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Am unrhyw ymholiad yn ymwneud â'r agenda hwn cysylltwch â Sharon Hughes
(Rhif Ffôn: 01443 864281 Ebst: hughesj@caerphilly.gov.uk)

Dyddiad: Dydd Mercher, 3 Mawrth 2021

Annwyl Syr/Fadam,

Bydd cyfarfod o'r **Pwyllgor Craffu Tai ac Adfywio** yn cael ei gynnal trwy Microsoft Teams ar **Dydd Mawrth, 9fed Mawrth, 2021** am **5.30 pm** i ystyried materion a gynhwysir yn yr agenda canlynol. Gall cynghorwyr a'r cyhoedd sy'n dymuno siarad am unrhyw eitem wneud hynny drwy wneud cais i'r Cadeirydd. Mae croeso i chi ddefnyddio'r iaith Gymraeg yn y cyfarfod, a dylid rhoi cyfnod rhybudd o 3 diwrnod gwaith os ydych yn dymuno gwneud hynny.

Bydd y cyfarfod hwn yn cael ei recordio a bydd ar gael i'w weld trwy wefan y Cyngor, ac eithrio trafodaethau sy'n ymwneud ag eitemau cyfrinachol neu eithriedig. Felly, bydd delweddau/sain yr unigolion sy'n bresennol ac/neu sy'n siarad yn ystod ar gael i'r cyhoedd trwy'r recordiad ar wefan y Cyngor yn www.caerffili.gov.uk

Yr eiddoch yn gywir,

Christina Harrhy
PRIF WEITHREDWR

A G E N D A

Tudalennau

- 1 I dderbyn ymddiheuriadau am absenoldeb
- 2 Datganiadau o Ddiddordeb.

A greener place Man gwyrddach



Atgoffi'r Cyngorwyr a Swyddogion o'u cyfrifoldeb personol i ddatgan unrhyw fuddiannau personol a/neu niweidiol mewn perthynas ag unrhyw eitem o fusnes ar yr agenda hwn yn unol â Deddf Llywodraeth Leol 2000, Cyfansoddiad y Cyngor a'r Cod Ymddygiad ar gyfer Cyngorwyr a Swyddogion.

I gymeradwyo a llofnodi'r cofnodion canlynol:-

- | | | |
|---|---|--------|
| 3 | Pwyllgor Craffu Tai ac Adfywio a gynhaliwyd ar 26ain Ionawr 2021. | 1 - 4 |
| 4 | Ystyried unrhyw fater a gyfeiriwyd at y Pwyllgor hwn yn unol â'r drefn galw i mewn. | |
| 5 | Blaenraglen Waith y Pwyllgor Craffu Tai ac Adfywio. | 5 - 14 |
| 6 | I dderbyn ac ystyried yr adroddiadau* Cabinet canlynol:-
1. Pentrebane Street, Caerffili - Defnyddio Pwerau Prynu Gorfodol (CPO) (Eitem wedi'i heithrio) – 27ain Ionawr 2021;
2. Taliadau Cyfrif Refeniw Tai - 2021/2022 – 10fed Chwefror 2021. | |

** Os oes aelod o'r Pwyllgor Craffu yn dymuno i unrhyw un o'r adroddiadau Cabinet uchod i gael eu dwyn ymlaen ar gyfer adolygiad yn y cyfarfod, cysylltwch â Sharon Hughes, 01443 864281, erbyn 10.00 a.m. ar ddydd Llun, 8fed Mawrth 2021.*

I dderbyn ac ystyried yr adroddiadau Craffu canlynol:-

- | | | |
|---|--|---------|
| 7 | Asesiad Perfformiad y Gyfadran 2020 - Diweddariad Chwe Mis (Y Gyfadran Cymunedau - Adfywio). | 15 - 60 |
| 8 | Aseiad Perfformiad Cyfadran Diweddariad Chwe Mis 2020. | 61 - 80 |

Cylchrediad:

Cyngorwyr J. Bevan, D. Cushing, C. Elsbury, Mrs C. Forehead (Is Gadeirydd), R.W. Gough, L. Harding, A.G. Higgs, G. Kirby, Ms P. Leonard, Mrs G.D. Oliver, B. Owen, Mrs D. Price, Mrs M.E. Sargent, A. Whitcombe (Cadeirydd), W. Williams a B. Zaplatynski

A Swyddogion Priodol

SUT FYDDWN YN DEFNYDDIO EICH GWYBODAETH

Bydd yr unigolion hynny sy'n mynychu cyfarfodydd pwyllgor i siarad/roi tystiolaeth yn cael eu henwi yng nghofnodion y cyfarfod hynny, weithiau bydd hyn yn cynnwys eu man gweithio neu fusnes a'r barnau a fynegir. Bydd cofnodion o'r cyfarfod gan gynnwys manylion y siaradwyr ar gael i'r cyhoedd ar wefan y Cyngor ar www.caerffili.gov.uk. ac eithrio am drafodaethau sy'n ymwneud ag eitemau cyfrinachol neu eithriedig.

Mae gennych nifer o hawliau mewn perthynas â'r wybodaeth, gan gynnwys yr hawl i gael mynediad at wybodaeth sydd gennym andanoch a'r hawl i gwyno os ydych yn anhapus gyda'r modd y mae eich gwybodaeth yn cael ei brosesu.

Am wybodaeth bellach ar sut rydym yn prosesu eich gwybodaeth a'ch hawliau, ewch i'r Hysbysiad Preifatrwydd Cyfarfodydd Pwyllgor Llawn ar ein gwefan <http://www.caerffili.gov.uk/Pwyllgor/Preifatrwydd> neu cysylltwch â Gwasanaethau Cyfreithiol drwy e-bostio griffd2@caerffili.gov.uk neu ffoniwch 01443 863028.

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HOUSING AND REGENERATION SCRUTINY COMMITTEE

**MINUTES OF THE MEETING HELD VIA MICROSOFT TEAMS ON TUESDAY,
26TH JANUARY 2021 AT 5.30 P.M.**

PRESENT:

Councillor A. Whitcombe - Chair
Councillor Mrs C. Forehead - Vice-Chair

Councillors:

R. W. Gough, G. Kirby, Ms P. Leonard, Mrs M. E. Sargent, W. Williams and B. Zaplatynski.

Cabinet Members:

Cllr. S. Morgan (Deputy Leader and Cabinet Member for Economy and Enterprise) and Cllr. L. Phipps (Housing and Property).

Together with:

S. Couzens (Chief Housing Officer), S. Harris (Head of Financial Services & S151 Officer), R. Kyte (Head of Regeneration and Planning), L. Allen (Principal Group Accountant – Housing), C. Forbes-Thompson (Scrutiny Manager), S. Hughes (Committee Services Officer) and R. Barrett (Committee Services Officer).

RECORDING ARRANGEMENTS

The Chairperson reminded those present that the meeting was being recorded and would be made available to view via the Council's website, except for discussions involving confidential or exempt items. [Click here to view.](#)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors J. Bevan, D. Cushing, C. Elsbury, L. Harding, A. G. Higgs, Mrs G. D. Oliver, B. Owen and Mrs D. Price.

2. DECLARATIONS OF INTEREST

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

3. MINUTES – 13TH OCTOBER 2020

RESOLVED that the minutes of the Housing and Regeneration Scrutiny Committee meeting held on 13th October 2020 (minute numbers 1 - 9) be approved as a correct record and signed by the Chair.

4. MINUTES – 9TH DECEMBER 2020

RESOLVED that the minutes of the special meeting of the Housing and Regeneration Scrutiny Committee held on 9th December 2020 (minute numbers 1 - 4) be approved as a correct record and signed by the Chair.

5. CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

6. HOUSING AND REGENERATION SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

Cath Forbes-Thompson (Scrutiny Manager) presented the report which outlined details of the Housing and Regeneration Scrutiny Committee Forward Work Programme for the period January 2021 to April 2021 and included all reports that were identified at the Housing and Regeneration Scrutiny Committee meeting held on 13th October 2020. Members were asked to consider the Forward Work Programme, alongside the Cabinet Forward Work Programme, prior to publication on the Council's website. The Scrutiny Manager outlined additional reports to be added to the Forward Work Programme.

Following consideration of the report, and subject to the additional reports proposed, it was moved and seconded that the recommendations be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that the Housing and Regeneration Scrutiny Committee Forward Work Programme be published on the Council's website.

7. CABINET REPORTS

None of the Cabinet reports listed on the agenda had been called forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

8. BUDGET MONITORING REPORT 2020/21

Cllr. S. Morgan (Deputy Leader and Cabinet Member for Economy and Enterprise) presented the report to inform Members of the most recent budget monitoring position for 2020/2021 for the Communities Directorate Service Division. The Housing and

Regeneration Scrutiny Committee Members were requested to note the contents of the report and the detailed budget monitoring pages in respect of the Regeneration & Planning Division.

In response to a Member's query the Scrutiny Committee was advised that the delayed filling of vacant posts was due to issues regarding recruitment and that a number of the vacant posts have now been filled.

The Housing and Regeneration Scrutiny Committee noted the contents of the report and the detailed budget monitoring pages in respect of the Regeneration and Planning Division.

8. HOUSING REVENUE ACCOUNT BUDGET MONITORING – PERIOD 7 2020/21

Cllr. L. Phipps (Housing and Property) presented the report to inform Members of the projected revenue expenditure for the Housing Revenue Account (HRA) for the 2020/21 financial year. It was noted that the HRA capital programme which is predominantly funded by the HRA was also included within the report. The report outlined the projected outturn for the HRA based upon the expenditure and income for the first seven months of the year. It was highlighted that the HRA is currently projecting a £827k net under-spend, which represents approximately 1.6% of the total HRA budget.

In response to a Member's query, the Scrutiny Committee was advised that the Welsh Government have extended the deadline for the completion of the WHQS programme to December 2021. Members were further advised, indications are that the external works should be completed by the end of March 2021 and the internal works should be completed by August 2021.

Having fully considered the report, the Housing and Regeneration Scrutiny Committee noted the contents.

9. HOUSING REVENUE ACCOUNT CHARGES – 2021/22

Cllr. L. Phipps (Housing and Property) presented the report for Members to consider and take a view on the increased Council Housing rent charges proposed in the report, prior to consideration by Cabinet on the 10th February 2021. It was highlighted that the charges predominantly focus on council house rents, but also include garages, and are intended to be effective for the Housing Revenue Account (HRA) for the 2021/2022 financial year.

Members were advised that the officer preferred recommendation of 1.5% will be the lowest rent increase set by the authority for a number of years. It was recognised that an increase could cause concern to tenants and assurances were given that the Tenancy Support Team will be available to work with tenants should they require any advice or support.

During the course of the debate Members raised concerns regarding the increased council housing rent charges proposed in the report, in particular for those tenants who have been affected by the Coronavirus pandemic. A Member enquired as to whether there were any other funds available in other budget areas or reserves in order to consider no increase in council housing rent charges. An Officer advised that the HRA is ringfenced so typically no additional funding can be sought to support the HRA except for further borrowing. The main source of income that supports service delivery within the HRA comes from rental income.

The Scrutiny Committee was advised that 72% of tenants are already supported with their rent through housing benefit or universal credit. An Officer drew particular attention to the

report in relation to a tenants affordability survey which indicated 56% of tenants think the rent is fair and affordable and 60% of tenants are very or fairly satisfied that their rent provides value for money. Furthermore, the results of a survey to tenants on their satisfaction of the housing service confirmed 87% were very or fairly satisfied with the service provided by Caerphilly Homes, and 87% were also very or fairly satisfied that their rent provides value for money.

Having considered the recommendations, it was moved and seconded that the following recommendation be approved. By way of electronic voting this was unanimously agreed.

RECOMMENDED to Cabinet that:

- (i) the level of increase per property from April 2021 is 1.5% (CPI plus 1%) – (£92.02/52 week – additional £1.36/wk) the maximum allowed under the rent policy which will set our rent just within the low end of the previous year's policy target rent band but, will reduce our income by £0.5m to that assumed within our business plan, compounded year on year.

The meeting closed at 6.05 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 9th March 2021, they were signed by the Chair.

CHAIR



HOUSING AND REGENERATION SCRUTINY COMMITTEE – 9TH MARCH 2021

**SUBJECT: HOUSING AND REGENERATION SCRUTINY COMMITTEE
FORWARD WORK PROGRAMME**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND
CORPORATE SERVICES**

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1. PURPOSE OF REPORT

- 1.1 To report the Housing and Regeneration Scrutiny Committee Forward Work Programme.

2. SUMMARY

- 2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholder.

3. RECOMMENDATIONS

- 3.1 That Members consider any changes and agree the final forward work programme prior to publication.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To improve the operation of scrutiny.

5. THE REPORT

- 5.1 The Housing and Regeneration Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on the 26th January 2021. The work programme outlines the reports planned for the period March 2021 to September 2021.
- 5.2 The forward Work Programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the

cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

- 5.3 The Housing and Regeneration Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 15th February 2021. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

6. **ASSUMPTIONS**

- 6.1 No assumptions are necessary.

7. **LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 The operation of scrutiny is required by the Local Government Act 2000. The Local Government Wales Measure 2011 and subsequent Statutory Guidance include requirements to publicise the work of scrutiny committees. The operation of scrutiny committee forward work programmes was agreed following decisions by Council in October 2013 and October 2015.

7.2 **Corporate Plan 2018-2023.**

This section shows how the report content (project, proposal, information or decision) contributes towards or impacts the Corporate Well-being Objectives, which are:

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

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

Objective 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

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

The objectives are high level themes and each have several outcomes that sit underneath them, (36 in total) so it may benefit the author to look at the outcomes within the plan to understand the cross-cutting nature of the Council's priorities with regard to any impact the report may have on the Corporate Plan.

8. WELL-BEING OF FUTURE GENERATIONS

8.1 This report contributes to the well-being goals and is consistent with the five ways if working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure is considers the wellbeing goals.

8.2 The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and 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

9. EQUALITIES IMPLICATIONS

9.1 There are no specific equalities implications arising as a result of this report.

10. FINANCIAL IMPLICATIONS

10.1 There are no specific financial implications arising as a result of this report.

11. PERSONNEL IMPLICATIONS

11.1 There are no specific personnel implications arising as a result of this report.

12. CONSULTATIONS

12.1 There are no consultation responses that have not been included in this report.

13. STATUTORY POWER

13.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer jacqu@caerphilly.gov.uk

Consultees: Dave Street, Corporate Director – Social Services and Housing
Mark S. Williams, Interim Corporate Director of Communities
Shaun Couzens, Chief Housing Officer, Communities
Robert Tranter, Head of Legal Services/ Monitoring Officer
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer,
Legal Services
Councillor Andrew Whitcombe Chair of Housing and Regeneration
Scrutiny Committee
Councillor Christine Forehead Vice Chair of Housing and Regeneration
Scrutiny Committee

Appendices:

Appendix 1 Housing and Regeneration Scrutiny Committee Forward Work Programme
Appendix 2 Cabinet Forward Work Programme
Appendix 3 Forward Work Programme Prioritisation Flowchart

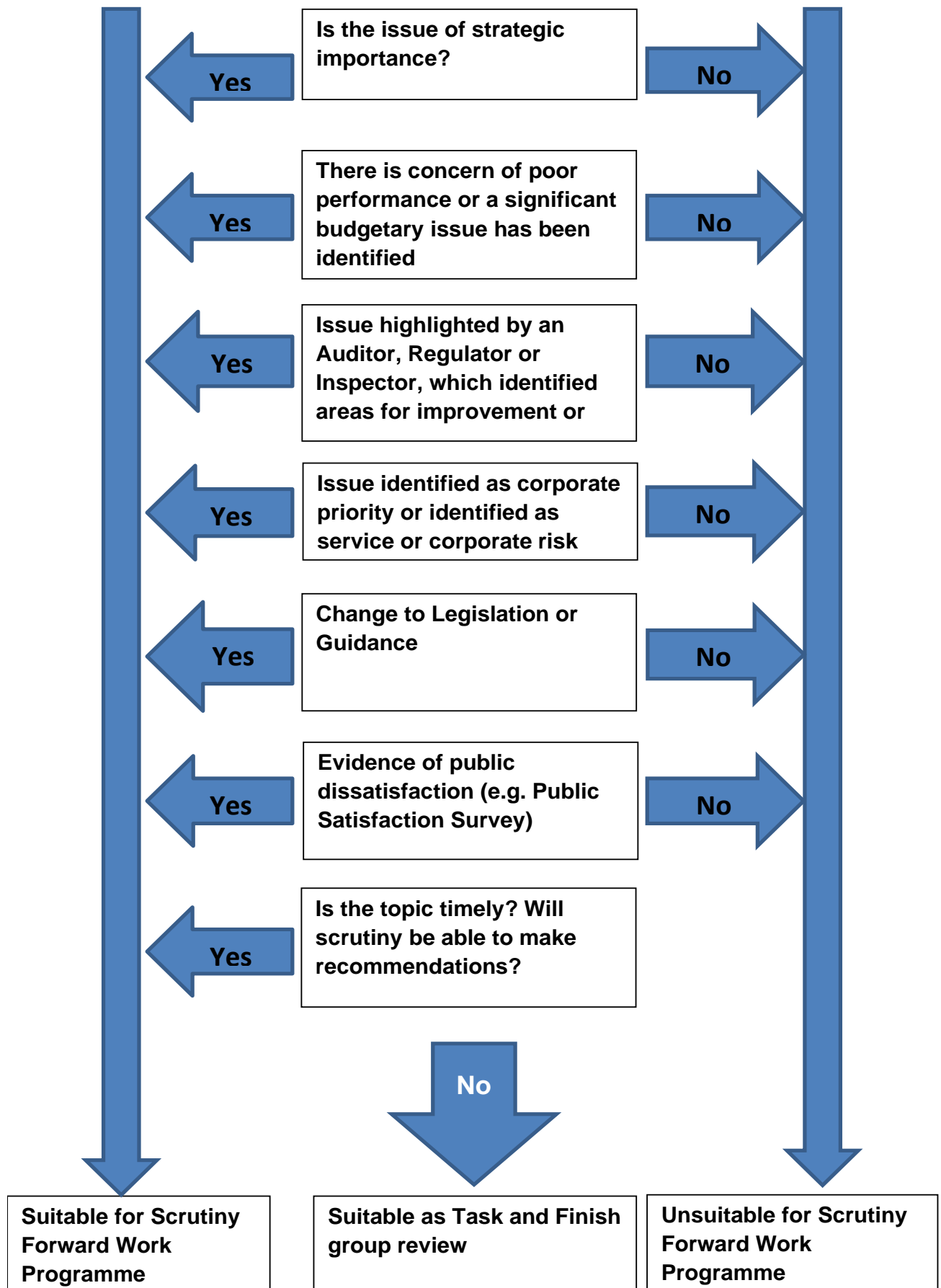
Forward Work Programme - Housing & Regeneration				APPENDIX 1
Date	Title	Key Issues	Author	Cabinet Member
09/03/21 17:30	Directorate Performance Assessment. Six Month Update 2020		Williams, Mark S;	Cllr. Phipps, Lisa;
09/03/21 17:30	Directorate Performance Assessment Six Month Update 2020 (Caerphilly Homes)		Roberts, Ros;	Cllr. Phipps, Lisa;
09/03/21 17:30	Information Item - HRA Period 9 Budget Monitoring Report		Allen, Lesley;	Cllr. Phipps, Lisa;
09/03/21 17:30	Information Item - Budget Monitoring Report 2020/21	Period 9	Roberts, David;	Cllr. Phipps, Lisa;
20/04/21 17:30	Regeneration Project Board	To provide scrutiny committee with an overview of the projects being taken forward with the support of the regeneration project board and cabinet.	Kyte, Rhian; Dallimore, Allan;	Cllr. Morgan, Sean;
20/04/21 17:30	Information Item: Affordable Housing Monitoring – 6 monthly update	To provide members with a 6 monthly update in respect of the delivery of affordable across the County Borough	Kyte, Rhian;	Cllr. Phipps, Lisa;
08/06/21 17:30	Well-being objective 2 end of year update – enabling employment	To provide members with an update on progress made against Well-Being Objective 2.	Kyte, Rhian; Dallimore, Allan;	Cllr. Morgan, Sean;
08/06/21 17:30	Local Housing Strategy		Couzens, Shaun;	Cllr. Phipps, Lisa;
20/07/21 17:30	HRA Budget – Outturn Report 2020/21			Cllr. Phipps, Lisa;
07/09/21 17:30	Directorate Performance Report – Caerphilly Homes Year End Report 2020/21		Couzens, Shaun;	Cllr. Phipps, Lisa;

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Cabinet Date	Title	Key Issues	Author	Cabinet Member
17/03/21 10:30	Interim Report from the Task and Finish Group on the Non-Residential Care Charges	To recommend to Members that they request that Cabinet extends the current rate increase for the 2021/22 financial year. This would allow the Task and Finish Group to continue their inquiry and to draft recommendations for Cabinet's consideration on the charge for Non-Residential Care from 2022/23 onwards	Jacques, Mark;	Cllr. Cook, Shayne;
17/03/21 10:30	Ness Tar - Welsh Government Loan Agreement	To consider the WG loan requirements	Kyte, Rhian;Williams, Mark S;	Cllr. Morgan, Sean;
17/03/21 11:00	Fleet Review Update	<i>To update Cabinet on the progress to date on the service review of the Councils fleet.</i>	Cooke, Paul;Richards, Sue;	Cllr. Ridgewell, John;
24/03/21 10:30	Gender Pay Gap	For CMT and Cabinet to agree the Gender Pay Gap report which has to be published by 31st March	Donovan, Lynne;	Cllr. Gordon, Colin J;
24/03/21 10:30	Pen March Wind Farm – Opportunity for Council Investment	The Council have been presented with an opportunity to take a commercial interest in a wind farm project being taken forward by RWE Renewables on land north of Rhymney. In order for RWE to explore partnership options in more detail, they want the Council to enter into a non- legally binding Memorandum of Understanding.	Allan;Kyte, Rhian;	Cllr. Morgan, Sean;
24/03/21 10:30	White Paper on Rebalancing Care and Support	To share the proposal of the Welsh Government White Paper on Rebalancing Care and Support and to seek Members views with regards to a consultation response.	Street, Dave;	Cllr. Cook, Shayne;

24/03/21 10:30	Annual Equalities Report 2019/20	To seek Cabinet approval of the statutory Annual Equalities Report 2019/20 which provides an update of the progress made during the financial year 2019/20 against targets in the Council's Strategic Equality Plan 2016-2020.	Cullinane, Anwen; Peters, Kathryn; Richards, Sue;	Cllr. Stenner, Eluned;
24/03/21 10:30	Car Parking Charges	To update Cabinet on the latest position with the Economic impact on town centres caused by the coronavirus pandemic and to recommend further free car parking to support the local economy.	Williams, Mark S;	Cllr. Ridgewell, John;
24/03/21 10:45	Review of Corporate Complaints Policy and Unacceptable Behaviour Policy	To provide Cabinet with the views of the Audit Committee on the revised Concerns and Complaints Policy	Lane, Lisa;	Cllr. Stenner, Eluned;

Scrutiny Committee Forward Work Programme Prioritisation



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HOUSING AND REGENERATION SCRUTINY COMMITTEE – 9TH MARCH 2021

**SUBJECT: DIRECTORATE PERFORMANCE ASSESSMENT. SIX
MONTH UPDATE 2020 (THE DIRECTORATE FOR
COMMUNITIES - REGENERATION)**

REPORT BY: INTERIM CORPORATE DIRECTOR OF COMMUNITIES

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1. PURPOSE OF REPORT

- 1.1 To present Scrutiny with a copy of the Communities Directorate Performance Assessment (DPA) which is part of the Council's new Performance Framework.
- 1.2 The DPA provides information and analysis for the 6-month period April – September 2020. The DPA forms part of the overall Council 'self-assessment' activity, of which members are invited to discuss, challenge and scrutinise the information in the DPA.
- 1.3 Members should note that the Communities Directorate reports to 2 Scrutiny Committees and for the purpose of this meeting the focus will therefore be on the Planning and Regeneration service aspects of the DPA. Consequently, the DPA will also be considered by the Environment and Sustainability Scrutiny Committee on the 23rd March 2021 in relation to the other services within the Communities Directorate.

