

Key performance includes:

- 100% of Looked After Children have a plan for permanence in place by the time of their second LAC Review (within 4 months of becoming Looked After).
- 100% of young people leaving care have an allocated worker to support them and we keep in touch with 100% of our care leavers up to the age of 21 years.
- 66% of care leavers are engaged in education, training or employment 12 months after leaving care. This drops slightly to 58% being engaged 24 months after leaving care.

Within Adult Services, during the refresh of the Learning Disabilities Strategy, people clearly told us where they lived was very important to them. They wanted independence with some support. Taking on board this message we started the development of a series of flats in Ashfield Road which will enable people to have their own front door but with targeted support when needed. We hope people will be moving in in the new year.



I want my own front door

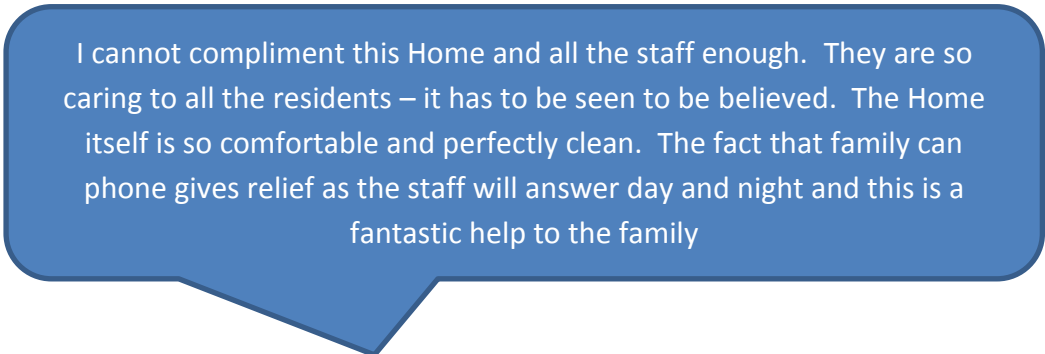
We are working with our colleagues in Housing to review the current accommodation we have available to see if it can be used differently to increase the range of choices for people.

The authority is currently implementing the Welsh Housing Quality Standards programme and there are Occupational Therapists based who liaise directly with Social Services to ensure that individuals needs are met in respect of provision of adaptations such as level access showers, and ramped access.

As a Council we are committed to developing dementia friendly communities so people can be supported to participate in normal activities of daily living such as shopping, banking and eating out. You will see the dementia friendly signs in local establishments and many people wearing the blue flower badge indicating they have been trained as a dementia friend.


Dementia Care matters to us. We are fully committed to ensuring all our services are dementia friendly. In our residential homes we have changed all the paperwork to be much simpler and truly reflect the person. This enables us to ensure we meet personal outcomes and know people's likes and dislikes.

You may also see many different displays and themes reflecting people's former lives. These change regularly and can reflect current events. The homes are now divided into small house units each with its own staff team so they can really get to know the residents.



I cannot compliment this Home and all the staff enough. They are so caring to all the residents – it has to be seen to be believed. The Home itself is so comfortable and perfectly clean. The fact that family can phone gives relief as the staff will answer day and night and this is a fantastic help to the family

The physical environment within some of the homes has also changed with the introduction of primary colours reflecting people's choice of their bedroom door, communal areas are brighter and more defined.



Avril and Ian are fantastic. They treat me like I am one of the family

With our partners we have piloted expansion of our Shared Lives Scheme to look at a health initiative which provides placements with families to prevent people going into hospital and/or facilitating them being discharged to a family home. This enables people to have time to recover, receive more therapy interventions and have an assessment of their needs in more appropriate surroundings. This is progressing well with host families trained and 7 placements being made. We are committed to this alternative model of accommodation.

What are our priorities for 2017/18?

- Continue to work closely with Housing to ensure any opportunities to develop more supported accommodation options are explored;
- Continue to support people to manage their own tenancies and maintain their independence, and
- Work with the Gwent Children & Families Partnership to develop support for young people leaving care.

5. How We Do What We Do

Our Workforce and How We Support their Professional Roles

Our staff are our greatest asset; a skilled and motivated workforce are essential to safeguard and support vulnerable people, promote independence and enhance service delivery. Ensuring that frontline practitioners and managers are supported and well trained is crucial to the success of our service. Our workforce is relatively stable with good staff retention.

We have a joint Workforce Development Team with Blaenau Gwent County Borough Council and they are responsible for delivering a training and development strategy that supports development opportunities for staff at all levels in Social Services.