2. SUMMARY

- 2.1 The Council's Performance Framework had been in its current format for several years and formed a foundation stone of the Council's governance arrangements.
- 2.2 As the Council embarked on its ambitious Transformation Programme, Team Caerphilly, alongside the emergence of new legislation such as the Local Government and Elections (Wales) Bill 2019, it became both timely and opportune that the Framework was redeveloped and enhanced.
- 2.3 The new Performance Framework was endorsed by Cabinet February 2020 and this report introduces one of the key components of the Framework, the Directorate Performance Assessment, (DPA). The DPA is a 'self-assessment' of Directorate's progress across a wide range of information types.
- 2.4 Directorate Performance Assessments are an opportunity to bring together a range of information and intelligence into one picture to answer the self-assessment question

of 'how well are we performing and how do we know'. Appendix A is the Communities Directorates Performance Assessment up to September 2020.

3. RECOMMENDATIONS

- 3.1 The Scrutiny Committee is asked to review the attached document (Appendix A) and discuss, challenge and scrutinise the information contained within.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Scrutiny members are involved in the 'self-assessment' process by scrutinising the information within the Directorate Performance Assessment. This also supports the principles within the new section (Part 6, Chapter 1) of the Local Government and Elections (Wales) Bill which provides for a new performance and governance regime for principal councils.

5. THE REPORT

- 5.1 The Council started reviewing its Performance Management Framework 2 years ago, with a view to making better use of the wide range of information and intelligence that it holds and to future proof any new processes in line with the new performance legislation.
- 5.2 The new Performance Framework has been developed to meet several strategic and operational needs as well as to align with emerging legislation and further the Council's desire; to be a high performing learning organisation focused on meeting the needs of its residents.
- 5.3 The framework was piloted in 2019 and endorsed by Cabinet February 2020
- 5.4 Part of the framework was to develop a reporting dashboard at directorate level. This report, introduces and shares the Communities DPA. To show how the DPA fits into the overall framework, the components are noted below:

5.5 The Framework

The Council's new Performance Framework has several component parts:

- Corporate Performance Assessment (CPA)
 - **Directorate Performance Assessment (DPA)**
 - Service Planning, identifying priorities resources and actions to improve.
 - Risk Management – the barriers that may prevent improvement.
 - MyTime Extra – personal learning, development, and skills to deliver on objectives.
- 5.6 The Corporate Performance Assessment (CPA) dashboard is used by the Corporate Management Team (CMT) and Cabinet; to monitor the Council's progress in delivering its strategic priorities; identifying and challenging areas of underperformance; and discussing and agreeing any remedial actions that may be required.

The dashboard is received by CMT on a quarterly basis, as well as being shared twice-yearly with Cabinet. While the dashboard itself offers a rich insight, it is set at a high-level position and designed to be an 'at a glance' overall picture. The detail that sits underneath it is within the DPA.

5.7 Directorate Performance Assessment (DPA)

The DPA dashboards are developed for all directorates. The report provides Directorate Senior Management Teams (SMT's) with a range of data to keep progress under review, drive performance improvement and manage resources, intelligence and risks. Information within the DPA dashboards is grouped as follows:

- Overall summary of the Quarter
- Progress on a Directorate's Priorities
- Performance Data
- Customer Intelligence
- Resources – financial / workforce and assets
- Risk Register
- Well-being Objectives
- Lessons Learned
- Conclusion

The DPA's are received by SMT's on a quarterly basis providing opportunities to account for progress, challenge performance and agree improvement activity. Data from DPAs will be shared with relevant Scrutiny Committees twice a year.

- 5.8 The focus of the Directorate Performance Assessments (Appendix A) is to continue our development as a learning organisation. The DPA is less about performance and targets (though they have their place). It is designed to provide a wider picture of knowledge and learning; to identify cause and effect; and to invite mature conversations that enhance learning which leads to improvement.

5.9 Conclusion

The Council's new Performance Framework as set out will provide Cabinet, Scrutiny Committees, CMT and Directorate SMT's, with a regular and embedded mechanism for monitoring progress, managing performance and driving improvement. The dashboards, which provide 'a single source of the truth', enable key aspects of performance to be discussed, actions to be agreed and learning to be generated. The ability to specifically link individual contributions to organisational goals, provides a platform for every employee to understand how they fit and to be recognised for the part the play in delivering the Council's Objectives

6. ASSUMPTIONS

- 6.1 No assumptions were thought to be required in this report.

7. LINKS TO RELEVANT COUNCIL POLICIES

7.1 Corporate Plan 2018-2023.

The DPA provides an update of progress and learning against the Council's Well-being Objectives as noted below:

- Objective 2 Enabling Employment.
- Objective 4 Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimizes the adverse impacts on the environment.
- Objective 5 Creating a County Borough that supports a Healthy Lifestyle in accordance with the Sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015.

The Corporate Plan can be found on the intranet on the Policy Portal, within the performance management section. **Click here to view.**

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The Directorate Performance Assessment shows how the Directorate's; Priorities; Risks; and its own specific Well-being Objective, contributes to the following Well-being 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

The information is wide ranging and looks at the long-term, balancing priorities with the short term and the long-term needs. The risks also identify those that impact the well-being of future generations. The actions being taken to deliver the priorities are part of preventing problems occurring, or getting worse, and delivery of these requires involvement and a range of collaborations.

9. EQUALITIES IMPLICATIONS

- 9.1 This report is for information and has no decision-making requests, so the Council full Equality Impact Assessment process does not need to be applied. Information on equalities and Welsh language will be included appropriately within the DPA's and CPA's as part of a picture of Directorate's self-assessments.

10. FINANCIAL IMPLICATIONS

- 10.1 There are no financial implications within this report. However, the DPA (Appendix A) has a section on resources, including relevant budget outturns as part of the overall self-assessment of the directorate.

11. PERSONNEL IMPLICATIONS

- 11.1 There are no personnel implications within this report. However, the DPA (Appendix A) has a section called 'resources' which provides data on a range of workforce aspects.

12. CONSULTATIONS

12.1 Any consultation responses have been included with in this report.

13. STATUTORY POWER

13.1 The Local Government Measure (2009) and Local Government and Elections (Wales) Bill

Author: Mark S Williams, Interim Corporate Director of Communities

Consultees:

Councillor Andrew Whitcombe, Chair Housing and Regeneration Scrutiny Committee
Councillor Christine Forehead, Vice Chair Housing and Regeneration Scrutiny Committee
Councillor Nigel George, Cabinet Member for Waste and Public Protection
Councillor Sean Morgan, Deputy Leader and Cabinet Member for Economy and Enterprise
Councillor John Ridgewell, Cabinet Member for Environment and Infrastructure
Councillor Lisa Phipps, Cabinet Member for Housing and Property
Robert Hartshorn, Head of Public Protection, Community & Leisure Services
Rhian Kyte, Head of Regeneration and Planning
Marcus Lloyd, Head of Infrastructure
Mark Williams, Interim Head of Property Services
Steve Harris, Head of Financial Services and S151 Officer
Rob Tranter, Head of Legal Service and Monitoring Officer
Lynne Donovan, Head of People Services
Sue Richards, Head of Education Planning & Strategy
Anwen Cullinane, Senior Policy Officer, Equalities, Welsh Language & Consultation)
Steve Pugh, Corporate Communications Manager
Ian Raymond, Business Improvement Support
Sharon Hughes, Committee Support Officer

Appendices:

Appendix A COMMUNITIES - Directorate Performance Assessment (DPA - April to September 2020)

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Communities Directorate Performance Assessment



Appendix A
2020/21 Quarter 1 & 2

Content

Select to view

Directors Summary



Priorities



Performance



Customer Intelligence [\(Incl Regulator Info\)](#)



Resources



Risk



Well-being Objectives



Conclusion





During this first 2 quarters of 2020/21:

- Delivered business support (grants/relief) at pace in partnership with Welsh Government (WG) in response to the pandemic.
- Refocussed services to deliver services to vulnerable residents (buddy scheme, foodbank deliveries, track and trace).
- Reviewed service delivery and back office systems to maintain Planning and Regeneration services remotely.
- Concluded the public consultation on the Heads of the Valleys Regeneration Masterplan.
- Secured £1m investment from NRW to reopen the Cwncarn Forest Drive and worked in close partnership to progress.
- Despite the effects of the pandemic, front line services have generally been delivered seamlessly to our residents and businesses.
- Although there have been considerable challenges caused by the pandemic, generally service priorities have been progressed (as can be seen from this Directorate Performance Assessment - DPA).

Currently, there are some significant challenges that lie ahead for 2020/21.

In particular:

- The pandemic has adversely affected performance in some services and it will be challenging to reverse these effects (e.g. waste tonnages & recycling effect on performance) in 2020/21.
- A review of the structure and resources required to deliver a long term waste collection and cleansing service in line with scrutiny review recommendations.
- As a result of the review of the CPE after 6 months operation, a Scrutiny Task and Finish Group has re-convened to review Council Policy in relation to the provision and use of its network of car parks.
- Development of a plan to deal with ash die back across the Authority.
- The final Air Quality Action Plan for Hafodyrnys and its recommendations have been approved by WG and the acquisition of the 23 properties has progressed. In addition, the Minister has granted an extension to the Authority's air quality direction to enable a more thorough evidence base to be composed.
- Commencing the development of the Authority's new Local Development Plan (LDP) and its resultant evidence base.
- Completion of the Heads of the Valleys Regeneration Masterplan and resultant sign off by Council.
- Adoption of the Authority's new Decarbonisation Plan and implementation of its resultant Action Plan.
- Reviewing and implementing a new funding model for Highways Infrastructure.
- Completion of the Tourism venues service review and implementation of recommendations.
- Continuation of the partnership work with Natural Resource Wales (NRW) to secure the re-opening of the Cwmcarn Forest Drive and improve its financial position.
- Progressing key actions arising from the Caerphilly Transformation Agenda.
- The Metro/City Deal poses some challenges for 20/21 and beyond. The challenges are related to timely decision making and funding and resource availability to deliver the relevant aspects within the stipulated timeframes
- Completion of LED transfer and part night lighting (Medium Term Financial Plan - MTFP savings and carbon reductions).
- Fleet renewal (upgrading) - for key front line services combined with a phased move to electric vehicles where possible.
- After a successful programme of Directorate 'Summits' further sessions are planned in Quarter 4 to feedback on progress against actions agreed in sessions held in January 2020.
- Work commencing on Placemaking Strategy for the County Borough to help in form capital investment straggles and resultant decisions in late 2020.
- A Green Infrastructure Strategy has been developed and is due for Cabinet sign off in November 2020.
- Work with WG has commenced on a Placemaking Plan for Caerphilly Town and Transport Interchange, but implementation will be both challenging and resource intensive. Cabinet sign off of the first stage of the plan (Ness Tar Site) is expected in October/November 2020.
- The continuation of the pandemic combined with the risk of severe winter weather presents a challenge which will need to be addressed in a "Winter Covid Resilience" plan.

Good News –

The organisational response to the Covid-19 pandemic in the first 6 months of the year has been very positive. This has included staff commitment and flexibility to re-purpose services combined with continued seamless frontline service delivery. The "Team Caerphilly" ethos has really been demonstrated in this period.



Priorities



Title	Completion Date	RAG	Progress - Achievements - Impacts
ALL Services			
To identify savings proposals to ensure that a balanced budget for the 2020/21 financial year can be approved by Council in February 2020.	Feb-20	<div></div>	Agreed budgets and Medium Term Financial Plans (MTFP's) position for 20/21 are fully covered in the existing Council Financial Plan. However, financial projections are likely to be affected as a result of the Covid-19 implications and changes to service delivery and emerging responses. So, each of our monitoring reports will likely show a changing and evolving picture. Corporate Property is included in the budget monitoring reports submitted to Policy & Resources Committee. Infrastructure, Public Protection and Community & Leisure budget monitoring is submitted to the Environment & Sustainability Scrutiny.
Community & Leisure			
Seek Cabinet approval and implement the outcome of the waste review in relation to collection systems and secure long term MRF arrangements.	Mar-21	<div></div>	The proposal to review the garden and food waste collection service has been ratified by the Waste Review Board and a series of options are being developed prior to introducing a reconfigured collection regime for implementation in Spring 2021. The refuse and recycling route optimisation programme will resume in 2021. Covid has delayed work on this. The negotiations were put on hold with RCTCBC as a result of Storm Dennis. Negotiations with RCTCBC have been compromised by the covid lockdown although plans for resurrecting the dialogue are in place for the end of 2020.
Seek Cabinet approval and implement the outcome of the waste review in relation to Household Waste Recycling Centres (HWRCs).	Mar-21	<div></div>	Preparations for the development of a Reuse Facility have included the securing of funding from Welsh Government. The proposal is to develop the Parks building at South Road, Penallta Industrial Estate into a Reuse Facility and this will integrate with the neighbouring Household Waste Recycling Centre (HWRC) facility. This super site may allow for the rationalisation of the existing network in due course. As a consequence of covid controls impacting on service and in line with a number of neighbouring Authorities a booking system for site use has been proposed for implementation in February 2021.
Undertake a review of the resourcing of the Waste Service.	Apr-21	<div></div>	Review of existing structure and work systems has started but progress disrupted by covid. Plan to recommence assessment of operations with recommendations for reconfiguration for Spring 2021.
Sustain and improve recycling performance.	Mar-21	<div></div>	Education and Awareness Campaign synchronised with the Welsh Government National Be Mighty Campaign aimed to increase participation in the recycling services (start September 2021). Initiatives to look at optimising the recovery rates at the Household Waste Recycling Centres (HWRC) sites are to be discussed with Cabinet in November 2020 as this presents a particular challenge.
Implement and adopt a plan to deal with Ash Dieback across the county borough to ensure the safety of our residents and road users.	Mar-20	<div></div>	Ash Die back remains of concern, the authority continues to fell any trees noted with significant ash die back whether this is identified during routine inspections, service requests or during ad-hoc site visits. Work is still progressing nationally for a funding model to be adopted by WG.
Implement the 10 year Sport & Active Recreation Strategy	Mar-29	<div></div>	The Sport & Active Recreation was formally adopted by CCBC in November 2018 and implemented in January 2019. Strong progress has been made in terms of working collaboratively with a range of partners to support the developemnt, operation and access to a range of new facilities. Further positive developments have been realised in terms of collaborative partnership working across Gwent and more locally with schools and both the independant andd voluntary sector
Prepare and implement proposals for the development of Caerphilly Leisure Centre	Apr-22	<div></div>	An initial buisness case was developed in respect of a new Caerphilly Leisure Centre on the existing Virginia Prk site. Further opportunities have now been presented in respect of the Nes Tar site. This will require a new buisness case to support a possible change in emphasis to support the Caerphilly plac shaping agenda

Priorities



Title	Completion Date	RAG	Progress - Achievements - Impacts
Develop partnership working with PSBs and other partner organisations to improve the health and well-being agenda.	Mar-20	●	Strong collaborative work continues across Gwent to support access to and the delivery of participation in sport and active recreation in improving the health and wellbeing of residents. There are excellent collaborations the the Positive Futures programme that aim to use sports, active recreation, health and wellbeing as tools to support increased engagement and improved outcomes
Develop and adopt a Green Infrastructure Strategy to identify important sites and how they could be managed differently.	Mar-20	●	Draft Green Infrastructure Strategy endorsed by Scrutiny Committee in October 2020, due to go to Cabinet for approval in November 2020.
Undertake a review of Fleet Management and Vehicle Maintenance to improve service efficiency and delivery.	Mar-20 +Ongoing	●	Review in progress with some interventions implemented; completion delayed due to Covid. This work has also been supplemented by two independent inspections i.e. Vehicle and Operator Service Agency (VOSA) and Logistics UK, formally the Freight Transport Association (FTA).
Infrastructure			
Restructuring and re-alignment of services (maintaining a positive trading account) and consolidation of existing customer/client base and identify wider opportunities	Mar-23	●	The restructuring and re-alignment of services was completed and existing client base was consolidated. Wider opportunities and the maintaining of positive trading accounts have been severely hampered by the COVID Pandemic. While the initial financial impacts have been realised the ongoing long-term effects are still being monitored.
City Deal and Metro strategic priorities; Maximise City Deal funding streams and opportunities	Mar-23	●	£5m Local Transport Fund (LTF) funding package awarded for 2020/21 from WG. This includes some initial design funding for Caerphilly Interchange (£250k) and Ystrad Mynach Park and Ride (P&R) extension (£175k) for CCBC.
Monitoring of Civil Parking Enforcement (CPE) effectiveness.	Apr-20	●	Annual Civil Parking Enforcement (CPE) Report to be presented to the Environment & Sustainability Scrutiny Committee on 27 October 2020. Initial indications for 2019/20 are that this has been a successful introduction of CPE. However, 2020/21 has been hampered by Covid.
Monitor the business module surrounding the introduction of Sustainable Underground Drainage Systems (SuDS) Approval Body (SAB).	Apr-20	●	Due to current circumstances and the reluctance of Developers to engage with the new legislation, it is difficult to achieve the targets set in the business plan. To assist, Welsh Local Government Association (WLGA) are embarking on an industry wide data gathering exercise of lessons learnt over the coming months to help inform the WG 2 year review of SAB. At present there is only about one third of developers applying for Planning also undertaking the Suds Approval Body (SAB) requirements. Relevant engagement is progressing prior to any enforcement as a last resort.
Deliver the Local Transport Plan (LTP) and assist in delivering an Authority Local Development Plan (LDP) and wider Regional Strategic Development Plan (SDP).	Mar-23	●	Ongoing with Local Transport Fund (LTF) and Active Travel funding grant wards for 2020/21 supported by CCBC Regeneration Board funding to take forward the Councils Metro plus priorities.
Introduce further energy efficient street lighting	Mar-22	●	It is anticipated that the Light Emitting Diode (LED) and part-night lighting conversion will be completed by January 2021, 14 months earlier than the target of March 2022
Develop highway investment options to improve the investment in carriageway resurfacing to limit any future network deterioration	Mar-23	●	Work ongoing in relation to Highway Asset Management to consider the most viable funding options for the longer term sustainable maintenance of the network.
Commuted Sums policy introduced	Mar-20	●	Agreed by Cabinet 10/7/19
Property			