The key workforce planning issues for the Directorate over the next 12 months will be directly linked to the Council's Medium Term Financial Plan (MTFP). Even though the budget settlement for 2016/17 was as favourable as could be expected, there will still be an obligation for savings to be made, and this will extend into 2017/18 and beyond.

Careful vacancy management has continued, in conjunction the utilisation of the Council's specific policies such as Voluntary Severance and Early Retirement. 37.55 FTE posts were deleted from structures in 2014/15 and 27.95 FTE posts in 2015/16. To date, 30.27 FTE posts have been deleted in 2016/17. This provides a total of 95.77 FTE posts which is a significant reduction over the three year period.

New legislation, and system/processes (Welsh Language requirements and introduction of WCCIS) to support change, will continue to demand significant investment in the workforce through training and skills development.

The Authority holds workforce development responsibility for the whole care sector. The Care Sector employs over 3,000 staff with approximately 50% employed by the local authority and 50% by independent and third sector.

Key achievements throughout 2016/17 include:

- 871 learning events held with free and equal access across the Social Care Sector;
- Achievement of in excess of 90 qualifications;
- 19 student Social Workers hosted and an innovative self-funding employee support programme introduced;
- CPEL attrition rate reduced and pass rate is now 100%;
- Delivery of the SS&WB Act training on behalf of the Greater Gwent region;
- Lead supporter of the SE Wales pilot of the 'Step Up to Management Programme' with 8 Caerphilly employees achieving the qualification;
- 9 employees supported to complete the Social Services Practitioner Award;
- Launched the new 'First Three Years' in Practice Programme, and
- Supported 22 newly qualified Social Workers on the Consolidation of Practice Programme.

Our Financial Resources and How We Plan For the Future

Budget management is embedded as a core function of Divisional Management Teams (DMTs) and the Senior Management Team (SMT) with the Financial Services Manager being a member of the Senior Management Team. Budget reports are discussed at DMTs and SMT on a regular basis and these management teams are the key players in the development of the financial strategy of the Directorate. This focus on budget management has helped to ensure that the Directorate delivered the savings targets that were set for 2016/17 and has identified additional opportunities for savings in advance of the 2017/18 budget settlement.

The Directorate has managed its budget well in recent years with a cumulative underspend for the 5 year period 2011/12 to 2015/16 of around 1.9% of its budget for the period. This places the Directorate in a relatively secure financial position in comparison with many other Welsh authorities and is a particularly noteworthy achievement in light of the fact that almost £8.8m of efficiency savings have been cut from the Directorate budget between 2009 and 2016.

An analysis of the spend per head of population 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 around 56% higher than the Welsh average.

Both Adults Services and Children's Services have experienced significant demographic pressures during 2016/17. In addition, inflationary pressures upon the cost of care packages resulting from the imposition of the National Living Wage and other employment regulations is likely to add to the financial pressures that the Directorate will face in 2017/18 and beyond. These pressures were identified early in 2016/17 and as a result they have been factored in to the Authority's Medium Term Financial Plan (MTFP) from 2017/18. However, if demand for services continues to grow at the rate experienced in the early part of 2017/18 then the budgetary growth factored in to the MTFP will be insufficient to fund the additional cost pressures.

The most significant growth in demand during 2016/17 has been experienced in the following areas:-

- Independent sector residential care for children
- Independent sector foster care
- Residential and nursing care for older people
- Residential and nursing care for people with learning disabilities
- Supported living

The Directorate will need to focus its efforts in managing demand in these areas if it is to deliver a balanced budget in 2017/18.

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

The Social Services & Well-being (Wales) Act places a key emphasis on partnership working and to this end the authority is now a part of the Greater Gwent Regional Partnership Board with the other four local authorities in Gwent and the Aneurin Bevan University Health Board. A key achievement in 2016-17 has been the production of the Greater Gwent Population Needs Assessment, as required by the Act. This has been formally approved by all five local authorities and the Health Board.

Political and Corporate leadership is strong. The Corporate Director Social Services sits on the authority's Cabinet meeting and is a member of the Corporate Management Team. Monthly meetings are held between the Director and the Cabinet Member for Social Care and Wellbeing. Regular reports relating to performance and service developments are presented to the Health, Social Care & Wellbeing Scrutiny committees.