Title	Completion Date	RAG	Progress - Achievements - Impacts
Continue to lead the rationalisation of building portfolio and reduction in associated costs and the improvement in the condition of retained buildings	Mar-23	<div></div>	<p>Much progress made in relation to Core Corporate Offices and Schools including: Closure of Ty Pontllanfraith and Oakdale/Cwmcarn/Pontllanfraith/Abertwssg/Pontlilotyn Schools.</p> <p>Delivery of one new Secondary and one new Primary School.</p> <p>Enterprise House vacated and Ty Pontygwindy to be vacated summer 2021. Cherry Tree House to be vacated early 2021. Move to agile working will allow further rationalisation of the office estate with overall aim of focusing office accommodation on the Tredomen campus</p> <p>There are 22 Service Asset Management Plans (SAMPS) and 14 SAMPS have been completed. The remaining 8 are in various stages of completion. Due to maternity cover and the ongoing COVID 19 pandemic the completion of further SAMPS has been put on hold to concentrate on operational matters. As a result of COVID 19 all moves that could impact the SAMPS have been put on hold until the new year . There are several corporate reviews being undertaken which will also affect the steer of each service's SAMP e.g. walk in review, agile working review along with the public sector/ third sector co location hubs. A review of the completed SAMPS and further progress and completion of the remaining SAMPS will need to be undertaken and refocussed on the outcomes of the corporate reviews and asset rationalisation programme in 2021.</p>
Disposal of surplus land especially land with residential redevelopment potential	Mar-23	<div></div>	<p>Disposal of Bedwellty Fields and the Ty Pontllanfrath sites progressing and both sales should be complete by March 2021. Disposal of the surplus Oakdale and Ty Darren sites awaiting decisions by Caerphilly Homes. Disposal of Pontllanfraith school site on currently hold.</p>
Maintain efforts to keep sickness absence to a reasonable minimum.	Mar-23	<div></div>	<p>Good progress continues. Absence profile as follows: 2016/17 =7.2%: 2017/18 =3.5%: 2018/19 =2.6%: 2019/20 4.7%: 2020/21to September 3.5%</p>
Lead efforts to improve the statutory testing compliance of our buildings and to promptly action remedial tasks arising from testing and inspections	Mar-23	<div></div>	<p>Good progress made. Testing compliance now excellent and overdue remedials generally negligible with the exception of fire risk tasks in schools. These are the responsibility of schools but Property Services now taking a lead role in monitoring and reporting and Education colleagues have put an escalation process in place.</p>
Assist in reducing the energy consumption in Council buildings and promote the on site generation of renewable electricity where possible.	Mar-23	<div></div>	<p>Electricity consumption across the core corporate offices has significantly reduced through a combination of rationalisation and energy saving measures including the upgrade of all lights in Ty Penallta to LED fittings. Over 3,400 PV panels have been installed to date on Council buildings and these generate 620 megawatts of renewable electricity per annum. Options to further increase energy generation on the Tredomen campus are being presented to Cabinet in 2020. High overnight consumption in Ty Penallta has been investigated and steps taken to reduce. Reinvestment of LEAF loan funds continues apace.</p>
To continue to deliver a fast changing capital project workflow. In particular to endeavour to match resources to workload and ensure costs are balanced by the fee revenue.	Mar-23	<div></div>	<p>A fluctuating workload and difficulty in attracting new staff has made this challenging. The Coronavirus has presented significant further challenges however as of October 20 all core projects have been progressed with limited delay. Further challenges ahead</p>
Public Protection			
Implement Food Law Enforcement Service Plan and the Health and Safety Law Enforcement Action Plans.	Mar-23	<div></div>	<p>Deferred due to Covid 19</p>



Title	Completion Date	RAG	Progress - Achievements - Impacts
Progress the feasibility study and implement a preferred option for achieving compliance with the European Union (EU) Ambient Air Quality Directive at Hafod-yr-ynys in the shortest possible time.	Dec-22 Action completed ahead of time	<div></div>	<ul style="list-style-type: none">• All properties have been sold and cleared internally and are now in the ownership of the Council• Ecology surveys are almost coming to an end (end of November), no major show stoppers to date, but mitigation will be required for bats. Where entry points have been identified in properties, these have been closed off.• Tree surveys undertaken• All properties have been made safe, asbestos surveys and structural surveys undertaken and all consumer meters have been removed.• All grant monies have been claimed up to and including June 2020. Paul is currently working on July to Sept claim (they have been inundated with business grants for COVID).• Continuing to have monthly governance meetings with WG where we discuss projects risks / timelines and finances etc• The properties have had many break ins with opportunists taking advantage of pipework / boilers etc within. Housing have been called out many times to make safe the properties due to missing floorboards etc. <p>Further required work</p> <ul style="list-style-type: none">• Geotechnical surveys to inform the final design of the footpath• Work with the landowner at the rear (opposite side of the stream) to provide the required mitigation for ecology purposes – this relationship is going well at present and he is working with the Authority.• Felling licenses to be obtained from NRW to create the required access points to the rear of the properties.• DEMOLITION <p>This action is now completed, because the feasibility study has been concluded and the Final Plan accepted by Welsh Ministers.</p>
Present proposals for consideration by Members regarding a Public Space Protection Order excluding dogs from marked sports pitches.	Dec-19	<div></div>	Draft Public Space Protection Order has been presented to Cabinet and Scrutiny and endorsed for public consultation which will be undertaken when circumstances allow a meaningful consultation to take place.
Prepare for "Brexit" , end of transition and advice and support to business and consumers	Dec-20	<div></div>	Ongoing-waiting for clarity on deal /no deal scenario.
Further develop the Safer Caerphilly hub to support partnership response to problem places and people, and anti-social behaviour process	Mar-20 extended to Mar-21	<div></div>	<p>The Safer Caerphilly Hub is now well established and has had an extremely positive Impact by co-locating staff and enhancing the information sharing processes amongst partners. Since March of this year the fortnightly tasking meetings were moved to remote meetings conducted via Microsoft Teams. This has worked well with all partners attending regularly, assessing the crime and disorder data, establishing priority areas and allocating resources appropriately. This has resulted in a number of joint partnership operations to address anti-social behaviour, enforcement of Covid regulations and targeting key problematic dates such as Halloween and Bonfire Night. It is hoped that post Covid the Hub will move into a larger space to allow more agencies to work together.</p> <p>The original Completion Date was Mar-20. However, this priority is ongoing, as we are waiting to have a bigger space and then include more partners.</p>
Regeneration & Planning			
Succession planning and review of service standards	Mar-23	<div></div>	Modernisation of the Planning Service - Report was to be considered by Council at the AGM in September 2020 - delayed to May 2021.
Review Planning application process enhance efficiency, enhance ability to work in an agile manner.	01/012/2020	<div></div>	Agile working now rolled out as a consequence of the pandemic. Planning application process mapping underway.

Priorities



Title	Completion Date	RAG	Progress - Achievements - Impacts
Review of the Destination (Tourism Service)	Mar-21	<div></div>	Ongoing however the Tourism attractions have been seriously impacted by the pandemic and have been shut for a prolonged period, and staff have been redeployed to Buddy scheme, track and trace and the foodbank deliveries. Roadmap to Recovery prepared to guide the reopening of the venues as regulations allow.
Secure the re-opening of the Cwmcarn Forest Drive	Apr-21	<div></div>	Working in partnership with Natural Resource Wales to reopen the Drive in the Autumn of 2020. Surfacing of the Drive is being undertaken by CCBC on behalf of NRW. Slight delay in programme - likely reopening Spring 2021.
Provide a planning policy framework that meets the future land use needs of the County Borough up to 2031	Dec-24	<div></div>	Council have resolved to prepare a Replacement Local Development Plan (LDP), however, the public consultation on the Delivery Agreement had to cease as a consequence of the pandemic. Need to restart when public consultation is possible - Aim for early 2021.
Contribute to the preparation of a regional planning policy framework for South East Wales - The Strategic Development Plan (SDP)	Mar-26	<div></div>	Work has stalled on the Strategic Development Plan (SDP) as a consequence of Cardiff and Newport's lack of reporting and the Welsh Government (WG) consultation on CJs which will have a direct bearing on governance arrangements for the SDP. Anticipated set up date for Corporate Joint Committee (CJC) September 2021.
Deliver on the Regeneration Strategy. Improve the viability and vitality of town centres	Mar-23	<div></div>	Good progress being made on the Caerphilly Town 2035 and associated strategic priority sites contained within it, specifically the Interchange, Pentreban Street and the HQ building. All retail centres have been severely impacted by the pandemic and a town centre recovery group has been set up at both the regional and local level to help the viability and vitality of our towns through physical interventions and financial support.
Prepare bids on Cardiff Capital Region City Deal, European Regional Development Fund (ERDF) and other Welsh Government (WG) opportunities	Mar-23	<div></div>	Working closely with WG and Transport for Wales (TfW) on the Caerphilly Town 2035 to drive forward strategic priorities within the Valleys Task Force (VTF) Strategic Hub, namely Caerphilly. Preparation of bids for the Cardiff Capital Region (CCR) Housing Investment Fund are underway. £920k Targeted Regeneration Investment (TRI) funding secured.
Maximise income from the Retail property portfolio.	Mar-23	<div></div>	All retail properties are occupied with the exception of 25 Cardiff Road which is scheduled to be demolished.
Maximise income from the Business Support and Funding industrial and office property portfolio and provide support to improve local facilities and create economic and social opportunities	Mar-23	<div></div>	Good progress has been made on increasing occupancy levels and rents have all been reviewed to ensure that income is being maximised. There is a need to sub divide larger units/suites to smaller units to meet the known demand.
Prepare the remaining two Materplans for Greater Blackwood and Risca to Newbridge Corridor	Jan-23	<div></div>	Not started - need to appoint officer and this has not been possible due to the freeze on recruitment during the pandemic. Interviews for new position to take place in October 2020.

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Count No's	RAG	Status
2	Black	Not yet started or too early to report any progress (achievements/changes)
2	Red	Started but not progressing well
21	Amber	Started with reasonable progress achieved
16	Green	Going well with good progress
41	Total	

Performance

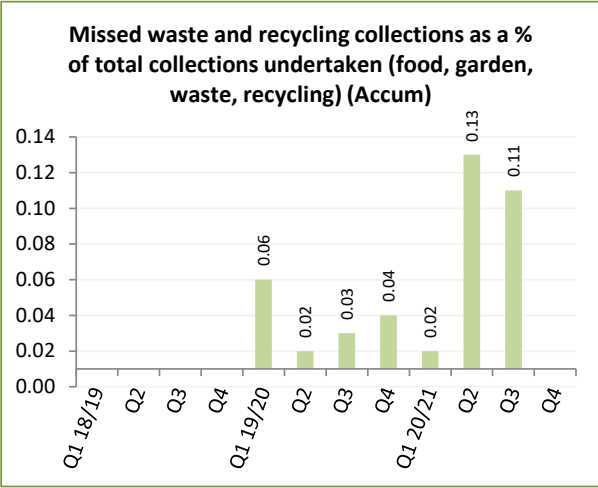
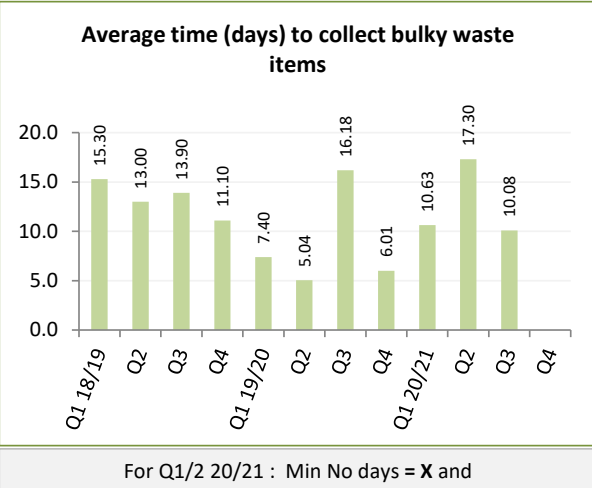
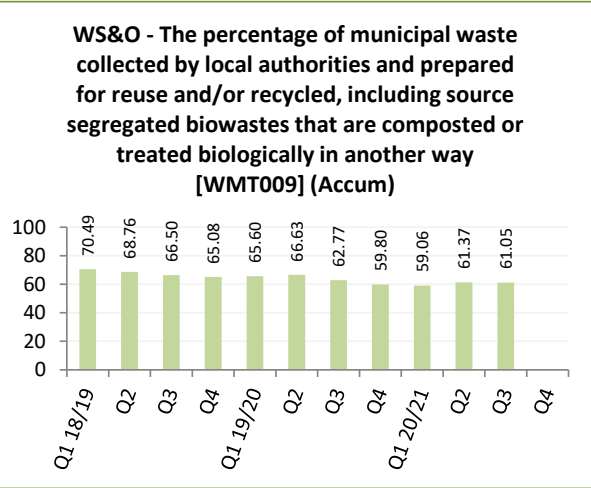
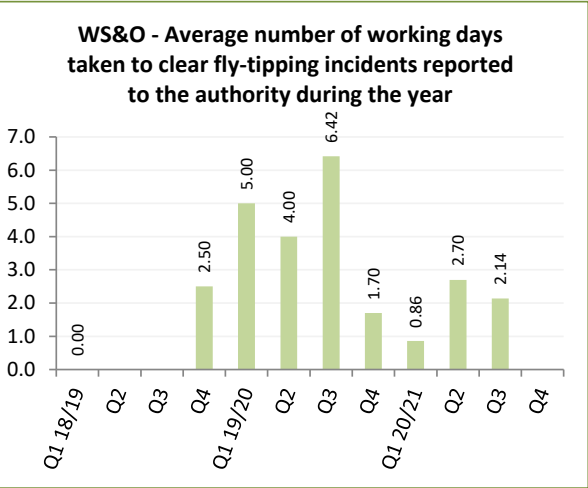
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Link to Base Data

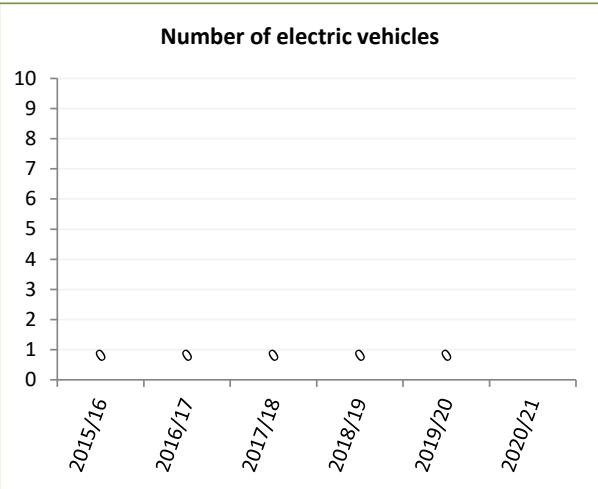
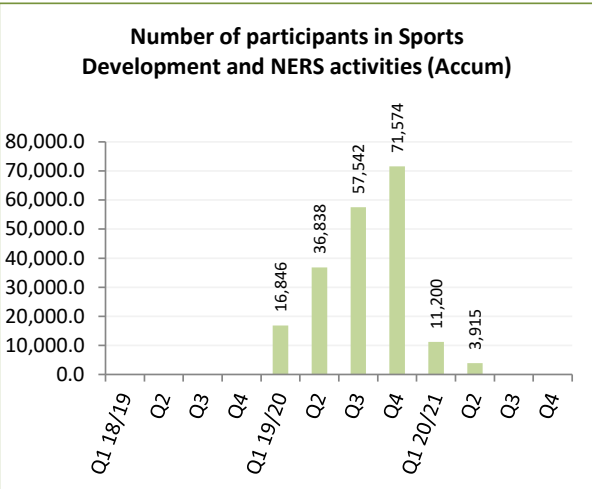
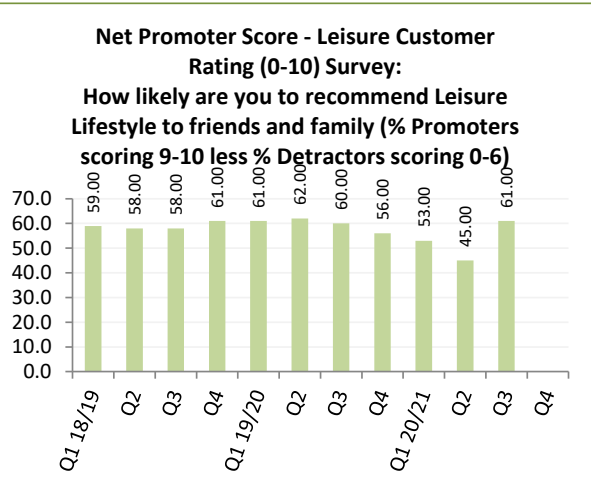
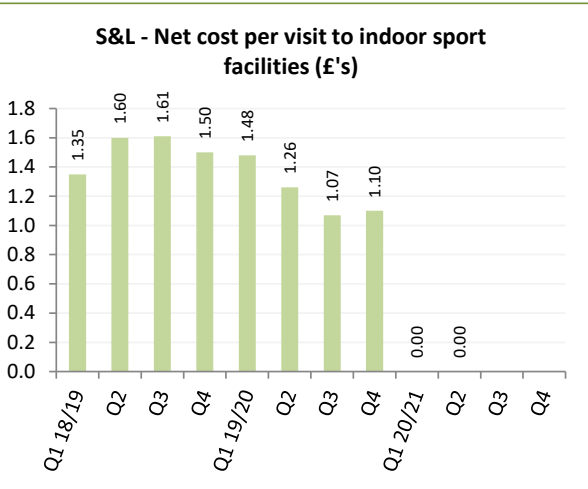
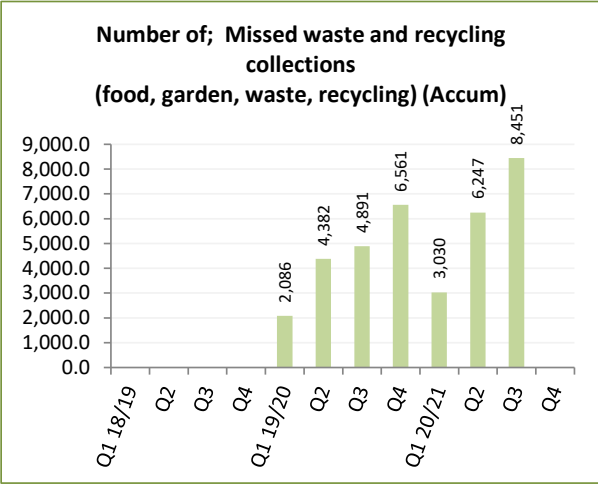
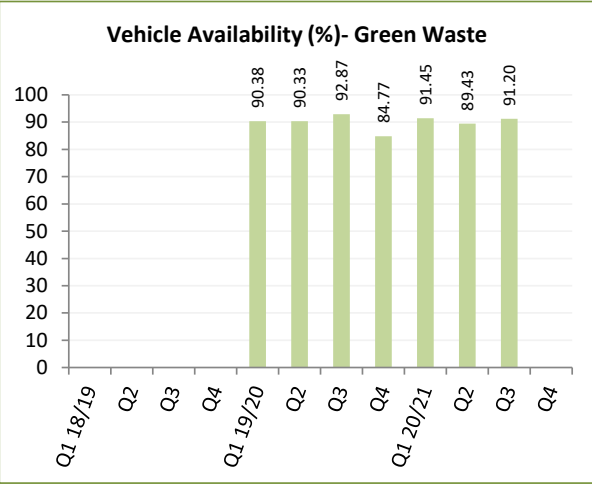
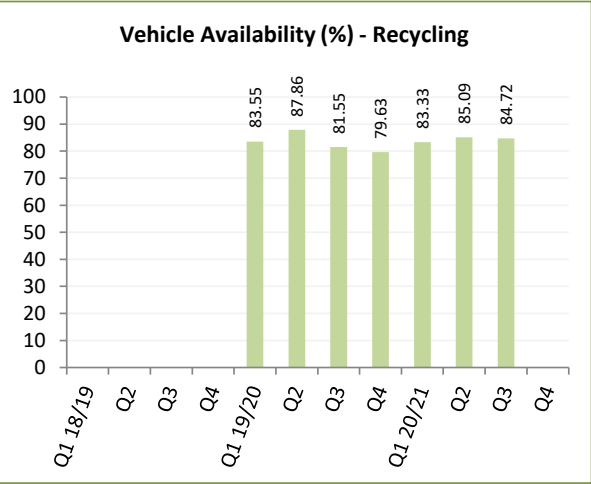
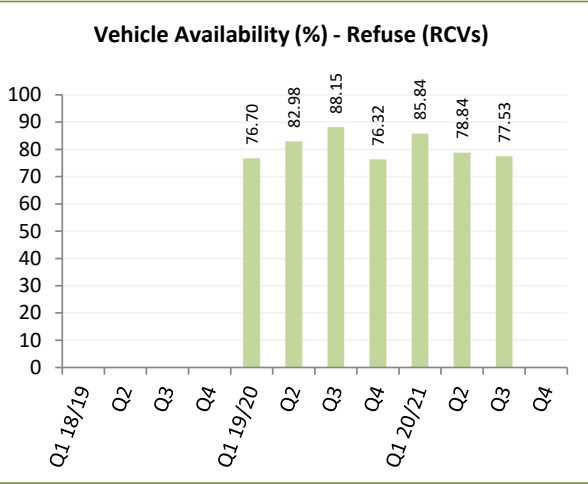


COMMUNITY & LEISURE - Measures

What is performance telling us?



For Q1/2 20/21 : Min No days = X and the Max No days = Y



S&L - Net Costs (Q1 20/21)

- Q1 data not available as Leisure Centres were CLOSED.
- Q2 data not available as Leisure Centres were primarily CLOSED.

S&L - Participation

- Event cancellations and restricted facility access during Covid has affected results

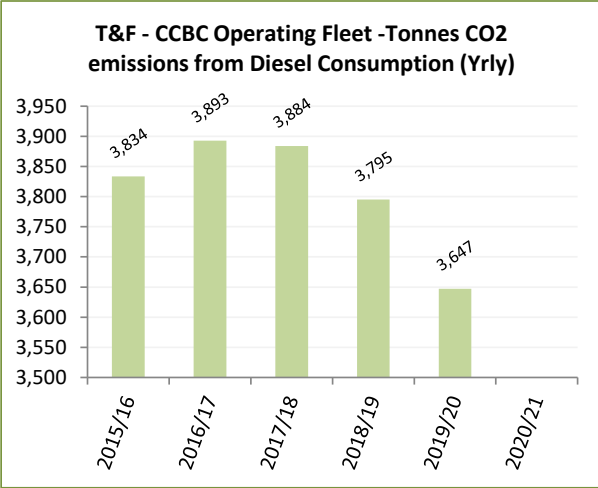
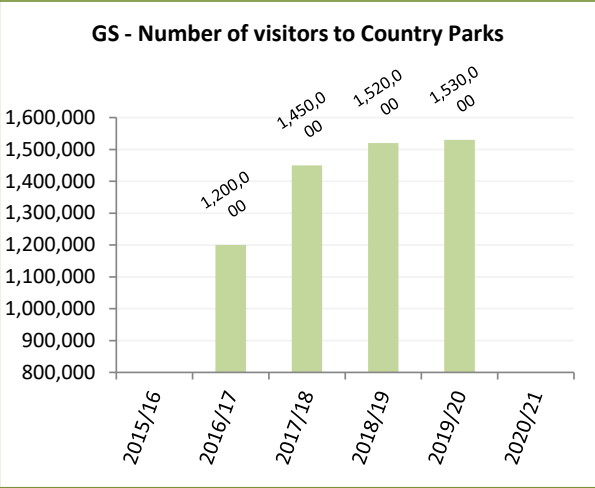
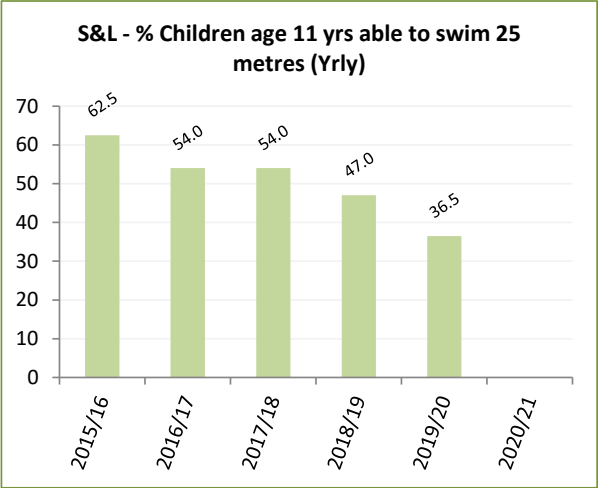
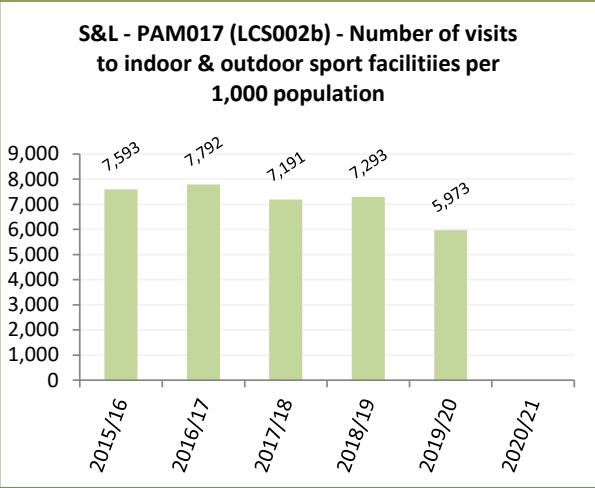
S&L - % Children - SWIM

The 19/20 figure is so low due to the Covid 19 Pandemic – only 2 out of 6 sites has any school swimming this year

Performance

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[Link to Base Data](#)



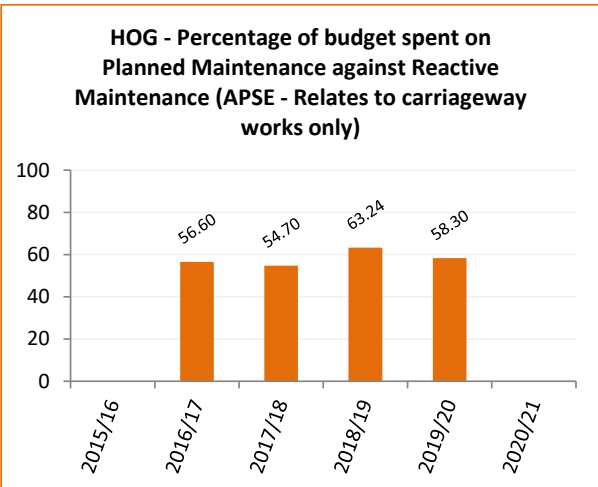
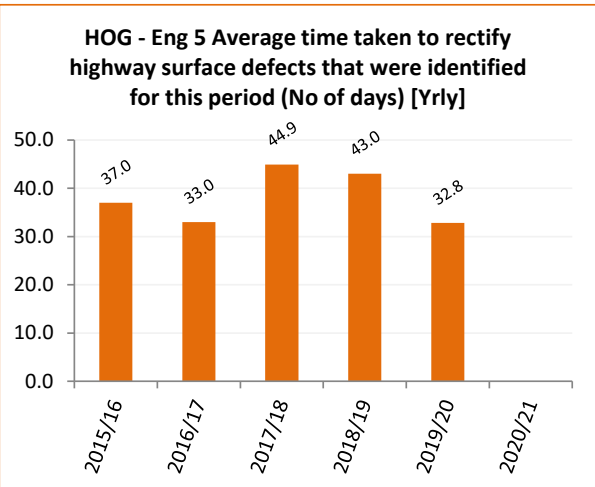
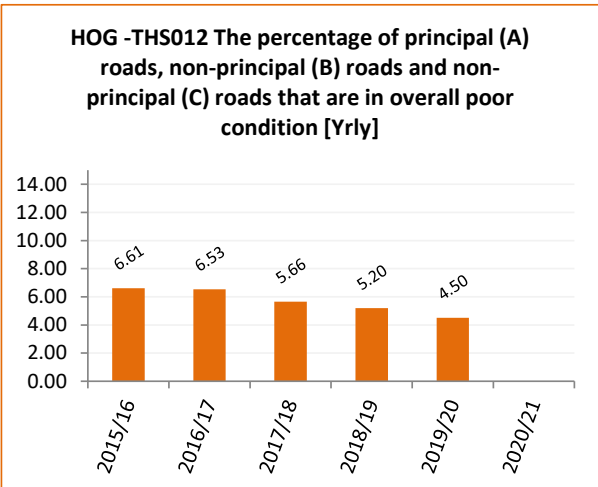
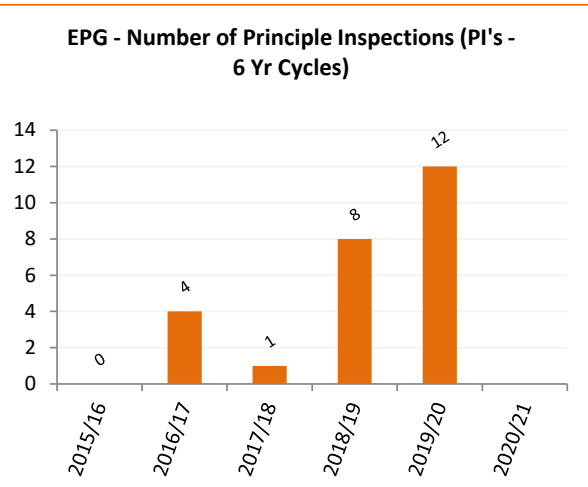
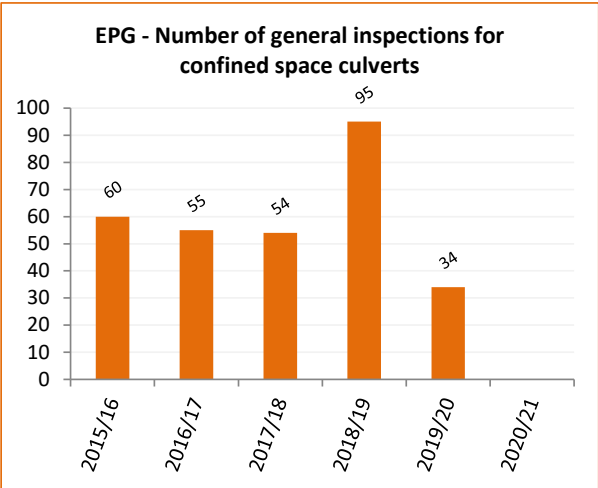
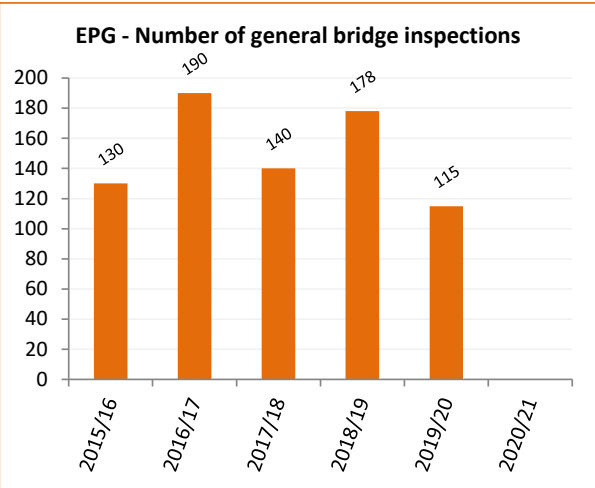
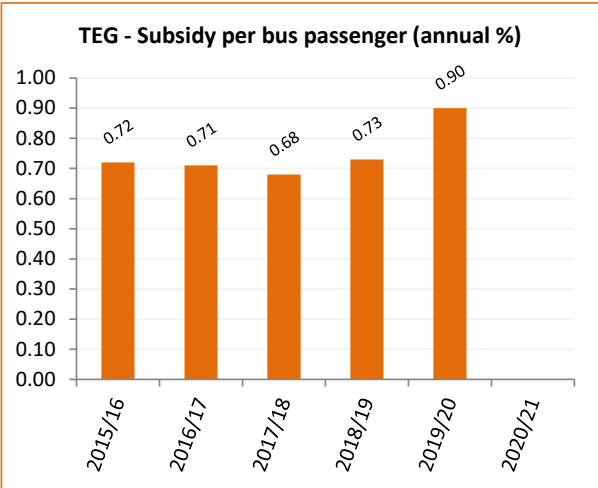
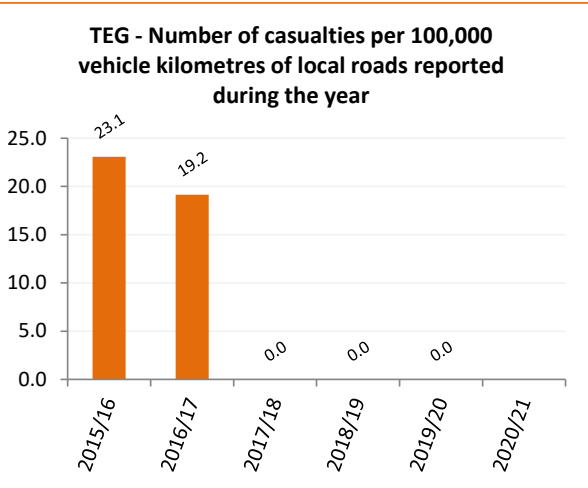
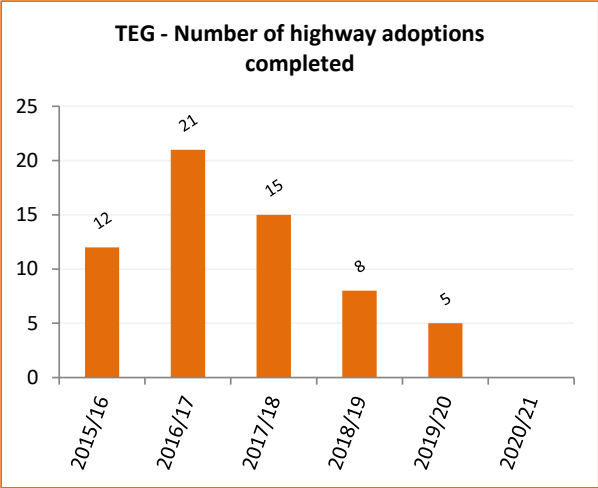
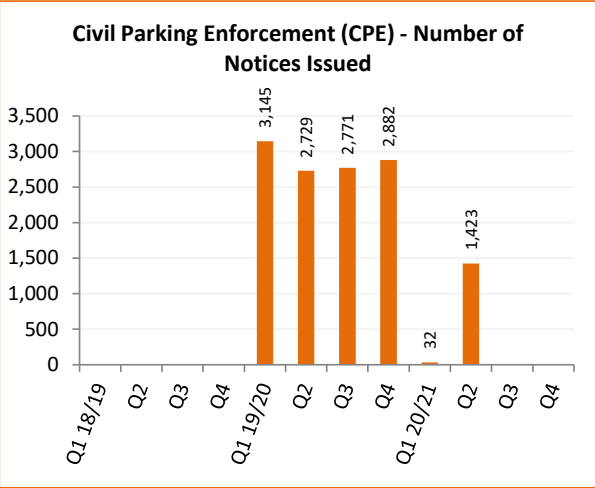
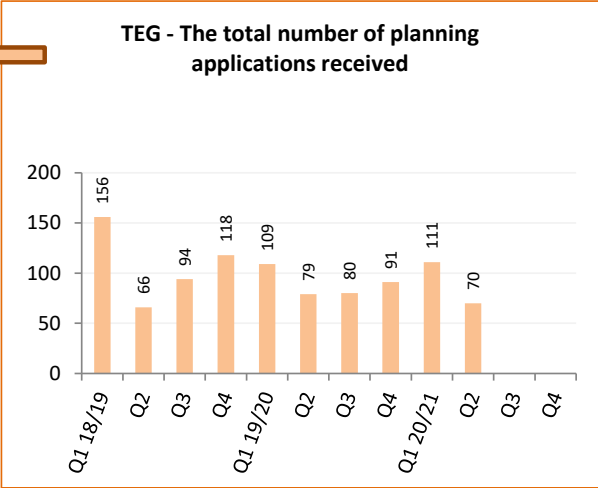
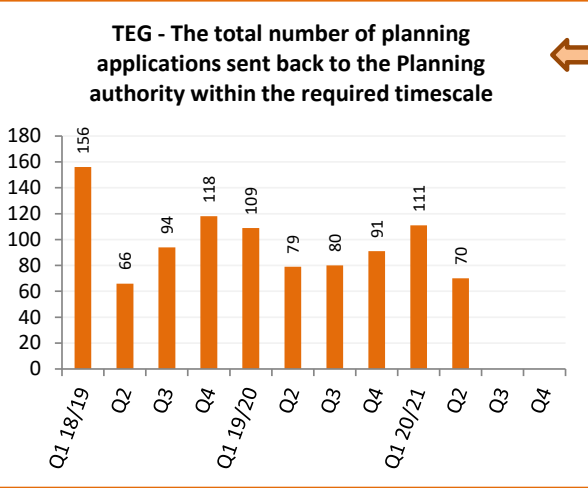
S&L PAM017 (19/20)

- Storm Jorge forced either entire closures or part facility closures to New Tredegar LC, Heolddu LC and Newbridge LC in February.
- Newbridge LC Fitness Suite closed to the public for a complete refurb on the 19th February.
- All Leisure Centres completely closed to the public from 20th March due to Covid lockdown, however, we saw a significant decrease in numbers in the weeks leading up to the lockdown coming into force.



INFRASTRUCTURE - Measures

What is performance telling us?



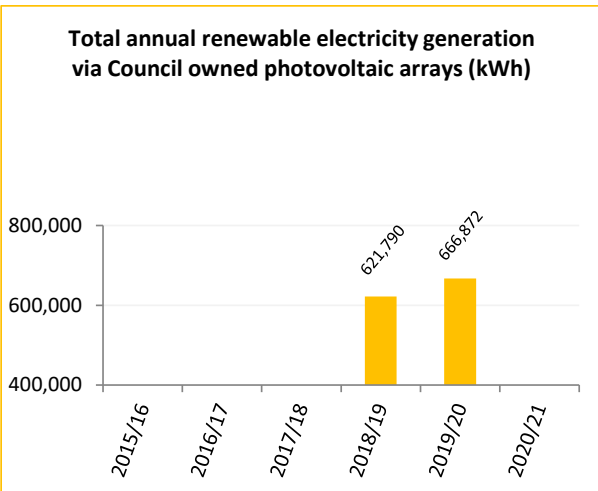
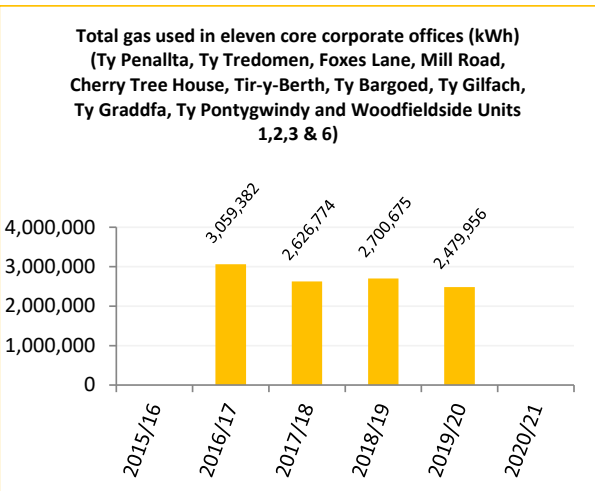
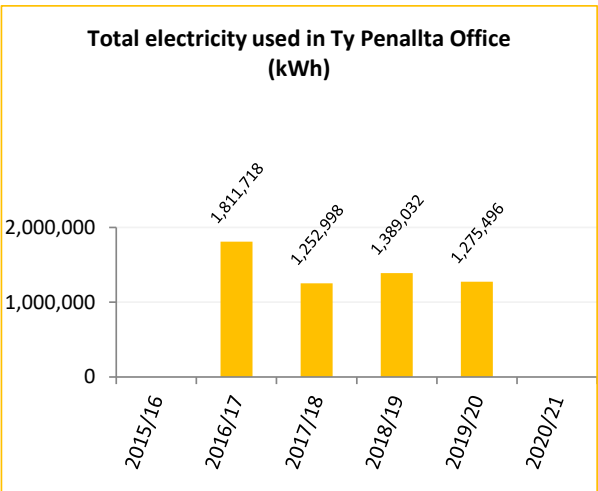
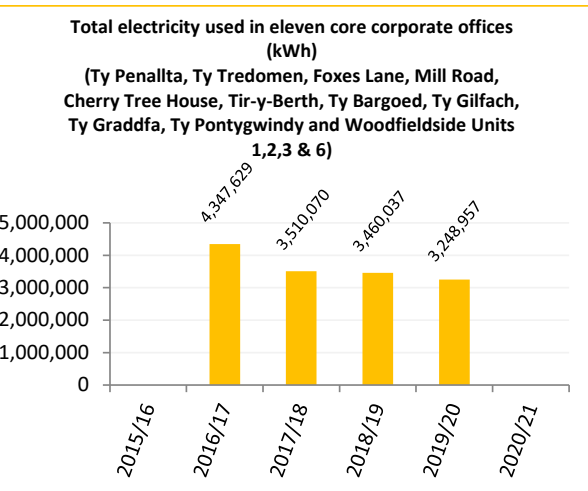
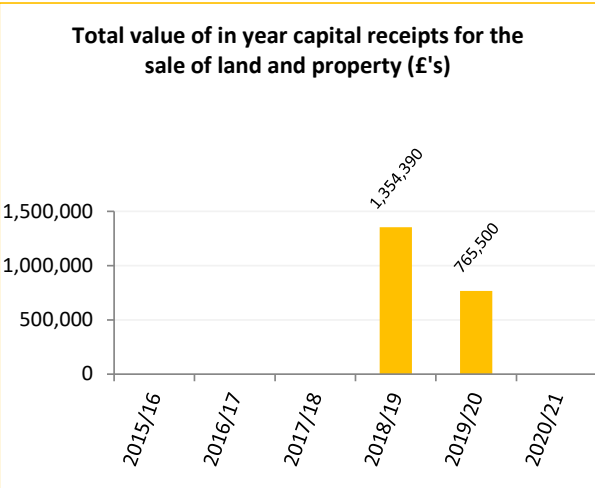
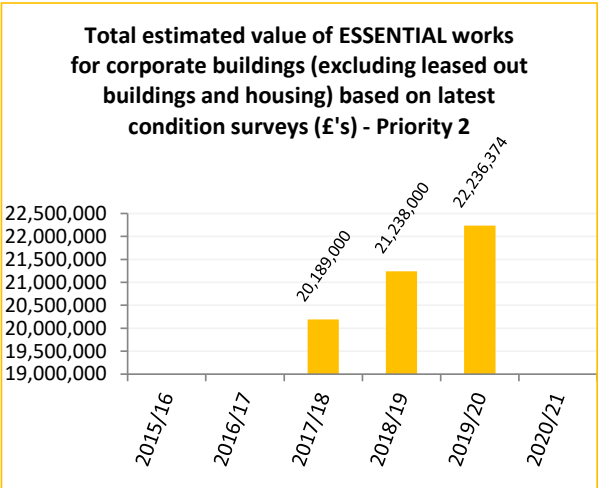
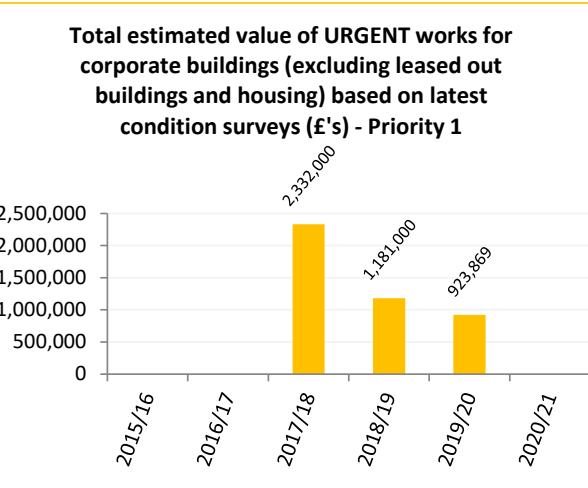
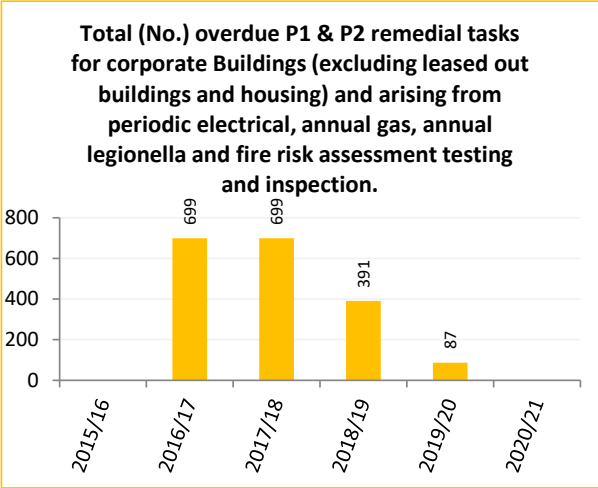
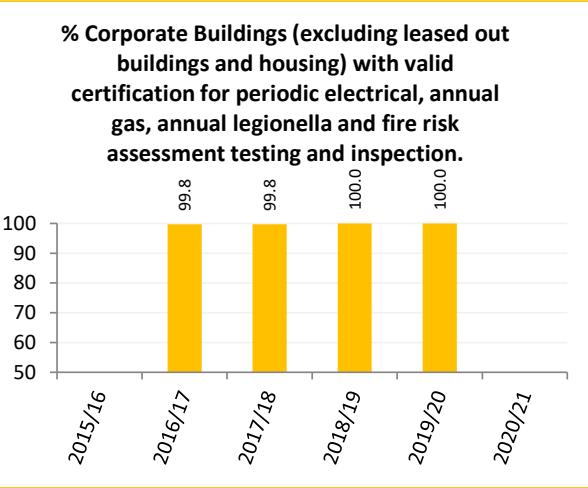
Performance