This page is intentionally left blank



COUNCIL - 10TH OCTOBER 2017

SUBJECT: CAERPHILLY COUNTY BOROUGH LOCAL DEVELOPMENT PLAN UP TO 2021 – ANNUAL MONITORING REPORT 2017 (INCLUDING THE 3RD 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 2017 Annual Monitoring Report.
- 1.2 To recommend that the 2017 Annual Monitoring Report be approved by Council.
- 1.3 To recommend that the 2017 Annual Monitoring Report be submitted to the Welsh Government (WG) by 31 October 2017, in order to satisfy the Council's statutory requirements.
- 1.4 Glossary of terms used in this Report

LDP	Caerphilly County Borough Local Development Plan 2010 up to 2021(Adopted 2010)
CCBC	Caerphilly County Borough Council
AMR	Annual Monitoring Report
WG	Welsh Government
Regional Cabinet	City Region Joint Cabinet
CIL	Community Infrastructure Levy
Local Councils	Town Councils and/or Community Councils
Well Being Act	Well-Being of Future Generations (Wales) Act 2015
Environment Act	Environment Wales Act 2016
HE Act	Historic Environment (Wales) Act 2016
LB	Listed Building
SAM	Scheduled Ancient Monument
PPW	Planning Policy Wales
TAN 24	Technical Advice Note 24: The Historic Environment
TAN 4	Technical Advice Note 4: Retailing and Town Centres
SDP	Strategic Development Plan
JHLAS	Joint Housing Land Availability Studies
TAN 21	Technical Advice Note 21: Waste
MTAN	Minerals Technical Advice Note
MW	Megawatts
TAN 8	Technical Advice Note 8: Renewable Energy
SEWSPG	South East Wales Strategic Planning Group

2. SUMMARY

- 2.1 It is a statutory requirement that the Council submits an Annual Monitoring Report to the Welsh Government (WG) that monitors whether or not the Caerphilly County Borough Local Development Plan up to 2021 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 sixth Annual Monitoring Report to be prepared for Caerphilly County Borough Local Development Plan up to 2021 (LDP) and it monitors the period from 1st April 2016 to 31st March 2017. The Council is required to submit the 2017 Annual Monitoring Report to WG by the 31st October 2017.
- 2.3 An overview of the data for the 2017 monitoring period provides an interesting insight into the implementation of the LDP over the last year. Of particular note for 2017 is the following:
- The annual house building rate in this AMR dropped sharply from 414 to 187 (based on 2016 Joint Housing Land Availability Study figures).
 - The housing land supply figure was 1.5 years. It should be noted that the AMR uses the data from the previous year's JHLAS. Therefore, the 2017 AMR uses the 2016 JHLAS information that covers the period 1 April 2015 to 31 March 2016. *[NB the 2017 JHLAS has now been agreed and the housing land supply has risen to 2.1 years. However, this is still well below the 5-year requirement. This figure will be reflected in the 2018 AMR Report]*
 - Average house price for the county borough rose a further 9% from £111,890 to £121,879.
 - The annual unemployment rate went down from 8.6% to 6.5%.
 - The number of residents in employment rose again from 79,500 to 82,100.
 - 7 hectares of employment land was developed (at Hawtin Park and Western Industrial Estate Caerphilly)
 - Of the principal town centres only Blackwood realised a reduction in vacancy rate from 12.4% to 11.2%, whilst Caerphilly (9%) and Ystrad Mynach (7.8%) remained the same. Risca increased to 12% and Bargoed rose to 21.5% from 20.6%.
 - Footfall in Caerphilly decreased by 90,000, whilst footfall increased in both Bargoed (209,000) and Blackwood (440,000), although the large increase in Blackwood is partly because of failing counters affecting the 2016 AMR figure.
 - Customer satisfaction with the country parks increased from 85% to 87% whilst visitor numbers increased by just over 400,000 to 1,565,016 visitors
- 2.4 The 2017 AMR also includes the annual monitoring statement for the Council's implementation of its Community Infrastructure Levy. This is the third year the AMR Report has included this. The 2017 CIL Monitoring identified that just over £228,000 had been collected in CIL revenue, whilst just under £31,000 had been passed to the Town and Community Councils (Local Councils) and a little over £11,000 has been used to cover the costs of preparing and implementing CIL. Just under £215,000 remains in the CIL pot to assist in funding appropriate infrastructure.
- 2.5 The pressure for the Council to commence work on a Replacement LDP is strengthening, given:
- There is a statutory requirement to move to review after four years;
 - The passage of time since the 2013 AMR identified the need to prepare a new plan;
 - The increasing risk that the county borough will not have development plan coverage post 2021;
 - The urgent need to increase the housing land supply; and
 - The likelihood of further unplanned development being allowed on appeal in the short term.

- 2.6 Work on a Strategic Development Plan is more advanced in South East Wales than in other parts of Wales. An options report has been prepared by South East Wales Strategic Planning Group (SEWSPG), and officers are of the unanimous view that the preparation of a statutory Strategic Development Plan (SDP) is necessary to shape the region's future growth. This options report is expected to be considered by the City Region Joint Cabinet (Regional Cabinet) before the end of the year, when a formal decision in respect of the preparation (or otherwise) of the Strategic Development Plan will be made.
- 2.7 The White Paper on Local Government Reform is expected to be published on 31st January 2018, which is expected to mandate strategic planning on a regional footprint i.e. Cardiff Capital Region. It is inevitable in the longer term therefore that strategic planning will be undertaken on a regional basis.
- 2.8 In the absence of a decision to commence work on the SDP, the issue of whether the Council should embark on the preparation of a further Replacement LDP still remains to be considered. The Regional Cabinet will consider and decide whether a SDP will be prepared for the Cardiff Capital Region by the end of the year. Following the decision a further report will be presented to council to either outline the preparation process for the SDP, if approved, or to consider options in respect of reviewing the Adopted LDP if the decision is taken not to pursue a SDP.
- 2.9 The 2017 Annual Monitoring Report concludes and recommends that:
- Substantial progress should continue to be made in the delivery of the majority of the Adopted Development Plan, which is realising benefits to the environment.
 - The Council continue to seek the preparation of the Strategic Development Plan for the Cardiff Capital Region.
 - The Council will need to continue to address the shortfall in the five year housing land supply through proactive action, including:
 - To 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;
 - To lobby Welsh Government to establish funding mechanisms to incentivise sites in low viability areas and promote remediation of suitable brownfield sites for development;
 - To utilise the innovative funding model to bring forward Council owned sites with viability issues;
 - To lobby the Welsh Government to make changes in respect of the housing land availability process.
 - A further report is presented to council, following consideration of the SDP by the Regional Cabinet, to consider our approach to the need to review the LDP.

3. LINKS TO STRATEGY

- 3.1 The Well-being of Future Generations Act (Wales) 2015 comprises seven well being goals as follows:
- 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 Sustainable Development has been at the heart of the planning system, its policies and practices since the introduction of Planning Policy Wales in 2002. Therefore the seven well being goals and five governance principles of the Act are already enshrined in the Caerphilly County Borough Local Development Plan up to 2021 through the plan preparation process and implemented when decisions on planning applications are made. The LDP embodies the land-use proposals and policies of the Council and will contribute to the Well-being Goals within the Well-being of Future Generations Act (Wales) 2015.
- 3.3 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).
- 3.4 The submission of the 2017 AMR 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 Welsh Government (WG). The 2017 AMR monitors the period from 1st April 2016 to 31st March 2017 and it is required to be submitted to WG by the 31st October 2017.
- 4.2 The 2017 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 prepared and adopted.

Annual Monitoring Requirements

- 4.3 The Town and Country Planning (Local Development Plan) (Wales) Regulations 2005 (as amended) and the LDP Manual Edition 2 specify that the 2017 AMR is required to include the following:
- An Executive Summary.
 - A review of changes to national and regional policy and guidance and their implications for the LDP.
 - The SEA/SA Monitoring based on the SEA/SA Monitoring Framework (LDP Appendix 18).
 - The LDP Monitoring based on the LDP Monitoring Framework (LDP Appendix 19).
 - The required Statutory Indicators.
 - The recommendations on the course of action in respect of policies and the LDP as a whole.
- 4.4 Copies of the full 2017 AMR entitled "Caerphilly County Borough LDP 6th Annual Monitoring Report 2017 (including the 3rd Annual CIL Report)" 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

- 4.5 External Changes need to be considered as part of the AMR and consideration be given to how external factors are impacting upon how the LDP policies are being implemented. These include changes to national policy or legislation; external conditions; and local considerations. There are 7 changes that are considered in the 2017 AMR.
- 4.6 Two technical advice notes have been amended/introduced during this period as follows:
- Technical Advice Note 24: The Historic Environment, May 2017
 - Revision of Technical Advice Note 4: Retail and Commercial Development , May 2017 2014
- 4.7 The Introduction of TAN 24 provides guidance on how the planning system considers the historic environment during development plan preparation and decision making on planning and listed building applications. It supplements the provisions set out in the Historic Environment (Wales) Act 2016. The Revision to TAN 4 revises the guidance in relation to WGs retail objectives.