These charts wil 'auto-update' from the data tab 'Base Data - Performance'

Link to Base Data



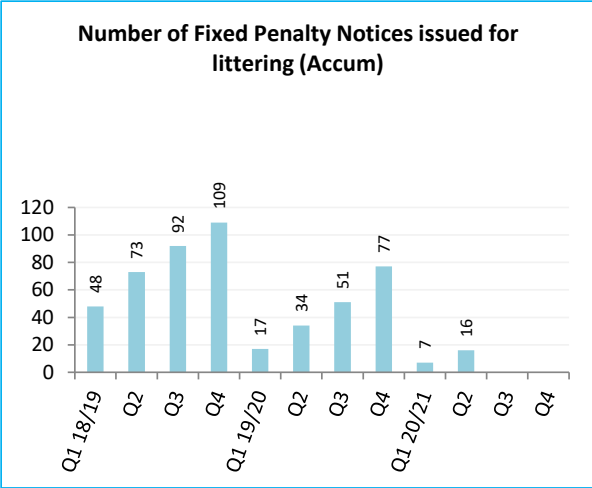
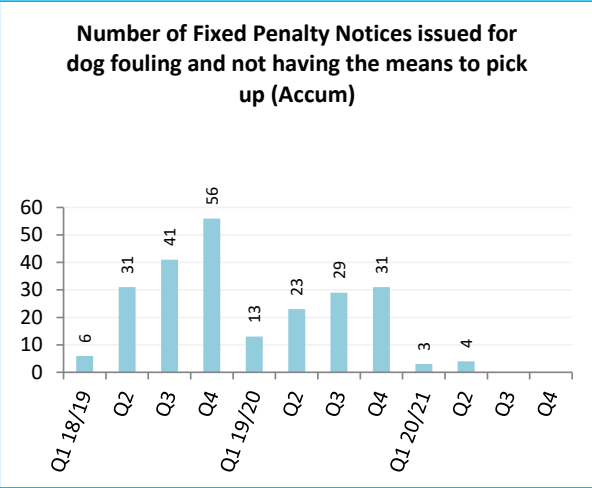
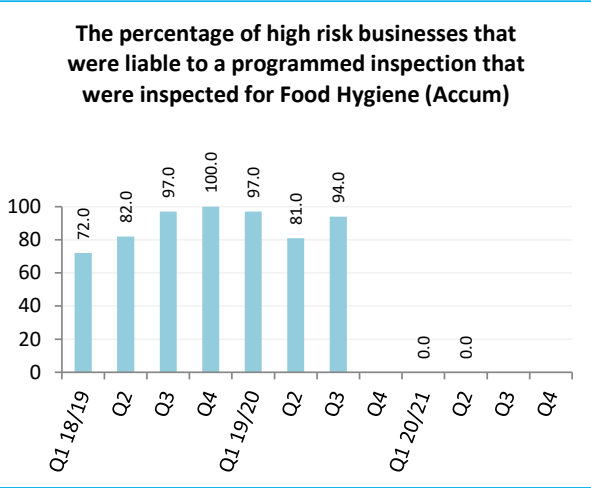
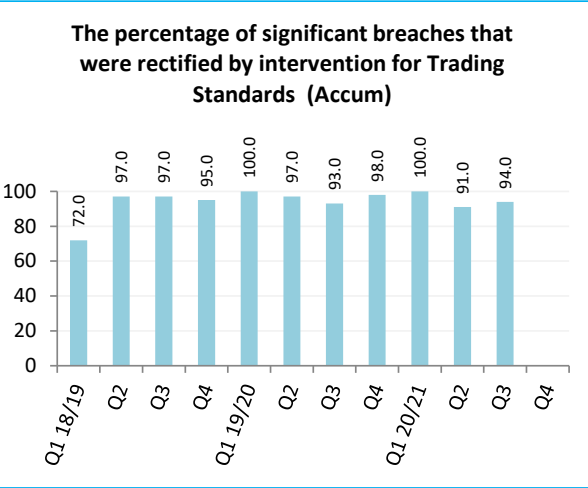
CORPORATE PROPERTY - Measures



What is performance telling us?



PUBLIC PROTECTION - Measures

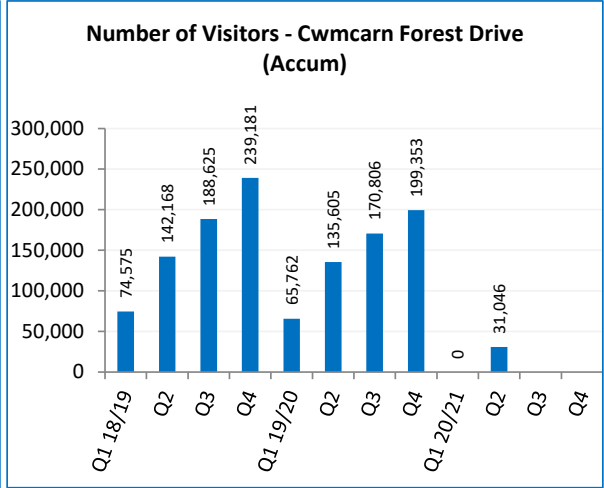
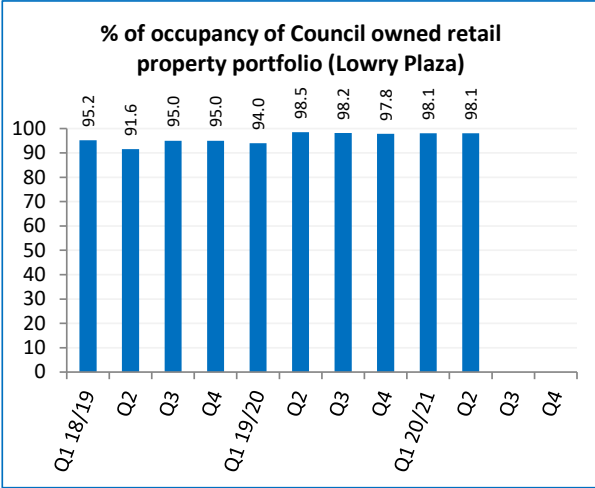
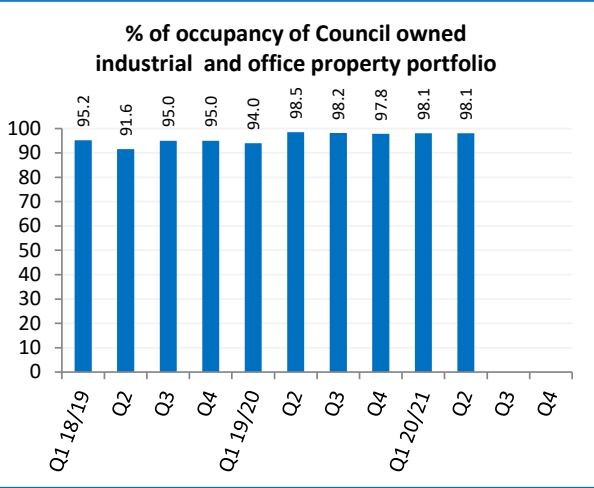
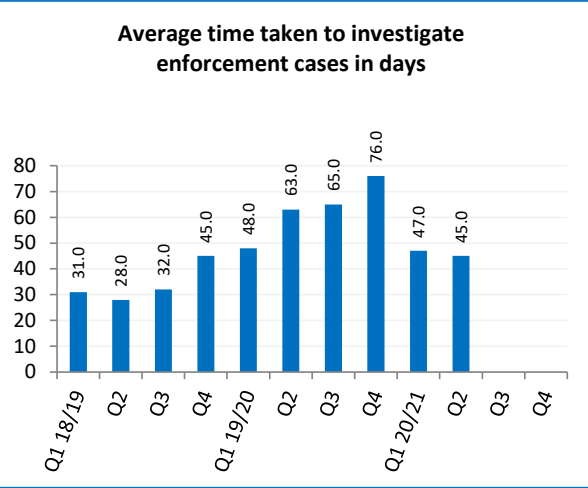
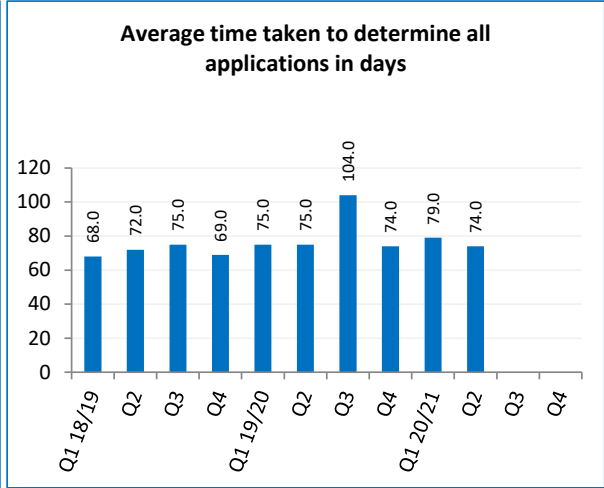
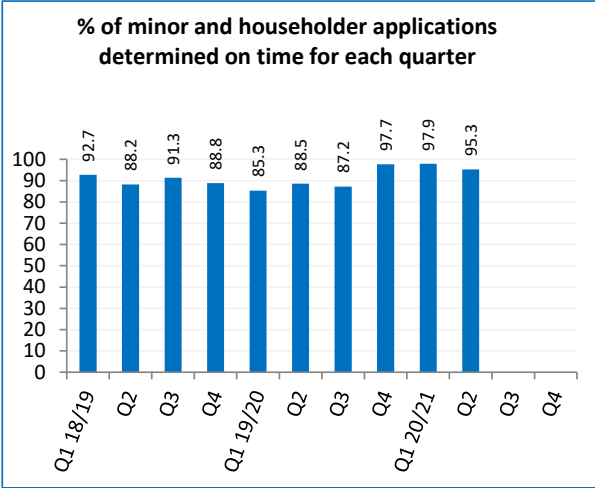
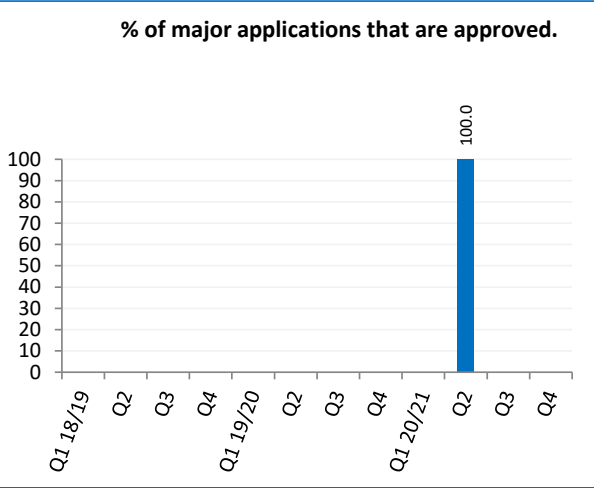
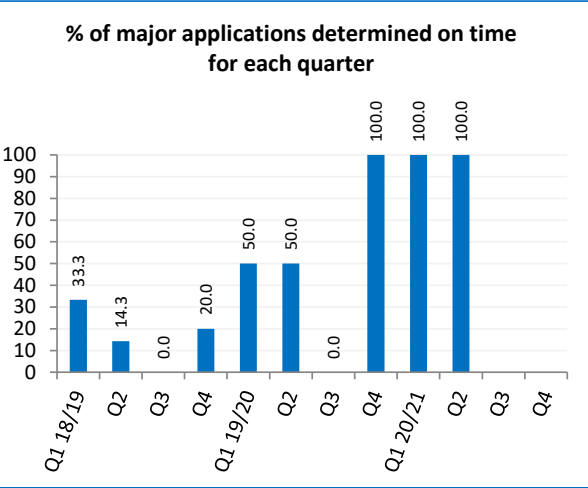


What is performance telling us?

10/11/20 (MG): All proactive Trading Standards and Food Safety work was suspended in March 2020 to provide the required response to the COVID pandemic, hence the figures have not been updated for this year.



REGENERATION & PLANNING - Measures



What is performance telling us?

Customer Intelligence



Household Survey - Very/Fairly Satisfied:

	2015	2017	2019		2015	2017	2019
Civic Amenity / Household Recycling Sites	86%	84%		Road Surfaces	52%	51%	
Garden & Food Waste Collections	91%	84%		Pavement Surfaces	65%	61%	
Refuse Collection	89%	83%		Drains & Gullies	68%	65%	
Recycling	93%	85%		Signs & Road markings	82%	76%	
Cleanliness of streets	65%	64%		Street Lighting	89%	81%	
Parks & Play Area's	85%	83%		Winter Maintenance	72%	70%	
Recreation & Sports Grounds	88%	86%		Highway Management	61%	49%	
Country Parks	88%	93%		Town Centre - Services & Amenities		60%	
Anti Social Behaviour - Community (Levels the same or better)	65%	54%		Town Centre - Shopping	60%	57%	
Crime - Community (Levels the same or better)	71%	63%		Quality of life - Local Town	70%	63%	
CCBC & Police deal with ASB & Crime	63%	51%		Quality of life - Local Neighbourhood	76%	64%	

Individual Service Surveys - Very/Fairly Satisfied:

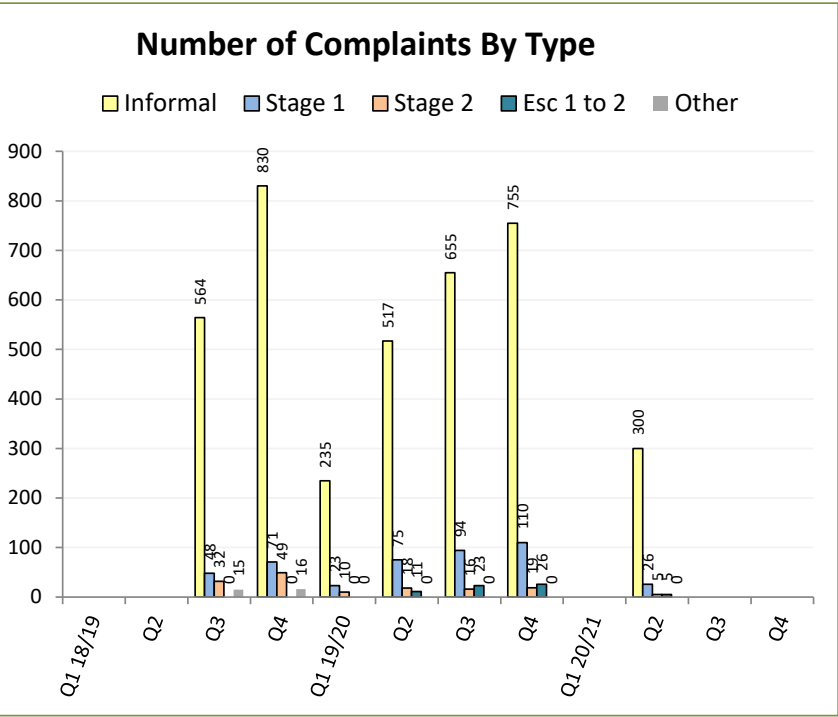
	2017/18	2018/19	2019/20		2017/18	2018/19	2019/20
Customer satisfaction with Licensing	N/A	100%	N/A	Customer Satisfaction with Health and Safety (%)	100%	85%	
Trading Standards – Trader/Business satisfaction	99%	98%	100%	Customer Satisfaction with Food Safety (%)	99%	100%	
Trading Standards –consumer advice satisfaction	98.75%	98.70%	98.00%	Customer satisfaction with Registrars	100%	100%	100%
Net Promoter Score - Leisure Customer Rating (0-10) Survey: How likely are you to recommend Leisure Lifestyle to friends and family (% Promoters scoring 9-10 less % Detractors scoring 0-6)		61	56	<< as at Year End			

What is our customer intelligence telling us?

- Public perception (Household Survey satisfaction levels) are declining but this is inevitable with MTFP service reductions.
- Waste/recycling targets may have possibly reached a threshold/peak, given the focus on public behaviour.
- Street cleansing services have been constrained, so will see further deterioration in performance.
- Highways maintenance budgets are restricting opportunities to keep on top of, let alone improve highway conditions.
- Several years budgetary cuts to Parks, Recreation, Country Parks are reflected in the Household Survey results and will likely to continue to show decline in future years.
- The retail climate is proving challenging for our retailers and this is adversely impacting on vacancy rates and thus customer satisfaction in respect of our town centres.

There was NO Household Survey undertaken in 2019.
As part of the wider service tranformation considerations, a revised Household/Citizen Survey is being considered for possibly Nov 2020 to Jan 2021.

A Shopper Attitude Survey was undertaken in 2019 to monitor the trends in shopper attitudes to compare the research, with previous surveys which have been carried out every three years from 1994 to the present.



Complaints (current year)

			Completed in Target Times	
Complaints By Type	Count	%	Count	%
Informal	300	89.29%	243	81.00%
Stage 1	26	7.74%	23	88.46%
Stage 2	5	1.49%	4	80.00%
Esc 1 to 2	5	1.49%	4	80.00%
Other	0	0.00%	0	#DIV/0!
Totals	336	100.00%	274	81.55%

			Completed in Target Times	
Complaints By Service	Count	%	Count	%
Community & Leisure	203	60.42%	176	86.70%
Infrastructure	59	17.56%	41	69.49%
Property	1	0.30%	0	0.00%
Public Protection	46	13.69%	38	82.61%
Regeneration & Planning	20	5.95%	13	65.00%
Other	7	2.08%	6	85.71%
Totals	336	100.00%	274	81.55%

Complaints: Between April 2020 and Sept 2020
(As recorded on the Corporate Complaints Register - Checked on 28th Oct)
Target Times (Working days): Informal = 20 days / Stage 1 = 10 / Stage 2 = 20 & Other = 20. Acknowledgement, issued in 5 Working Days.

- Ongoing key issues identified (summary of key findings @ Sept 2020):
- Waste collection delays
 - Waste spillages, relocation and replacement of bins/bags on/for collections
 - CA Site access/availability
 - Waste Collection & CA site staff behaviour/attitudes
 - Foliage, tree overgrowth and street cleansing
 - Littering, dig fouling, fly-tipping
 - Street lighting & Traffic Management Controls
 - Pot holes and resurfacing
 - Parks availability & maintenance
 - Antisocial behaviour during Covid
 - Pest and vermin control
 - Cemetery damage
 - Parking enforcement
 - Noise pollution (business & public)
 - Maintaining Covid controls in public places



Possibly add a chart here for;
Number of Service Requests (by
Service)/Accumulative for year or by Period

Service Requests:		Numbers and % Response in Target Times			
SR's - By Service		Standard	%	Members	%
Community & Leisure					
Infrastructure					
Property					
Public Protection					
Regeneration & Planning					
Other					
Totals					

Service Requests: What are we learning from the SR's?

Are there any particular learnings/issues/matters arising identified from SR's?

Services started to investigate opportunities and functions around these data sets across all services in 2019/20. Only Highways/Infrastructure currently has an established mechanism (through MAYRISE) at present. Other services data is fragmented, but it is anticipated that new digital processes and applications will change this position.

Covid-19 lock-down has interrupted this progression.

Possibly add a chart here for;
Number of FOI's (by Service) & Subject Access
Rights?/Accumulative for year or by Period

Freedom of Information Requests:		Numbers and % Response in Target Times			
FOI's - By Service		FOI's	%	SAR's	%
Community & Leisure					
Infrastructure					
Property					
Public Protection					
Regeneration & Planning					
Other					
Totals					

Freedom of Information Requests: What are we learning from the FOI's and/or Subject Access Rights requests?

Are there any particular learnings/iissues/matters arising identified from FOI's/SAR's?

BIT are currently making enquires with the GDPR Team regarding available data/stats sets.

The GDPR Team started (mid 19/20) working on re-configuring parts of their database in order to produce the necessary reports. At present, they are not yet in a position to provide such data sets (was originally hoping to have something in Q4 of 19/20).