The Well-Being of Future Generations (Wales) Act 2015

- 4.8 The aim of the Well-being Act is to improve the social, economic, environmental and cultural well-being of Wales by changing the way local authorities and public bodies think, act and make decisions. The overall objective being to create a Wales where we want to live in both now and in the future. It sets out 7 goals, which public bodies must work together to achieve, the goals being:
- 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.
- 4.9 The Well-Being Act also sets the duty of public bodies to ensure all that they do is in accordance with the sustainable development principle (the needs of the present are met without compromising the ability of future generations to meet their own needs). In delivering the sustainable development principle the Well-Being Act sets out 5 elements required in decisions making, the elements being:
- Long Term
 - Prevention
 - Integration
 - Collaboration
 - Involvement.
- 4.10 Public bodies are required to be transparent in how they are applying the sustainable development principle and must prepare statements and plans that set out the relevant well-being objectives.
- 4.11 The Well-Being Act will have significant impacts upon the way that the local authority operates and works, which in turn has implications for how they are planned in the future. However, the Well-Being Act is not applied retrospectively to adopted development plans and, as such, will not have a direct impact on the implementation of the LDP. It should also be noted that

the LDP process includes the requirements for SEA and, together, the overall process of plan preparation ensures that the requirements of the Well-being Act have been taken into account in Adopted Plans. Whilst future plan preparation will require the process to be amended to demonstrate this transparently, the evidence and content of the LDP will remain largely unchanged, as plan preparation already addresses the Well-being Act requirements. Therefore, there are no implications arising from the Well-Being Act that would require any change to the adopted plan.

Environment (Wales) Act 2016

- 4.12 The Environment Act sets out legislation in respect of the environment and climate change. The principal issue within the Environment Act for the development plan is the requirement for local authorities to maintain and enhance biodiversity. The LDP sets out the policy framework that protects and seeks to enhance biodiversity throughout the county borough. As such the LDP already seeks to maintain and protect biodiversity and, as such, already meets this requirement.
- 4.13 There are no implications arising from the Environment Act that would require a change to the LDP.

Historic Environment (Wales) Act 2016

- 4.14 The Historic Environment (Wales) Act 2016 (HE Act), enacted on 21 March 2016, amends two existing pieces of legislation, namely the Ancient Monuments and Archaeological Areas Act 1979 and the Planning (Listed Buildings and Conservation Areas) Act 1990. The EH Act has 3 main aims:
- to give more effective protection to listed buildings and scheduled monuments;
 - to improve the sustainable management of the historic environment; and
 - to introduce greater transparency and accountability into decisions taken on the historic environment.
- 4.15 The key implication for the LDP would be giving more protection to Listed Buildings (LB) and Scheduled Ancient Monuments (SAM). The LDP relies largely on national guidance in respect of the historic environment and, as such, these changes will not have a significant impact on the LDP. As such no changes are required in this respect.

Planning Policy Wales (PPW): Edition 9, November 2016

- 4.16 This review of PPW was prepared to take account of the provisions of the Well-Being Act, The Environment Act and the HE Act. As there is no requirement for change as a result of the Acts themselves, there are no further significant impacts arising from the revision to PPW and as such there is no requirement for change arising from this document. of revisions since 2014. Overall the changes do not impact directly on the monitoring of the Adopted LDP.

Good Practice Guidance for the Historic Environment

- 4.17 As part of the revision of the legislation and guidance relating to the historic environment a suite of good practice guidance documents have been produced to provide detailed guidance on specific historic environment matters. These documents are:
- Managing Change in World Heritage Sites in Wales
 - Managing Change to Listed Buildings in Wales
 - Managing Conservation Areas in Wales
 - Heritage Impact Assessment in Wales
 - Managing Lists of Historic Assets of Special Local Interest in Wales
 - Managing Listed Buildings at Risk in Wales
 - Setting of Historic Assets in Wales

- Managing Change to Registered Historic Parks and Gardens in Wales
- Managing Historic Character in Wales

4.18 These documents provide detailed guidance from the HE Act and do not require any changes to the LDP.

The Cardiff Capital Region

4.19 Following the signing of the City Deal agreement work has continued towards the delivery of the City Deal projects, research and financial planning. The key implication for the LDP is the issue of whether a SDP will be prepared for the Capital Region, as this would set the framework for any replacement plan.

4.20 In June 2016 the Growth and Competitiveness Commission was tasked to look at the challenges and opportunities for inclusive economic growth and competitiveness across the city-region, and concluded that the region required a spatial perspective and a longer term strategic plan should be prepared. The need for a strategic planning level was also endorsed in Welsh Government's white paper "Reforming Local Government: Resilient and Renewed", which was published in January 2017. Both reports recommend a regional approach to planning for the Cardiff Capital Region, which accords with the preparation of a SDP for the region. It is anticipated that the Regional Cabinet will shortly consider the proposal for a SDP and once considered a further report will be presented, setting out how the council should proceed with the review of the LDP.

In conclusion

4.21 Whilst there have been a number of changes to legislation and guidance since the 2016 AMR, none of the changes directly affect the delivery of the Adopted LDP. As a result there are no significant implications arising from the changing circumstances for the Adopted LDP.

Strategic Environmental Assessment/Sustainability Appraisal Monitoring

4.22 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.

4.23 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.

4.24 Overall, the SEA/SA Monitoring showed that the plan continues to have positive impacts on the environment, although the 2017 results indicate a slightly negative step from the previous year, but this has not eroded the significant positive effects that have taken place since 2011.

LDP Policy Monitoring

4.25 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.

4.26 An overview of the LDP Monitoring Data for the 2017 AMR period provides an interesting insight into the implementation of the LDP over the past 12 months. Of particular note for 2017 is the following:

- The annual house building rate in this AMR dropped sharply from 414 to 187 (based on 2016 Joint Housing Land Availability Study figures).

- The housing land supply figure reduced from 1.9 years to 1.5 years (*It should be noted that the AMR uses the data from the previous year's JHLAS, due to the fact that the JHLAS is generally agreed after the AMR Report. Therefore, the 2017 AMR uses the 2016 JHLAS information that actually covers the period 1 April 2015 to 31 March 2016*) using the WG preferred method of calculation - the residual method. *[NB the 2017 JHLAS has been agreed and the housing land supply has risen slightly to 2.1 years. However, this is still well below the 5-year requirement. This figure will be reflected in the 2018 AMR Report]*
- Average house price for the county borough rose a further 9% from £111,890 to £121,879.
- The annual unemployment rate went down from 8.6% to 6.5%.
- The number of residents in employment rose again from 79,500 to 82,100.
- 7 hectares of employment land was developed.
- Of the principal town centres only Blackwood realised a reduction in vacancy rate from 12.4% to 11.2%, whilst Caerphilly (9%) and Ystrad Mynach (7.8%) remained the same. Pontymister/Risca increased to 12% and Bargoed rose to 21.5% from 20.6%.
- Footfall in Caerphilly decreased by 90,000, whilst footfall increased in both Bargoed (209,000) and Blackwood (440,000), although the large increase in Blackwood is partly because of failing counters affecting the 2016 AMR figure.

Customer satisfaction with the country parks increased from 85% to 87% whilst visitor numbers increased by just over 400,000 to 1,565,016 visitors

- 4.27 Notably the 2017 AMR identifies that the housing land availability figure has fallen further to 1.5 years, which is significantly below the required 5-year housing land supply (*It should be noted that the AMR uses the data from the previous year's JHLAS, due to the fact that the JHLAS is generally agreed after the AMR Report. Therefore, the 2017 AMR uses the 2016 JHLAS information that actually covers the period 1 April 2015 to 31 March 2016*). The 2017 JHLAS has now been agreed and the housing land figure for the county borough has risen to 2.1 years, although this remains significantly below the 5-year requirement. The 2017 JHLAS figure will be reflected in the 2018 AMR.
- 4.28 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 It should be noted that, following the preparation of the 2013 AMR Report, the council commenced a review of the Adopted LDP. The Replacement LDP progressed through to its Deposit Stage before the council resolved to withdraw it at the council meeting on 19 July 2016. Following discussions with Welsh Government Ministers and senior officials, the council formally withdrew the Replacement LDP at the council meeting on 11 October 2016, as part of the resolution to agree the 2016 Annual Monitoring Report.
- 4.30 Since that decision 3 applications for residential development, on sites that are not in accordance with the Adopted LDP, have been allowed on appeal, with the lack of a 5-year land supply being the key factor in the determination of the appeals. It is evident from these decisions that the Planning Inspectorate and Welsh Government both consider the 5-year land supply issue to be a significant material consideration in determining proposals for residential development. Whilst the council is seeking to address this matter, in part, through the release or relevant public sector land in the short term, the issue of the lack of a 5-year land supply will continue to be a significant issue for the council in the short term. In the longer term the preparation of a SDP would address the longer term housing supply as well as identifying broad spatial locations for development and growth.
- 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 – 3rd 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 2017 AMR also comprises the 3rd Annual Community Infrastructure Levy Monitoring 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 2016 to 31 March 2017.
- 4.36 During the monitoring period a total of £228,330.49 was received in CIL receipts. In accordance with the CIL Regulations a total of £30,820.36 was passed to the 8 Community Councils (Local Councils) within which CIL receipts had been received. A further £3,325.72 has been retained for areas not covered by a Town or Community Council. In addition to this £11,416.52 was used to cover the costs of the preparation and implementation of the CIL. Total expenditure for the year was, therefore, £49,047.31. The amount available in the CIL pot for assisting in the delivery of the infrastructure in accordance with the development plan is £214,600.27.
- 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 2018/2019 budget considerations later in 2017. The 2018 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, for inclusion in the annual CIL report. The annual local council CIL reports are set out in Appendix 5 of the 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 had an adverse impact on the levels of affordable housing being delivered through the planning system.
- 4.40 The pressure for the Council to commence work on a Replacement LDP is strengthening, given:
- There is a statutory requirement to move to review after four years;
 - The passage of time since the 2013 AMR identified the need to prepare a new plan;
 - The increasing risk that the county borough will not have development plan coverage post 2021;
 - The urgent need to increase the housing land supply; and
 - The likelihood of further unplanned development being allowed on appeal in the short term.