Regulatory / Inpsectorate / Other Controls - Views:

ISO 9001:2015 Certification:

Building Cleaning Services (BCS) has maintained their certification (April 2020).
Networking Contract Services (NCS) has maintained their certification. Next full certificate renewal date - April 2021.
Engineering Projects Group (EPG) has maintained their certification. Next full certificate renewal date - March 2022 (Feb 2020 Surveillance Visit highlighted a number of Minor and Major non-conformities that need re-work).

Regulatory Work Programme - Reports - Feedback:

- The Wales Audit Office completed a follow-up review of their previous work on the Sport and Active Recraetion Strategy. A draft report was received in Q3 of 2019/20.

See seperate page for Regulatory Action Plan Respoonse to date.



Compliments

A sample of compliments received by the various services across the Directorate are included below:

Sports and Leisure

Waste Strategy & Operations

I wish to express my admiration and appreciation to the staff of the Environmental Services Dept for their work for our community. The continuous service of refuse, recycling, food and garden waste collection has been exemplary during this COVID-19 epidemic. In addition the recycling centre in Penallta has operated very well in restricted circumstances. The demeanour, assistance and hard work of the staff is a credit to them and your Authority.

The efficiency,attitude and tolerance of the two men on the food waste lorry should be recognised, they are second to none in all aspects of their work,and if you had employee's awards I would recommend them without hesitation'

Forgot to put my green bin out last night. Fell asleep with my baby she been unsettled with her teeth last few nights. This morning the boy on the gelligaer bin empty was our saviour bless him.. I opened the window with the baby in my arms as I was up feeding her and asked him to take the bin and he did and put it back... Whoever you are young man thank you soo much..

During the current health crisis, nice to see the streets as clean and tidy as they have ever been and continuing to be cleaned everyday.

Want to send in thanks to Jon Roberts at Aberbargoed CA site, he was very helpful and extremley polite. .

Thank you to the recycling crew who surprised my son with a selection box of chocolates yesterday. He looks forward to seeing them every week. Some of his first words were 'bin meh!' as he pronounces it

Community Safety Wardens

Trading Standards

Re Covid 19 Compliance

Your two colleagues called in today to check how we were fairing with the new rules & regulations and to check if we had any further questions etc.

Firstly we appreciate the visit and up to date advice; as always we promise to a dear to it and let us know if the rules change etc

Secondly, I just wanted to let you know that the two gents who visited us today were clear, concise and helpful. Sometimes it’s easy to criticise but I just wanted to let you know we appreciated their visit.

Re local shop not following guidelines. Many thanks for actioning this so promptly.i have just checked and they are abiding by all rules fully Thanks again in your speedy action to stop the spread

Registrars

I would just like to say that the person who carried out the birth registration was so friendly and with everything going on, still made the process feel like a celebration. Having someone be kind and friendly makes all the difference

I would like to say a very big thank you to the staff at Registrar Office for all the help they gave me this week. My Nephew returning to UK from Autraliar would not have happened without you. Thank you again.

Licensing

The Chief of Gwent Police sent thanks and compliments regarding the manner and way in which an officer engage,s keep them updated with current legislation and supports them in their role. We value your expertise in this area and I think it just goes to show that by working together in partnership we can achieve great things.

We would like to say thank you for visiting us on Friday – we were left feeling a lot more confident that we are getting things right. Also, we have placed stickers on the floor as recommended. We reopened the pub today.

Thank you ,most helpful, and my thanks for all the queries you have dealt with since the lockdown. Much appreciated

CCTV

Please pass on my thanks to the operator that dealt with my call , for being very helpful, professional and courteous.

Please pass on my thanks to the operator she was very good in dealing with me and my complaint.

Track & Trace

Thank you for all your support. I have advised other Primary Heads how efficient and reassuring you all are.(from a primary school)

Thank you so much once again – really, really grateful for your support AND PATIENCE

Environmental Health



<p>Pest Control</p> <p>Your rodent officer is very efficient in his responses to requests and is to be commended. Please could you also extend our gratitude to the pest control team for resolving our issue with the wasps nest - it certainly appears that the nest has been eradicated. The officer was helpful, reliable and professional.</p> <p>Food /Health & SafetyTeam</p> <p>Thanks for taking the time to talk to me earlier, it was much appreciated and really useful, thank you so much</p> <p>I'd like to thank you and your colleagues for the help given when we started the venture</p> <p>Iam grateful that you came in to see me and you wasn’t abrupt at all and that shows great character and professionalism so thank you very much Thank for your help with water damage to the shop , I really appreciate it .</p> <p>Regeneration & Planning</p> <p>Economic Development - congratulations on still having this team and providing grants for businesses. Spoke with Steve Wilcox - friendly, helpful, knowledgeable and tactful staff.</p> <p>Rhymney Valley Foodbank - CCBC Regeneration Team have been absolutely fantastic and we have a system in place that is working brilliantly from my perspective. Demand has skyrocketed - it has doubled or more - with 40-60 parcels going out each week. But the response from community groups, the council and the trussel trust and individuals help keep food and donations coming in has been equally impressive.</p> <p>I am in the process of selling my property and found a number of planning conditions had not been discharged on the property. I have been dealing with Elizabeth Rowley who has been most helpful. She is a total professional, very courteous and provided the advice I required in a prompt fasions which is even more remarkable within the current climate. Elizabeth is an ambassador for your department and I would be grateful if you could forward on my sincere thanks to her.</p> <p>Today was amazing. We could not have asked for more. Everything was perfectly done and the Manor melts our hearts. So proud to be your first wedding back. We wanted to thank you sincerely for all your help to us throughout. Today was a success because of you. Thank you so much for helping to make this such a special day.</p> <p>Infrastructure:</p> <p>Congratulate operatives on the works 31/3/2020 and how they conducted themselves and with the quality and amount of work they did for us. Also like to mention the quality of tarmac that was used as it produced a quality finish.</p> <p>I appreciate the pro active way in which some of your staff have handled a ward issue I recently raised with them. I can only say a most sincere 'diolch' not only for seeing to a request of mine quickly but in the way the issue was approached and dealt with. The issue was dealt with efficiently especially during this period of lockdown.</p> <p>Closed Towpath due to leak: Thank you for your email regarding the Towpath at Pontywaun. Please would you be kind enough to thank everyone involved in getting this sorted. I appreciate this very much. Thanks for keeping me informed.</p> <p>Significant drop in Canal level: I would just like to pass on my thanks for the message and update I received on 1/6/2020 from Kevin. Your prompt response and action at this challenging time is greatly appreciated.</p> <p>I just wanted to say thank you for your help last week with regards to the Ty’n-Y-Graig Footbridge, and in particular your permission (via Caerphilly Council) for us to use the Llanbradach Community Centre as our base for operations. It was a great help for what might have otherwise been a logistical nightmare.</p> <p>I would just like to let you know that my husband and I think CCBC are doing a fantastic job in these troubled times. We were very impressed by the number of workers doing all the jobs on the Newbridge bypass yesterday (grass cutting, litter picking, lighting maintenance and roundabout clearing)all by Just blocking off one lane. Well done and thank you. Keep safe.</p> <p>Wanted to thank us for allowing him to keep the barriers for a week in order for him to put queueing systems in place. It was very much appreciated.</p> <p>Flooding: Council boys have been excellent fair play they have done all they can for us and is much appreciated.</p> <p>Wanted to pass on thanks for your willingness to help. It made a massive difference to return to school this week.</p> <p>I went on a site walkover with Ross Williams, Liam Kendrick & Dan Powell yesterday afternoon. It was a really productive visit and very encouraging to see how well all 3 of them were embracing the ideas of SuDS and sustainable development.</p> <p>Ross did a very good job of helping hte newer / more junior guys in highlighting potential constraints and opportunities relating to both drainage and the general design.</p> <p>Ross is a good support network.</p> <p>Thanks for getting the new crossing up and running. I'm sure it will be much appreciated by the residents of Panside and pupils of Newbridge comp.</p> <p>I would like to thank all who were involved in my dropped kerb and tarmac - brilliant job. Thank you.</p> <p>Pothole repair: report to completion 21 hours - that's what I call impressive. Please pass thanks to everyone concerned.</p> <p>Flood gates: Mrs Roberts rang who said she was talking to a lady frojm the Council called Michelle that had been in touch with her regarding flood gates for her doors. If this was you, she was grateful that you took the time and couldn't speak highly enough about you.</p>

Page 6



Bereavement Services:
I have been going to Abercarn Cemetery for a number of years and recently returned following the closure due to Covid, I would like to compliment the Cemetery staff on the cleanliness and work done recently on mowing etc. It is usually good but so impressed at the moment. Thank You.

Please could you kindly send a message to the boys working in Bedwellty cemetery last week that my family would like to say a very big thank you for doing what they done to my grandparents grave it was very kind of them big big thank you from my family.

Parks:

I would just like to let you know that my husband and I think CCBC are doing a fantastic job in these troubled times. We were very impressed by the number of workers doing all the jobs on the Newbridge bypass yesterday (grass cutting, litter picking, lighting maintenance and roundabout clearing)all by Just blocking off one lane. Well done and thank you. Keep safe Pam Chaffey

Hi - I just wanted to write to say how impressed we were with the Parks team that came to Draethen on Thursday 16th July to cut the grass. We were particularly impressed with the man leading the team who was clearly very knowledgeable about managing grass cutting alongside promoting biodiversity. Following our conversation, the team just cut the central part of the village green, leaving the grass and wildflowers long around the edges and corners, which included our recently established Pollinators area. The green now looks lovely with numerous wildflowers growing around the edge of the green and on the banks, which are full of numerous butterflies, bees and many other insects. We have had so many comments from residents and visitors about how nice it is looking and how great it is that nature and biodiversity are being considered. The village part is also looking great, being only partly mown. Children in the village are loving running through the long grass, as well as spotting various different insects and pollinators among the wildflowers. Please pass on our thanks to the team - they're doing a great job!



Table showing extract from the CCBC Audit Action Plan. Response to Regulator Proposals and Recommendations

Number and reference of action	Name of Report	Regulator Proposal	Action	PREVIOUS UPDATE	Service Officer Responsible	When will it be completed by	CURRENT UPDATE Specify date here	Status	Percentage completed
46	Asset Management (Land and Property) Strategy Review (September 2013)	P2: Ensure that the individual service asset management plans are developed as soon as possible and are used to inform the Council's financial planning process.	Develop Service Asset Management Plan (SAMP) and consider impact on the Medium Term Financial Plan (MTFP)	There are 22 SAMPS and 14 SAMPS have now been completed. The remaining 8 are in various stages of completion between 25%-75%. It is anticipated there could be a slow down in the pace of completion due to maternity cover, nevertheless the proposal will be completed later this year as those that are due to be completed are signed off. After this the monitoring of the SAMPS will then move into day to day business.	Mark Williams	Jan-Mar '14 (change of completion date to March 2018 due to number of reviews that affect the outcome). Date changed to March 2020 see update		In progress	90%
WAO Ref 1603A2019-20 Received Nov 19	<p>Delivering with less - the Impact on Environmental Health Services and Citizens</p> <p>The Council should consider how it can benefit from its relatively strong financial position to build long-term resilience and maintain financial and operational sustainability in the longer-term by:</p> <ul style="list-style-type: none">considering, through the Council's 'Team Caerphilly' work, whether the environmental health service is resourced	<p>Draft report received, proposals will be added to the list with actions when finalised and the report presented to committee.</p> <p>Intended outcome/benefit:</p> <p>Build long-term financial and operational resilience of the service.</p> <p>Ensure that resources are used more efficiently</p> <p>Align corporate transformation approach with service sustainability actions</p>	<p>Management response:</p> <p>The Environmental Health services of the Council have had a longstanding aspiration to update and enhance software systems. It is anticipated that this will facilitate more efficient use of existing resources. Commercialisation opportunities are limited across these services, but any learning from the Council's transformation agenda will be adopted. Over recent years collaborative opportunities with other Authorities have been explored at length without identifying any significant benefits. However, this will be revisited should a suitable opportunity materialise.</p>	Until the report is finalised, accepted and agreed by committee, no further details will be recorded (RR to check w/c 24/08/20)	Rob Hartshorn	April 2022			



2020/21 Q2	Head-count	Over 55	Total Leavers	New entrants	Vacant Posts	Agency Staff
Staff Structure	1,481	403	28	18	??	99
FTE's	932.79		Q2	Q1		

Querying value of 'Vacant Posts' data set?

Suggested a pilot exercise to look at '12 Months Rolling Sickness' - to show a slightly different perspective on the monthly sickness stats impacts (i.e. a different view of seasonal trends and impact on business) - another viewpoint?

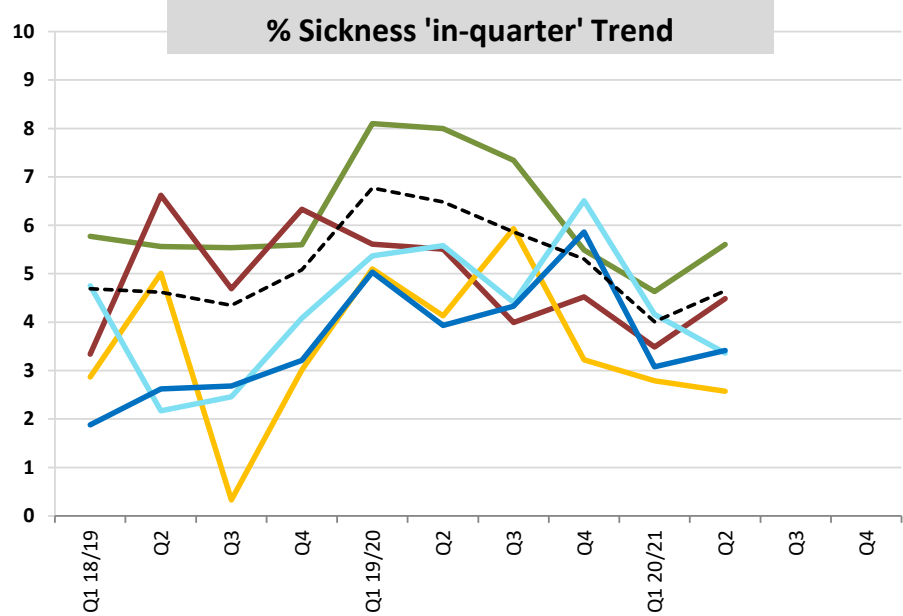
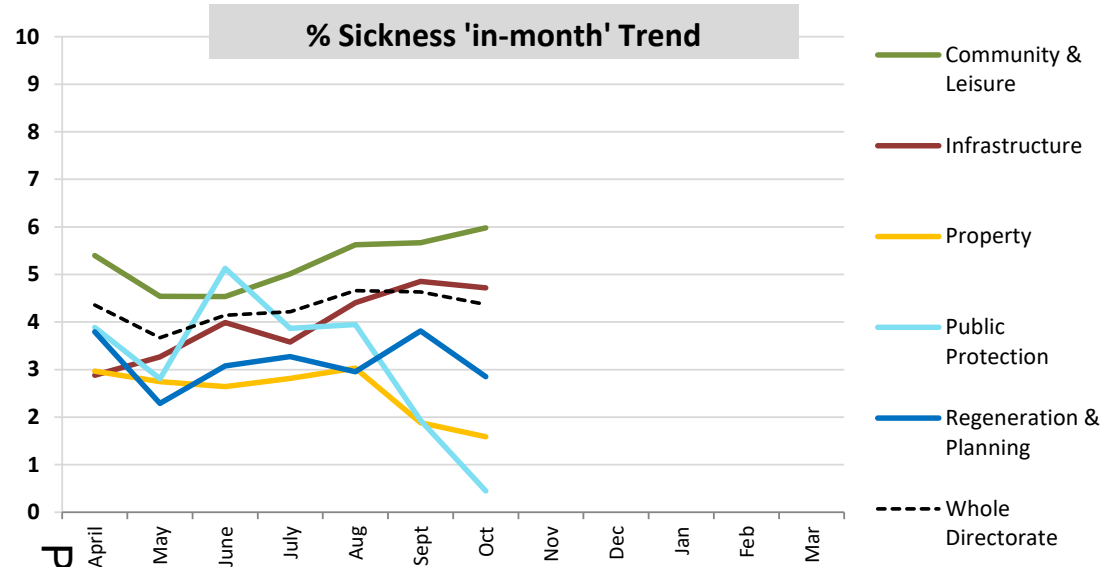
What is our Workforce Information telling us?

Key issues identified:

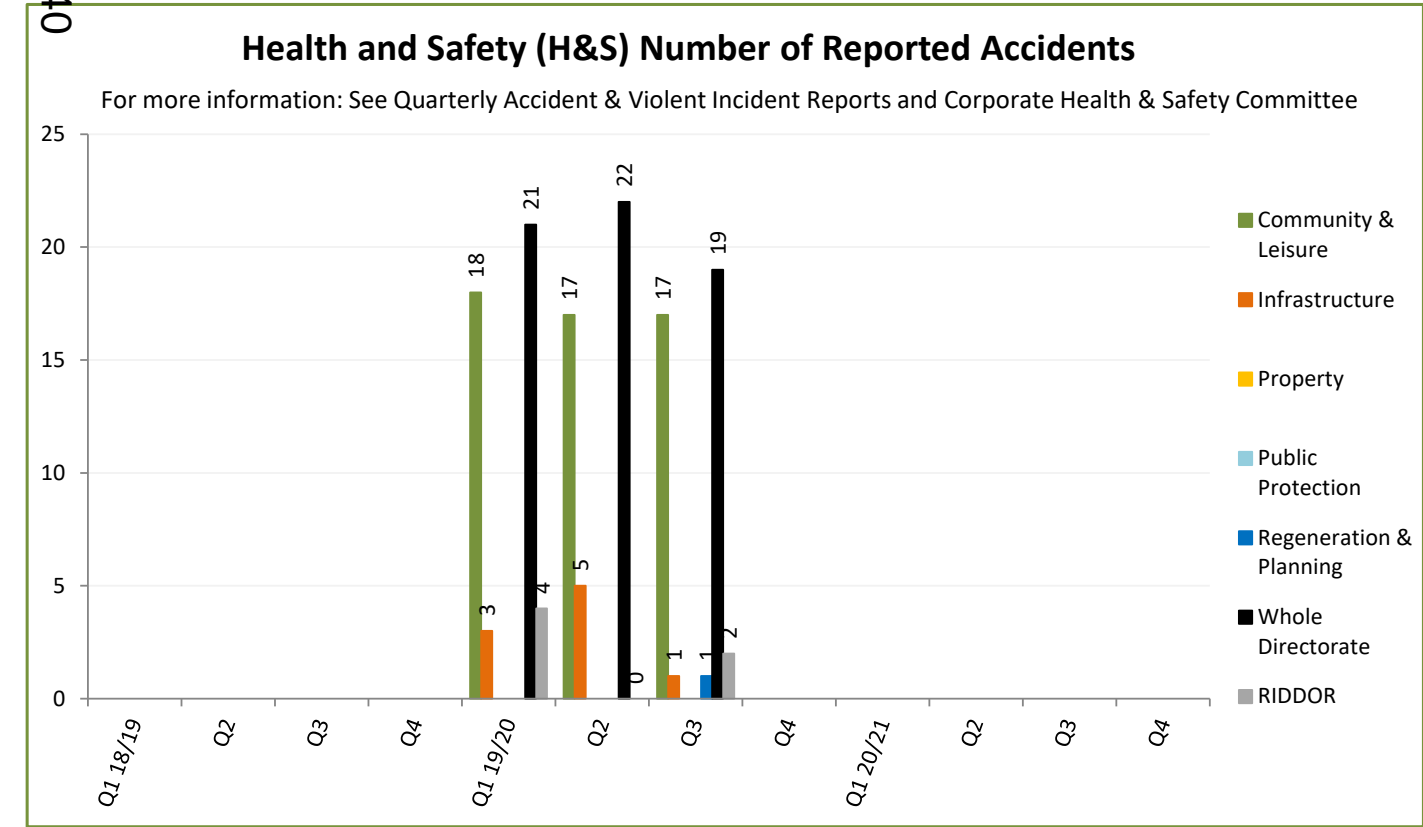
- Age profile and recent loss of experienced staff.
- Market competitiveness to attract and recruit quality / qualified personnel.
- Long-term sickness absence remains an issue and can affect staff morale.
- Career development opportunities are somewhat limited, in some service area's, whereas, Infrastructure Services actively promotes and supports career development.

Key actions being taken:

- Sickness absence scrutiny by Corporate Management Team (CMT).
- Consideration of amendments to sickness absence policy.
- Apprenticeship programmes being re-established.
- Business links to Universities/Colleges being strengthened.
- Service rationalisation and restructures to make better use of resources.
- Well-being of staff being considered through Well-being Group.
- The recruitment and retention of qualified and/or experienced staff in some technical areas (Property and Engineering) remains an issue and discussion with other Local Authorities (LA's) are being progressed to explore potential solutions.



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What is our Assets Information telling us?

The Directorate operates a diverse range of front line services which rely on a significant level of depot infrastructure (Penmaen, Bedwas, Tiryberth, Penallta, Iswyn Park & Cwmcarn) and vehicles such as, Heavy and Light Goods fleet, vans, trailers, tractors and a large range of other plant and equipment.

The Directorate owns and manages 234 industrial units on 12 employment sites throughout the County Borough and 13 office buildings in Oakdale, Tredomen and Woodfieldside and two small individual premises. There is an urgent need to invest in the upgrade of these strategically important assets in order to ensure that they remain fit for purpose and meet the ongoing needs of our tenants. Funding secured through Brexit Economic Stimulus Fund to enhance a number of premises. Further funding needs to be identified to enable remaining stock to be upgraded.

A service review of Fleet Management and Maintenance has commenced. The Fleet Service is a critical support service to front line services, who operate circa 500+ vehicles.