- 4.41 Work on a Strategic Development Plan is more advanced in South East Wales than in other parts of Wales. An options report has been prepared by South East Wales Strategic Planning Group (SEWSPG), and officers are of the unanimous view that the preparation of a statutory Strategic Development Plan is necessary to shape the region's future growth. This options report is expected to be considered by the Regional Cabinet before the end of the year, when a formal decision in respect of the preparation (or otherwise) of the Strategic Development Plan will be made. Once the matter has been considered by the Joint Cabinet, a further report will be presented to address the considerations with regard to the review of the LDP.
- 4.42 The White Paper on Local Government Reform is expected to be published on 31st January 2018, and is expected to mandate strategic planning on a regional footprint i.e. Cardiff Capital Region. It is inevitable in the longer term therefore that strategic planning will be undertaken on a regional basis.
- 4.43 In the absence of a decision to commence work on the SDP, the issue of whether the Council should embark on the preparation of a further Replacement LDP still remains to be considered. The Regional Cabinet will consider and decide whether a SDP will be prepared for the Cardiff Capital Region by the end of the year. Following the decision a further report will be presented to council to either outline the preparation process for the SDP, if approved, or to consider options in respect of reviewing the Adopted LDP if the decision is taken not to pursue a SDP.
- 4.44 The 2017 Annual Monitoring Report concludes and recommends that:
- R1 Substantial progress should continue to be made in the delivery of the majority of the Adopted Development Plan, which is realising benefits to the environment.**
 - R2 The Council continue to seek the preparation of the Strategic Development Plan for the Cardiff Capital Region.**
 - R3 The Council will need to continue to address the shortfall in the five year housing land supply through proactive action, including:**
 - **To 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;**
 - **To lobby Welsh Government to establish funding mechanisms to incentivise sites in low viability areas and promote remediation of suitable brownfield sites for development;**
 - **To utilise the innovative funding model to bring forward Council owned sites with viability issues;**
 - **To lobby the Welsh Government to make changes in respect of the housing land availability process.**
 - R4 A further report is presented to council, following consideration of the SDP by the Regional Cabinet, to consider our approach to the need to review the LDP.**

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the Well-being Goals as set out in Section 3 above.

6. EQUALITIES IMPLICATIONS

- 6.1 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.

7. FINANCIAL IMPLICATIONS

7.1 There are no new financial implications as a consequence of this report.

8. PERSONNEL IMPLICATIONS

8.1 There are no direct personnel implications as a result of this report.

9. CONSULTATIONS

9.1 All comments have been taken into account in the Committee Report.

10. RECOMMENDATIONS

10.1 To consider and note the findings of the 2017 Annual Monitoring Report and the implications of the recommendations contained therein.

10.2 To recommend to Council that the 2017 Annual Monitoring Report (Including the 3rd Annual CIL Report) be submitted to the Welsh Government before the deadline of 31 October 2017.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To comply with the requirements of the Planning and Compulsory Purchase Act 2004, the LDP Wales Regulations 2005 and the SEA Directive.

11.2 To comply with the requirements of the Planning and Compulsory Purchase Act 2004, the LDP Wales Regulations 2005 and the SEA Directive.

12. STATUTORY POWER

12.1 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.