The approach with Service Asset Management Plans (SAMPs) has been agreed at Corporate Management Team (CMT) and SAMPs for every service will be developed over the next 12-24 months. This will inform future asset rationalisations and/or alternative approaches to the locational delivery of services. To date finalised SAMP's have been completed for: Countryside, Infrastructure Highways, Infrastructure Depots and Office, Bereavement Services and the Waste and Leisure Services is in its final approval stage.

The Authority has a significant amount of green infrastructure, comprising; Parks and Gardens; Amenity Space; Natural Green Spaces; Green Corridors; Natural Green Spaces - there are 3 types that cover large parts of the county borough (Woodland and Scrub 18%; Grassland 15%; Farms 34%).



What is our Financial Information telling us?

The finance table opposite is an extract for the annual **Budget Monitoring Report (as prepared for Policy & Resources Scrutiny and the Environment & Sustainability Scrutiny scheduled as at the end of August 2020).**

This is generally considered for June/July, Sept/Oct and Jan/Feb. Periodic Scrutiny Reports also covers aspects of issues of Service Delivery, Efficiency Savings and Implications, as identified by each of the core services within the directorate.

The forecasted **under/over spend (**)** against LIST services, is part of the MTFP predictions and is specifically linked to **list reasons**. The outcome of which, will be determined by *********.

Budget Monitoring	Original Estimate 2020/21	Revised Estimate 2020/21	Anticipated Outturn 2020/21	Anticipated Variance 2020/21
	£ ,000's	£ ,000's	£ ,000's	Under / (Over)
Regeneration & Planning	2,214	2,214	2,416	(202)
Infrastructure Services	19,917	19,917	20,117	(200)
Public Protection	7,450	7,450	7,387	63
Community & Leisure	21,673	21,673	22,721	(1,048)
Property Services (P&R Scrut)				0
Directorate General	176	176	175	1
NET DIRECTORATE	51,430	51,430	52,816	(1,386)
Home to School Transport - ring fenced spend Under-spend				274
Social Services Transport – ring fenced spend Under-spend				74
Cemeteries Task & Finish – ring fenced spend Under-spend				11
NET DIRECTORATE (over)/under spend (excl ring fenced budgets)				(1,745)

Budgets, Trends, Savings - MTFP Impacts < 10 yr Profile

Budget 2010/11	MTFP Savings	Budget 2011/12	MTFP Savings	Budget 2012/13	MTFP Savings	Budget 2013/14	MTFP Savings	Budget 2014/15	MTFP Savings	Budget 2015/16	MTFP Savings	Budget 2016/17	MTFP Savings	Budget 2017/18	MTFP Savings	Budget 2018/19	MTFP Savings	Budget 2019/20	MTFP Savings	Budget Monitoring (Nett)
£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	£ ,000's	
		5,029		5,128	215	5,700	7	4,932	759	4,338	628	3,857	332	4,018	274	2,560	575	2,246	528	Regeneration & Planning
		22,450		22,309	207	21,661	435	21,304	604	20,435	988	19,618	1,083	19,984	153	19,819	732	17,937	2,596	Infrastructure Services
3,948		4,118		5,996	34	7,323		7,269	143	7,233	123	7,143	520	7,224	168	7,235	295	7,240	389	Public Protection
18,626		18,140		18,041	73	21,669	264	20,152	1,538	18,779	2,141	18,136	1,361	18,490	309	21,492	617	20,953	1,700	Community & Leisure
				4,897		5,680		5,453	527	5,330	340	4,738	205	4,998	166	5,426	197	4,757	855	Property Services
		-194		-190	-4	-194	121	-197		0		162		164		168		172		Directorate General
22,574	0	49,543	0	56,181	525	61,839	827	58,913	3,571	56,115	4,220	53,654	3,501	54,878	1,070	56,700	2,416	53,305	6,068	NET DIRECTORATE

The 'Budget' values in the above table, are as reported as Revenue Budgets, to each respective scrutiny, at the start of each year. It should also be noted, that service re-structures and interim arrangements, will have impacted and influenced the year-on-year comparative budget values. For Property Services the periods 2012>2016 were linked with the Performance Management Unit (PMU) - the above budgets, exclude any Revenue allocation as related to the PMU.



Budget 2020/21	MTFP Savings																			Budget Monitoring (Nett)
£ ,000's	£ ,000's																			
2,214	211																			Regeneration & Planning
19,917	0																			Infrastructure Services
7,450	71																			Public Protection
21,673	183																			Community & Leisure
																				Property Services
176																				Directorate General
51,430	465																			NET DIRECTORATE

Risks

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Ref & Links	Topic (& Service)	Risks, Opportunities & Impacts	Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	Does the risk affect the Well-being of Future Generations?	Well-being Risk Level
DC01 16/17 Linked to CPA - CRR 02	ALL Services: Medium Term Financial Planning (MTFP): MTFP Strategy 2018/23 Capital Budget Pressures Grant Funding	Budget pressures will potentially have a negative effect on service delivery across all services. Inadequate funds to maintain assets. Need to rationalise. 1. Workforce Planning: less staff to deliver services. 2. Failure to maintain and/or improve service delivery. 3. Failure to take early decisions on which services should be cut could limit planning for changes. 4. Managing staff morale in light of cuts. 5. Revenue Support Grant (RSG) formula change. 6. National living wage. 7. Member/public expectation levels and reputation risk. 8. CCBC priorities moving forward. 9. National and Regional change agenda. 10. Inability to invest in assets e.g. progress 'Band B' of the 21st Century Schools Programme. See also DC23 below. 11. There is lack of security or sustainability in maintaining grant funded programmes. 12. Reduced maintenance of exist+C5ing assets will lead to enhanced deterioration and increased replacement costs in future years. 13. Highway asset is continually growing year on year See also: Climate Change and Asset Management risks listed below.	1. Human Resources (HR) have a suite of policies agreed by Cabinet/Council to help downsize the workforce, although these will need to be kept under review. 2. Decisions taken so far have aimed to reduce rather than remove services. This will not be possible in the light of future projections. The Council has adopted a new Corporate Plan 2018-23 with revised Medium Term Financial Plan (MTFP) Savings Principles. 3. The 2018/19 budget and an updated Medium Term Financial Plan (MTFP) were approved by Council on the 22nd February 2018. 4. Development of an appropriate communication strategy. 5. Consultation with the public, and affected service users. 6. Ongoing Asset rationalisation programme. 7. 4-year savings targets have been allocated to Heads of Service. 8. Business Improvement Board has been established and will oversee major projects focussing on service change. 11. Grant funded staff are appointed on fixed term contracts. 12. New innovative and efficient maintenance systems are being explored to maximise budget spend 13. New Risk based Highway Management Plan being developed. 14. Street lighting options being considered to save energy, reduce expenditure and minimise Carbon emissions.	Updated Medium Term Financial Plan (MTFP) covering the period 2018/19 to 2022/23. Indicative savings requirement has been established for the four-year period 2019/20 to 2022/23, Heads of Service have identified further potential savings proposals for consideration. Public consultation has been undertaken on draft 2019/20 budget proposals and Council will be asked to approve the budget at its meeting of 21st February 2019. Variety of energy saving proposals are currently being consider with regard to the street lighting stock. Progress of MTFP implementation monitored at Senior Management Team (SMT) for Communities. Mitigating Action 13: This was completed in 2018/19. Mitigating Action 14: A 2 year programme to convert 17,000 lanterns to LED commenced in April 2019 (See also DC 18 Progress update item 9)	High	High			Yes, the financial resources available will impact on the services we deliver and the way we deliver them. This will affect the community.	High Medium-Term
DC04 16/17	Community & Leisure: Waste Management Service Continuity & Target Achievement	The Welsh Government (WG) drive for source segregated collections and substantial change to the recycling Material Recovery Facility (MRF) market and restrictions on exporting low grade recyclate could potentially affect service delivery to the public and/or target achievement if mitigation measures are not put in place. UK and Welsh Government proposals for a Deposit Return Scheme for drinks containers may also impact kerbside recycling rates. There has been some disruption to collection services as a result of issues with both staff and vehicle availability. The ability to meet future recycling and landfill diversion targets with our current collection, disposal and treatment framework. Specific areas that need to be considered are: i. Levels of contamination in our recycling; ii. Loss of food waste within residual waste; iii. Type of collection (WG blueprint or alternative); iv. Contractual arrangements for recycling and organics v. Appropriate levels of budget and staffing structure to support daily front line collection services and our future strategy; vi. Insufficient community participation in food recycling.	A Waste Review Board has been established, Chaired by the Director and including relevant senior officers. i. WG targets continue to be exceeded as result of some intervention put in place in the last 2-3 years. In 2018/19 the Council's recycling performance was 65%. ii. Continue door stepping communications campaign with households in the county borough being visited with a focus on reducing contamination levels in the recycling stream and using the food waste service. iii. Continue delivery of Project Gwyrdd to further reduce reliance on landfill. iv. CCP modelling work with WG consultants has informed the Scrutiny Waste Review Working Group which reported its findings to Scrutiny Committee on 12th February 2019. Recommendations regarding collection systems were reported to and approved by Cabinet in January 2020. v. Long term organics contract in place; MRF options being progressed with RCTBC following Cabinet approval in January 2020 vi. Interventions made to dry recycling collection service to reduce contamination and black bag issues have improved performance. vii. Implementation of strict HWRC user policy from 1st April 2019, i.e. must have proof of residency, has significantly reduced treatment and disposal costs. viii. Budget growth implemented for 2019-20 to address service pressures. ix. A vehicle replacement strategy has been agreed by the Waste Review Board, but implementation has been delayed due to extended negotiations regarding interpretation of te managed fleet contract.	Waste Review - The Green (Food and Garden) Waste collection service is now reassessed and options for introducing a more equitable and efficient system will be ready for circulation in Jan 2021 with a view of implementation in the early Spring 2021. The Street and Environmental Cleansing is being re-appraised with a proposal to reconfigure working systems being put out to consultation early in the New Year. 9 new collection vehicles are being delivered between December 2020 and March 2021. A booking system for the HWRC sites is being proposed for implementation in February 2021. The Authority is delivering a range of activities to support the National Be Mighty Recycling campaign aimed at making Wales the best nation in recycling. Second quarter recycling performance is below the target level. However, it is worth noting that given that the Authority has not suspended any of its recycling collection services throughout lockdown we could be in a comparatively favourable position in the Wales league table. Notwithstanding the above measures will help us make efficiency gains and further improvement to service levels in 2021.	High Due to Target Achievement	High			Yes, the purpose of the landfill directive is to divert biodegradable waste away from landfill to reduce pollution. A diverse natural environment with healthy functioning ecosystems contributes to a 'Resilient Wales' . Failure to deal with waste properly affects future generations.	Medium Long-Term
DC11 16/17 Linked to CPA CRR 06	Regeneration & Planning: Local Development Plan	The Adopted LDP was due to expire on 31st December 2021, however further to the Ministerial letter recieved by the Leader in September 2020 this is no longer the position. The Replacement Local Development Plan was well advanced, however, the Council withdrew that plan in July 2016 following local opposition to a number of development sites contained within the document. The Council has resolved to progress the preparation of a Strategic Development Plan and a new LDP in parallel. Work on the new plan commenced with the public consultation on the Delivery Agreement at the start of the year, which was impacted bythe pandemic. This work will restart when it is safe to resume public consultation. The adopted LDP allocates land for the development of 8625 houses to be built over a 15 year period. The annual monitoring of teh LDP indicates that many of the allocated sites are not available or viable within the required 5 year period, and there is therefore a shortfall of housing land. Housing developers will therefore submit applications to develop land that is not allocated in the LDP. The Council will consider the applications, but the lack of an adequate housing land supply will be a material planning consideration which could outweigh other policies in the plan. A refusal of planning permission may lead to an increase in appeals and award of costs if the Council is considered to have behaved unreasonably, e.g. where a reason for refusal is not based on any sound evidence.	The Adopted Local Development Plan (LDP) remains in force until it is superseded by the 2nd Replacement LDP. In the interim, officers are working closely with Welsh Government officials to agree the appropriate footprint for strategic planning for the Cardiff Capital Region. On 29th January 2018 the Cardiff Capital Region Cabinet agreed that work should commence on a Strategic Development Plan (SDP) for the area. A formal report was considered by the Cabinet on the 10th June 2019 which determined the timeline for reporting this matter to all ten Councils. Caerphilly Council considered this mater in October 2019 and resolved to commence work on the SDP and a new LDP as soon as practicable.	Chief Planning Officers and Planning Policy lead officers were meeting regularly as a Project Group to progress various work streams necessary to establish the SDP project in advance of the formal commencement of plan preparation, however the expectation is that the CJC will become the Strategic Planning Body and this is not due to be set up until Spetember 2021. It is unlikely that the housing land supply can be addressed in the short term. In the medium to long term a 2nd Replacement LDP will increase the land supply position. A number of significant applications have been submitted and approved by Welsh Government on appeal. Funding identified and approved for SDP and the new LDP.	High	High			Yes, the lack of an LDP threatens the timely delivery of land for development, particularly housing, making it more difficult to achieve the goal of prosperity.	Medium Medium-Term

Risks

Risks

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Risks

Risks

										Risk Levels			
Ref & Links	Topic (& Service)	Risks, Opportunities & Impacts	Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	2020-21 Q1	2020-21 Q2	2020-21 Q3	2020-21 Q4	Does the risk affect the Well-being of Future Generations?	Well-being Risk Level			
DC05 15/16	Community & Leisure: <												

Risks

Risks



Currently, within the CCBC Corporate Plan, there are 6 Well-being Objectives (with a suite of outcomes set over five years - 2018/2023). Three of those objectives are coordinated through this Directorate. See below:

WBO 2 – Enabling Employment

This objective has 5 medium to long-term outcomes and at the end of this reporting period, the objective is judged to be progressing well.

Q1 has presented challenges on an unprecedented level due to the covid-19 pandemic and associated lockdown, which had severe implications for our engagement and job outcome figures across all programmes, particularly at the start of the quarter. In particular, the P1 category (adults 25+ with complex barriers to employment) within the Communities for Work programme was the worst affected, as these individuals were most likely to either be shielding on grounds of health/disability or to have barriers such as childcare or transport which were further exacerbated by the effects of lockdown.

Nevertheless, despite these significant challenges we were proud to have continued to provide our employment programmes in a remote capacity and staff worker hard to minimise service disruption wherever possible, resulting in outcomes as follows:

- Communities for Work supported 8 adults and 19 young people into employment during Q1 & Q2.
- Communities for Work Plus supported 64 people into employment during Q1 & Q2.

Business Liaison Update

Throughout Q1 and the lockdown period, the Business Liaison Officer (BLO) continued to liaise with businesses and to provide support, with a focus on supporting them with recruitment issues and also to ensure that any staff that may be facing redundancy due to the current climate were diverted to the support available via our employment programmes. This intelligence was also communicated to Welsh Government on a regular basis, as part of a co-ordinated response from employment programmes around Wales.

Notable engagement with employers within Q1 included ongoing work for a significant amount of potential recruitment with William Hare, focused work with BBI and Dominos and continued partnership working with Transcend. We are anticipating a significant spike in redundancies in the coming year, alongside additional challenges such as a shortage of opportunities and an increase in the personal barriers faced by people due to the ongoing impacts of the pandemic. In response to this, we are continuing to work closely with local employers and with partners including Welsh Government and Department of Work and Pensions. In addition to this, we are also working closely with the Council’s BERT team and partners such as Careers Wales to develop a multi-agency redundancy response group to respond to large scale redundancies as and when they happen.

The progress we have made in 2020/21:

- Cfw and CfW+ teams maintaining delivery of employment support throughout lockdown and despite challenges posed by covid-19 pandemic, resulting in real employment outcomes
- Developed effective working from home practices across team which have enabled delivery of service with minimal disruption
- Relationships built and maintained with local employers, laying foundations for future opportunities when/as economy recovers

The impact of our work, including what have we learnt and where do we need to improve:

- 83 people supported into stable employment
- Lessons learned/need to improve:
- Outcomes currently below target due to Covid-19 pandemic and increased customer barriers, although teams working hard to address this
- Learnt importance of not having over-reliance on DWP/Jobcentres for engagement, as this presents significant impact upon engagement outcomes if JCPs lock down
- Identified need to further build relationships and promotion of programmes internally within CCBC, to maximise internal referrals received
- Need to revisit relationships formed previously with partners to retain contact and encourage new referrals

What is our future focus?

- To continue service delivery throughout pandemic with minimum disruption to programmes
- To successfully incorporate additional CfW+ funding (and associated new roles) into existing programme structure, with subsequent positive contributions to outcomes
- To continue to develop creative methods of engagement, where face to face contact and engagement may not be a viable option in the immediate future
- To identify (and implement) ways to support most hard to reach customers whilst pandemic is ongoing, including through digital support for our most digitally excluded customers
- To work with employers to develop additional opportunities for placements and employment, including through the promotion of the new DWP Kickstart scheme



WBO 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

This objective has 6 long-term outcomes. Good progress continues to be made in relation to most of the key outcomes related to this Well-being Objective. To date, we have:

- Continuing to implement programmed works as referenced in the Integrated Network Maps for Active Travel Routes (15 year plan), that was formally approved by Welsh Government in February 2018
- Caerphilly continues to work with the delivery of the South Wales Metro and a £30m jointly funded investment package for Metro Plus schemes has been agreed with Welsh Government at the start of 2019/20.
- Work on site investigation for Llanbradach Park and Ride, as part of Metro plus schemes, has been completed. Feasibility design is ongoing.
- Discussions in relation to the Nelson to Ystrad Mynach passenger services have started, but are in relatively early stages. This line is still currently used as a freight line, transporting coal from the opencast mine in Merthyr Tydfil.
- The issue of protecting a route between Caerphilly to Newport, to potentially allow the reinstatement of a public transport route, is with Transport for Wales for consideration as part of their Metro Enhancement Framework. This is a long term aspiration.
- Improvements to bus stops in the Caerphilly basin have been substantially delivered in 2019/20. Design and construction of the first phase of 200 Mid Valley area bus stops is progressing well with delivery of approx. 100 stops in 2019/20 with the remainder in 2020/21.
- Broadband improvements to Risca area continued through 2019/20. 7,500 homes in Risca have been connected to the Virgin broadband network with a 350Mb speed and capability for up to 500Mb speed at the property. The Risca scheme was second in country in the initial take up with sales figures at around 33%. Virgin Media are now in the process of building their fibre network in Caerphilly town over an 18 month period to connect 12,500 homes. Connectivity of the first homes is expected to go live at the end of February 2020 with 300 – 480 homes per month thereafter. This Plan has connectivity at its heart, promoting accessibility, the Metro and digital and Broadband improvements that support innovation and improves accessibility for all.
- The £30m jointly funded investment package for Metro plus schemes across the region has been progressed in 2019/20. The key project for the authority within this programme is the Caerphilly Interchange. The initial feasibility work for this project has been completed and the final draft Placemaking Plan has been presented to key stakeholders. The Caerphilly Interchange is a key aspect of the Placemaking Plan. The **Caerphilly Placemaking Plan** covers many other Regeneration aspects and proposals within the Town. A wider public consultation will be undertaken in early 2020.

Progress we have made in 2020/21:

TfW are progressing the detailed design for the **Core Valley Lines (CVL) transformation programme**. The Rhymney line is part of the South Wales Metro Project (2019 to 2024). Engagement with TfW has improved throughout 2019/20, including the commissioning of specific pieces of work. TfW have now significantly increased their resources to take this key project forward.

The £30m jointly funded investment package for Metro plus schemes across the region has been progressed in 2019/20. The key project for the authority within this programme is the Caerphilly Interchange. The initial feasibility work for this project has been completed and the final Placemaking Plan has been presented to key stakeholders. The Caerphilly Interchange is a key aspect of the Placemaking Plan. The **Caerphilly Placemaking Plan** covers many other Regeneration aspects and proposals within the Town. A wider public consultation will be undertaken in 2020.

“A Foundation for Success” is the Council’s overarching regeneration strategy for the 5 year period 2018-2023 and was adopted by Council in July 2018. The **Ystrad Mynach Masterplan** was approved by Council in April 2019. Further masterplans for Greater Blackwood, Heads of the Valley and Newbridge to Risca Corridor are planned or being progressed.

A dialogue is being maintained with WG & TfW officials to discuss the ongoing CVL committed investment and the Council’s Metro plus aspirations. This dialogue includes both the longer term aspirations for the Ystrad Mynach to Nelson rail line and the Caerphilly to Newport corridor Metro improvements. Through the Cardiff Capital Region Transport Authority (CCRTA), Officers are working with WG on the development of their **Metro Enhancement Framework** (MEF) that will help to identify future Metro priorities.

Initial details of TfW's proposed **Station Investment Programme** for the CVL have been received. TfW has been informed of CCBC's CVL priorities and there is an ongoing dialogue on how these can be progressed.

The last improvements to bus stops in the Caerphilly Basin have been completed. Design and delivery of the improvements for the first phase of the 200 Mid Valley area bus stops, that will continue to improve accessibility for passengers, has also been completed. Completion in future years will be subject to securing additional WG Local Transport Fund funding.

The CCRTA now has delegated powers to allow appropriate decision making to take place.

TfW are developing proposals for a 4 trains per hour service on the Ebbw Valley Railway that would require significant improvements to Crumlin and Newbridge stations, with a view to delivery by 2024. Details of the revised business case are expected to be shared by TfW with key stakeholders in 2020.

The Rhymney line will be considered for any appropriate LTF (Local Transport Fund) Bids to WG for 2020/21 to enable TfW to complete design on the Ystrad Mynach Park and Ride (P&R) extension and for CCBC to develop the detailed design for Llanbradach P&R and for TfW to develop options for a new Station at Llanbradach.