12.2 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 David Poole Leader
Cllr. Eluned Stenner, Cabinet Member for Environment & Public Protection
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 2017

[made available in the resource library]

Caerphilly County Borough LDP Annual Monitoring Report 2017 – Background Tables

[made available in the resource library]

Council Report - Deposit Replacement Caerphilly County Borough Local Development Plan Up To 2031 (19 July 2016)

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



COUNCIL - 10TH OCTOBER 2017

**SUBJECT: AMENDMENT TO COUNCIL'S CONSTITUTION – CHANGES TO
PROTOCOL FOR WEBCASTING OF COUNCIL MEETINGS**

REPORT BY: INTERIM MONITORING OFFICER

1. PURPOSE OF REPORT

- 1.1 To seek Members approval of a minor change to the Council's Constitution in respect of the Protocol for Webcasting of Council Meetings set out in Part 5 – Codes and Protocols and for the Council's Interim Monitoring Officer to incorporate the changes, if approved.

2. LINKS TO STRATEGY

- 2.1 The requirement is to establish and maintain the Council's Constitution is set out in the Local Government Act 2000 and contributes to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015 as it 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. It sets the framework for the decision making roles and responsibilities which will impact on future generations.

- 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. SUMMARY

- 3.1 This report outlines proposes a minor change to the Council's Constitution to the Protocol for Webcasting of Council Meetings and seeks authority for the Interim Monitoring Officer to amend the Constitution accordingly.

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 continuously being updated and revised to reflect new legislation, improvement in procedures and changes to working practices.
- 4.3 The report seeks Members' approval to amend the Council's Constitution at Part 5 Codes and Protocols with particular reference to the Protocol for the Webcasting of Council Meetings.
- 4.4 Members will be aware that the Council Agenda now includes a statement confirming that the use of the Welsh language is welcome at the meeting subject to the requirement that a minimum notice period of 3 working days is required to do so. In addition a simultaneous translation will be provided if requested. As a result of these arrangements it is necessary to make a minor amendment to the Protocol for Webcasting of Council Meetings, which is contained in the Constitution; this currently states that at least a five day notice period is required.
- 4.5 In order to regularise the position it is proposed that the Webcasting Protocol is amended to refer to a 3 working day period which will provide consistency with the information provided in the Agenda.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the Well-being Goals are set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that the Constitution sets out a clear framework for how the Council operates in particular the decision making responsibilities, which will consider the positive and negative impacts on future generations, long term resilience, economic, environmental and social capital.

6. EQUALITIES IMPLICATION

- 6.1 The Council's Constitution takes account of all equality related issues.

7. FINANCIAL IMPLICATIONS

- 7.1 None arising from the Report.

8. PERSONNEL IMPLICATIONS

- 8.1 None arising from the Report.

9. CONSULTATIONS

- 9.1 The Report reflects the views of the Consultees.

10. RECOMMENDATIONS

- 10.1 It is recommended that Council:-

10.1.1 Note the contents of the Report.

10.1.2 Approve the proposed changes to the Council's Constitution set out in paragraph 4.5.

10.1.3 That the interim Monitoring Officer be given delegated authority to make the necessary changes to the Council's Constitution.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To ensure that the Council's Constitution is updated to reflect current arrangements.

12. STATUTORY POWER

12.1 Local Government Acts 1972 and 2000.

Author: Lisa Lane, Corporate Solicitor,
Consultees: Chris Burns, Interim Chief Executive
Nicole Scammell, Acting Director of Corporate Services & S151 Officer
Dave Street, Corporate Director
Christina Harray, Corporate Director
Gail Williams, Interim Head of Legal Services/Monitoring Officer
Councillor B. Jones, Deputy Leader & Cabinet Member Finance Performance & Governance
Councillor C. Gordon, Cabinet Member of Corporate Services

Background Papers

Council's Constitution (not attached) (see Council's website) (Hard copy in Members Library)

This page is intentionally left blank



COUNCIL - 10TH OCTOBER 2017

SUBJECT: QUESTION(S) RECEIVED UNDER RULE OF PROCEDURE 10(2)

REPORT BY: INTERIM HEAD OF LEGAL SERVICES AND MONITORING OFFICER

1. BLACKWOOD HIGH STREET

To the Cabinet Member for Economy, Infrastructure and Sustainability from
Councillor K. Etheridge

To ask the Cabinet Member how much money has been paid out in claims in Blackwood High Street over the last 2 years to residents; motorists.

To ask the Cabinet Member in view of the obstructive and illegal parking on Blackwood High Street and the many hundreds of paving stones cracked in the interests of best value and pedestrian safety would it not be effective to consider partial railings to stop these constant obstructions, and what is the detailed policy of the Council as I understand the police have not got the resources to deal with these matters.

This page is intentionally left blank