The strategic Nelson to Ystrad Mynach active travel route (INMC17) has been completed during the first six months of 2019/20. New Crossing Facilities in Fleur-de-Lis, Pengam (INMC47) and the Link from Ystrad Mynach to Pengam (INMC19) were also delivered. Further bids have been submitted to WG for additional funding for a number of schemes to be designed and constructed during 2020/21.

Well-being Objectives



The Pwllypant highway improvement scheme was delivered in November 2018. Post scheme monitoring has evidenced the significant reduction in congestion and queue lengths, improvements in journey time and improved accuracy of bus services.

7,500 homes in Risca have been connected to the Virgin broadband network with a 350Mb speed and capability for up to 500Mb speed at the property. The Risca scheme was second in country in the initial take up with sales figures at around 33%. Virgin Media are now in the process of building their fibre network in Caerphilly town over an 18 month period to connect 12,500 homes. Virgin have released 1,325 homes live to sales, with another 650 due at the end of May. They are still on target to deliver the 300-480 homes per month thereafter.

The impact of our work, including what have we learnt and where do we need to improve:

Citizens would not have seen many significant changes to date as the development of strategies and proposals have been the priorities during these initial phases. The main change that would be evident is the appointment of the operator delivering rail services which is now TfW with its partner Keolis Amey (referred to as TfW Rail Services). TfW has also recently completed the transfer of the CVL rail asset from Network Rail.

Improvements in the bus corridor infrastructure should now be evident along with some initial improvements in active travel links (e.g. Nelson to Ystrad Mynach).

The reduction in congestion and improved traffic flows around the Pwllypant roundabout should be clearly evident to users.

What is our future focus?

Continue to make progress with the above activities. In particular:

- Identify some quick wins for the Caerphilly Placemaking Plan and the Caerphilly Interchange.
- Work with WG & TfW on completing the MEF ensuring the Council’s future priorities for the Nelson to Ystrad Mynach and Caerphilly to Newport public transport routes are included.
- Progress design and delivery of the 2020/21 bus corridor improvement works for the Mid Valleys area.
- Design of the Llanbradach and Ystrad Mynach Park & Ride schemes and design.
- Delivery of the Active Travel priority schemes (subject to securing the funding).
- Review the updated business case for the Ebbw Valley Railway ensuring the Council’s priorities for Crumlin and Newbridge are taken into account.
- Progress the review of the Council’s adopted Integrated Network Maps for Active Travel.
- Extend the introduction of contactless electronic ticket machines to smaller operators of public bus services.
- Confirm the impact of the Covid-19 pandemic and lockdown on the Council’s and TfW’s transport delivery programmes.



WBO 5 - Creating a County Borough that supports a Healthy Lifestyle in accordance with the Sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

This objective has 2 long-term outcomes and at present the objective is judged to be progressing well:

78 settings are currently engaged in the Healthy Early Years Scheme with 59 progressing through the scheme and 19 who have completed the full scheme, of which 3 are working towards reaccreditation and 6 completed within this year. Estimated number of children benefiting from the scheme is 1712. 5 new settings have enrolled this year with a further 3 settings ready to sign up before the end of March 2020. The team is continuing to work closely with neighbouring local authorities in the Healthy Early Years network for a regional approach and liaise with Public Health Wales and other childcare partner organisations to enhance scheme and meet objectives.

A £500k investment for improvements to the fitness suite and studios at Newbridge Leisure Centre was approved by Cabinet in April 2019; works are due to be completed later in 2020. A new 3G Pitch at Blackwood Comp has been completed and opened for community bookings. A new Leisure Lifestyle app to enhance the customer journey of leisure centre users across Caerphilly has been launched. Welsh Government have approved funding for the development of a Community Athletics Hub at Rhiw Syr Dafydd Primary School, the new facility will include a new flood lit synthetic running track area. A planning application has been submitted.

Over the six weeks summer holiday the Sport & Leisure Services Team (in partnership with Caerphilly Early Years team) worked with 7 primary schools and 1 community site delivering the Food & Fun programme (SHEP), Sport Caerphilly offered the sporting aspect and delivered 168 hours of sport and physical activity across 84 sessions. These sessions engaged 378 pupils over the summer holidays with 1888 attendances.

Within Families First the number of parents benefitting from a parenting intervention does not give a full picture due to the nature of the measure. The measure is very prescriptive in only offering evidence based parenting programmes. In comparison, 345/348 parents (99% of those who attended) have benefitted from a parenting intervention under Families First. This is typically parenting support in a more bespoke 1:1 means, through a more informal group or by attending a group that is not yet proved to be “evidence based”. Parenting work is going really well, with excellent distance travelled outcomes (pre and post) and good sustained parenting skills after 3 months of being closed to the programme. There is demand on the parenting project with more parents wanting 1:1 support rather than in a group, which has led to a waiting list. When the service is recommissioned (an exercise which will take place over 2020/21) new ways of working to build capacity will need be considered.

Another successful Caerphilly challenge series showcasing the countryside surrounding the Caerphilly Basin was delivered with 450 people attending on the day. 7 walking groups currently delivering weekly walks across the county with 524 individuals taking part. A £1.2m grant funded programme has been approved to create a visitor and well-being centre at Parc Penallta.

The progress we have made in 2020/21:

Healthy Schools: 20 schools have now achieved the Healthy Schools National Quality Award. This equates to 23% of our schools. This is well above the national target of 10%.
Period Dignity: The period dignity working group continues, and during the pandemic, we sent out over 1200 packs of sanitary products to Free School Meal registered girls aged 10-18. Additionally, products were also delivered out to our communities and all schools, to distribute where necessary. Eco friendly products have been purchased from the 2019/20 grant, which will soon be distributed to all schools.

The impact of our work, including what have we learnt and where do we need to improve:

Healthy Schools: Unfortunately, due to covid-19 the Healthy Schools Scheme has currently been suspended, due to many key Public Health Wales staff being redeployed to other areas. This has meant we haven’t been able to support any schools in achieving the National Quality Award since March 2020. A full review on whether accreditations can continue will take place in April 2021.
Period Dignity: Develop a structured process that ensures products are delivered directly to schools and made freely available to girls throughout the year (primary and secondary).
Develop educational resources that supports our young peoples knowledge on eco-friendly products.

What is our future focus?

Healthy Schools: A full review on whether accreditations can continue will take place in April 2021.
Period Dignity: Ensure grant money is utilised to provide girls with eco-friendly produces. All young people receive education on the need for using eco-friendly products, as well on how to use them correctly.
Develop a more suitable logistical plan, ensuring products are distributed to schools and girls more frequent

Conclusion



Are we: 1. Involving 2. Collaborating 3. Thinking Long-term 4. Integrating 5. Preventing (& Sustainable) ?

Highlights coming out of the information

- Refer to Directors Self Assessment Summary Page

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What have we learnt and what needs improving and why?

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Page
Project

Progress against priority actions from last quarter	By whom	By when	Update
Despite the significant effects of the Covid-19 pandemic over the first 2 months, service priorities and Well Being Objectives have generally been well progressed with only 1 priority showing as black (not yet started) and 2 showing as red (started but not progressing well) out of a total of 41 priorities.			

Priority actions for the remainder of the year (What support is needed from Corporate	By whom	By when	Update
Key priorities for the remainder of the year include:			
- Progressing key service reviews in the Waste Service and Fleet Management Service	Dir/HoS	Ongoing	
- Progressing the demolition of the properties on Hafodrynys Road in accordance with the Welsh Government (WG) Air Quality Direction	Dir/HoS	Ongoing	
- Progressing with key 'Regeneration Actions' linked to the external funding streams, WG Regional Strategies and the Authority's emerging Placemaking Plan.	Dir/HoS	Ongoing	

Feedback / Recognition / Actions from Corporate Management Team	By whom	By when	Update

Base Data - Performance



Link to
Performance
Charts

Grouping	Description	COMMUNITY & LEISURE - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
WS & O	Refuse & Cleansing	WS&O - Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	Quarterly	Number	5.0	Hayley Jones	New			2.50	5.00	4.00	6.42	1.70	0.86	2.70	2.14	
WS & O	Refuse & Cleansing	WS&O - 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 [WMT009] (Accum)	Quarterly (accum)	%	58.0	Hayley Jones	70.49	68.76	66.50	65.08	65.60	66.63	62.77	59.80	59.06	61.37	61.05	
WS & O	Refuse & Cleansing	Average time (days) to collect bulky waste items	Quarterly	days	N/A	Hayley Jones	15.30	13.00	13.90	11.10	7.40	5.04	16.18	6.01	10.63	17.30	10.08	
WS & O	Refuse & Cleansing	Number of; Missed waste and recycling collections (food, garden, waste, recycling) (Accum)	Quarterly (accum)	Number	N/A	Rhodri Lloyd & Melanie Jones					2,086	4,382	4,891	6,561	3,030	6,247	8,451	
WS & O	Refuse & Cleansing	Missed waste and recycling collections as a % of total collections undertaken (food, garden, waste, recycling) (Accum)	Quarterly (accum)	%		Hayley Jones					0.06	0.02	0.03	0.04	0.02	0.13	0.11	
Transport	Fleet Vehicles	Vehicle Availability (%) - Refuse (RCVs)	Quarterly	%	85.0	Lynne Price					76.70	82.98	88.15	76.32	85.84	78.84	77.53	
Transport	Fleet Vehicles	Vehicle Availability (%) - Recycling	Quarterly	%	85.0	Lynne Price					83.55	87.86	81.55	79.63	83.33	85.09	84.72	
Transport	Fleet Vehicles	Vehicle Availability (%) - Green Waste	Quarterly	%	85.0	Lynne Price					90.38	90.33	92.87	84.77	91.45	89.43	91.20	
Sports & Leisure	Finance (Costs)	S&L - Net cost per visit to indoor sport facilities (£'s)	Quarterly	£'s	1.58	Jeff Reynolds	1.35	1.60	1.61	1.50	1.48	1.26	1.07	1.10	N/A	N/A		
Sports & Leisure	Customer Satisfaction	Net Promoter Score - Leisure Customer Rating (0-10) Survey: How likely are you to recommend Leisure Lifestyle to friends and family (% Promoters scoring 9-10 less % Detractors scoring 0-6)	Quarterly	Number	53.0	Jeff Reynolds	59.00	58.00	58.00	61.00	61.00	62.00	60.00	56.00	53.00	45.00	61.00	
Sports & Leisure	Sport & Health Engagement	Number of participants in Sports Development and NERS activities (Accum)	Quarterly (accum)	Number	85,468	Jared Lougher					16,846	36,838	57,542	71,574	11,200	3,915		

Grouping	Description	COMMUNITY & LEISURE - Measures	Frequency	Unit of Measure	Target	OWNER	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Sports & Leisure	Sport & Health Engagement	S&L - PAM017 (LCS002b) - Number of visits to indoor & outdoor sport facilities per 1,000 population	Annual	No/1,000	9,000	Jeff Reynolds	7,593.0	7,791.5	7,191.5	7,292.8	5,973.0	
Sports & Leisure	Sport & Health Engagement	S&L - % Children age 11 yrs able to swim 25 metres (Yrly)	Annual	%	76.0	Jeff Reynolds	62.5	54.0	54.0	47.0	36.5	
Green Spaces	Outdoor Facilities	GS - Number of visitors to Country Parks	Annual	Number	1,350,000	Philip Griffiths		1,200,000	1,450,000	1,520,000	1,530,000	
Transport	Carbon Management	T&F - CCBC Operating Fleet -Tonnes CO2 emissions from Diesel Consumption (Yrly)	Annual	Tonnes		Lynne Price	3,834	3,893	3,884	3,795	3,647	
Transport	Carbon Management	Number of electric vehicles	Annual	Number		Mike Headington	0	0	0	0	0	

Base Data - Performance



Link to
Performance
Charts

Grouping	Description	INFRASTRUCTURE - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
TEG	Demand & Response	TEG - The total number of planning applications sent back to the Planning authority within the required timescale	Quarterly	Number		Andrew Vick	156	66	94	118	109	79	80	91	111	70		
TEG	Demand & Response	TEG - The total number of planning applications received	Quarterly	Number		Andrew Vick	166	112	94	120	124	80	83	92	113	72		
TEG	Enforcement	Civil Parking Enforcement (CPE) - Number of Notices Issued	Quarterly	Number		Dean Smith					3,145	2,729	2,771	2,882	32	1,423		

Grouping	Description	INFRASTRUCTURE - Measures	Frequency	Unit of Measure	Target	OWNER	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
TEG	Highway Adoptions	TEG - Number of highway adoptions completed	Annual	Number		Andrew Vick	12	21	15	8	5	
TEG	Highway Safety	TEG - Number of casualties per 100,000 vehicle kilometres of local roads reported during the year	Annual	Number		Andrew Vick	23.1	19.2	Not Available	Not Available	Not Available	
TEG	Bus Services	TEG - Subsidy per bus passenger (annual %)	Annual	%		Geraint Roberts	0.72	0.71	0.68	0.73	0.90	
EPG	Inspections	EPG - Number of general bridge inspections	Annual	Number	Under Review	Jonathan Abraham	130	190	140	178	115	
EPG	Inspections	EPG - Number of general inspections for confined space culverts	Annual	Number	Under Review	Jonathan Abraham	60	55	54	95	34	
EPG	Inspections	EPG - Number of Principle Inspections (PI's - 6 Yr Cycles)	Annual	Number	12.0	Julian Higgs	0	4	1	8	12	
HOG	Road Conditions	HOG -THS012 The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition [Yrly]	Annual	%	4.5	Gareth M Richards	6.61	6.53	5.66	5.20	4.50	
HOG	Highway Repairs	HOG - Eng 5 Average time taken to rectify highway surface defects that were identified for this period (No of days) [Yrly]	Annual	Number of Days	42.0	Gareth M Richards	37.0	33.0	44.9	43.0	32.8	
HOG	Highway Maintenance	HOG - Percentage of budget spent on Planned Maintenance against Reactive Maintenance (APSE - Relates to carriageway works only)	Annual	%	70.0	Gareth M Richards		56.60	54.70	63.24	58.30	

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Base Data - Performance



Link to
Performance
Charts

Grouping	Description	CORPORATE PROPERTY - Measures	Frequency	Unit of Measure	Target	OWNER	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
STATUTORY TESTING	Compliance for Key Disciplines	% Corporate Buildings (excluding leased out buildings and housing) with valid certification for periodic electrical, annual gas, annual legionella and fire risk assessment testing and inspection.	Annual	Percentage	100%	Alun Ford		99.75	99.75	100.00	100.00	
STATUTORY TESTING	Overdue Remedial Tasks for Key Disciplines	Total (No.) overdue P1 & P2 remedial tasks for corporate Buildings (excluding leased out buildings and housing) and arising from periodic electrical, annual gas, annual legionella and fire risk assessment testing and inspection.	Annual	Number	0	Alun Ford		699	699	391	87	
CONDITION	Value of Backlog Maintenance - Urgent	Total estimated value of URGENT works for corporate buildings (excluding leased out buildings and housing) based on latest condition surveys (£'s) - Priority 1	Annual	£	0	Alun Ford			2,332,000	1,181,000	923,869	
CONDITION	Value of Backlog Maintenance - Essential	Total estimated value of ESSENTIAL works for corporate buildings (excluding leased out buildings and housing) based on latest condition surveys (£'s) - Priority 2	Annual	£	Reduction	Alun Ford			20,189,000	21,238,000	22,236,374	
DISPOSALS	Capital Reciepts	Total value of in year capital receipts for the sale of land and property (£'s)	Annual	£	None	Tim Broadhurst				1,354,390	765,500	
ENERGY	Consumption Electricity	Total electricity used in eleven core corporate offices (kWh) <i>(Ty Penallta, Ty Tredomen, Foxes Lane, Mill Road, Cherry Tree House, Tir-y-Berth, Ty Bargoed, Ty Gilfach, Ty Graddfa, Ty Pontygwindy and Woodfieldside Units 1,2,3 & 6)</i>	Annual	kWhrs	Reduction	Paul Rossiter		4,347,629	3,510,070	3,460,037	3,248,957	
ENERGY	Consumption Electricity	Total electricity used in Ty Penallta Office (kWh)	Annual	kWhrs	Reduction	Paul Rossiter		1,811,718	1,252,998	1,389,032	1,275,496	
ENERGY	Consumption Gas	Total gas used in eleven core corporate offices (kWh) <i>(Ty Penallta, Ty Tredomen, Foxes Lane, Mill Road, Cherry Tree House, Tir-y-Berth, Ty Bargoed, Ty Gilfach, Ty Graddfa, Ty Pontygwindy and Woodfieldside Units 1,2,3 & 6)</i>	Annual	kWhrs	Reduction	Paul Rossiter		3,059,382	2,626,774	2,700,675	2,479,956	
ENERGY	Renewable Electricity Generation	Total annual renewable electricity generation via Council owned photovoltaic arrays (kWh)	Annual	kWhrs	Increase	Paul Rossiter				621,790	666,872	

Grouping	Description	PUBLIC PROTECTION - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Trading Stds	Enforcement & Support	The percentage of significant breaches that were rectified by intervention for Trading Standards (Accum)	Quarterly (accum)	%	100%	Jacqui Morgan	72	97	97	95	100	97	93	98	100	91	94	
Food Safety	Inspections	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene (Accum)	Quarterly (accum)	%	100%	Michele Wehden	72	82	97	100	97	81	94		Not available	Not available		
Env Health	Enforcement	Number of Fixed Penalty Notices issued for dog fouling and not having the means to pick up (Accum)	Quarterly (accum)	Number		Jillian Nott	6	31	41	56	13	23	29	31	3	4		
Env Health	Enforcement	Number of Fixed Penalty Notices issued for littering (Accum)	Quarterly (accum)	Number		Jillian Nott	48	73	92	109	17	34	51	77	7	16		

Base Data - Performance



Link to
Performance
Charts

Grouping	Description	REGENERATION & PLANNING - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Planning	Applications Processing	% of major applications determined on time for each quarter	Quarterly	%	50%	Ryan Thomas	33.3	14.3	0.0	20.0	50.0	50.0	0.0	100.0	100.0	100.0		
	Applications Processing	% of major applications that are approved.	Quaterly	%	90%	Ryan Thomas										100.0		
Planning	Applications Processing	% of minor and householder applications determined on time for each quarter	Quarterly	%	80%	Ryan Thomas	92.7	88.2	91.3	88.8	85.3	88.5	87.2	97.7	97.9	95.3		
Planning	Applications Processing	Average time taken to determine all applications in days	Quarterly	Days	65	Ryan Thomas	68.0	72.0	75.0	69.0	75.0	75.0	104.0	74.0	79.0	74.0		
Enforcement	Enforcement	Average time taken to investigate enforcement cases in days	Quarterly	Days	84	Ryan Thomas	31.0	28.0	32.0	45.0	48.0	63.0	65.0	76.0	47.0	45.0		
Regeneration	Industry/Office Provision	% of occupancy of Council owned industrial and office property portfolio	Quarterly	%	98	Allan Dallimore	95.2	91.6	95.0	95.0	94.0	98.5	98.2	97.8	98.1	98.1		
Regeneration	Retail Provision	% of occupancy of Council owned retail property portfolio (Lowry Plaza)	Quarterly	%	95	Allan Dallimore	62.5	62.5	62.5	87.5	87.5	87.5	87.5	100.0	100.0	100.0		
Destination & Events	Tourism	Number of Visitors - Cwmcarn Forest Drive (Accum)	Quarterly (accum)	Number	250,000/yr	Antony Bolter	74,575	142,168	188,625	239,181	65,762	135,605	170,806	199,353	0	31,046		

PAM's - Base Data - Performance



Grouping	Description	COMMUNITY & LEISURE - Measures	Frequency	Unit of Measure	Target	OWNER	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	
WS & O	PAM's	PAM010: The percentage of highways inspected of a high or acceptable standard of cleanliness	Annual	%		Tudor Lewis		96.8	96.4	96.5	96.2		
WS & O	PAM's	PAM011: The percentage of reported fly tipping incidents cleared within 5 working days	Annual	%		Tracy Gwyther		99.7	99.8				Deleted 18/19
WS & O	PAM's	PAM035: Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	Annual	Number		Tracy Gwyther				2.5	4.1		New 18/19
WS & O	PAM's	PAM030: 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	Annual	%		Hayley Jones		65.5	66.7	63.0	62.5		
WS & O	PAM's	PAM031: The percentage of municipal waste collected by local authorities sent to landfill	Annual	%		Hayley Jones		4.2	1.2				Deleted 18/19
WS & O	PAM's	PAM043: Kilogram of residual waste generated during the year per person	Annual	Kg		Hayley Jones				162.0	156.1		New 18/19
Sports & Leisure	PAM's	PAM017: The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	Annual	Number /1,000		Jeff Reynolds	7,593.0	7,791.5	7,191.5	7,292.8	5,973.0		See Base Data - Performance tab
Sports & Leisure	PAM's	PAM041: Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16 weeks	Annual	%		Jared Laughher & James Craig				51.0	52.0		New 18/19
Sports & Leisure	PAM's	PAM042: Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16 weeks	Annual	%		Jared Laughher & James Craig				73.0	76.0		New 18/19

Can/Are any of the PAM's collected or measured QUARTERLY?

Grouping	Description	INFRASTRUCTURE - Measures	Frequency	Unit of Measure	Target	OWNER	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	
HOG	PAM's	PAM020: The percentage of principal (A) roads, that are in overall poor condition	Annual	%		Gavin Barry (John Cumper)		4.30	4.60	3.90	4.10		
HOG	PAM's	PAM021: The percentage of principal (B) roads, that are in overall poor condition	Annual	%		Gavin Barry (John Cumper)		3.7	3.6	3.4	3.3		
HOG	PAM's	PAM022: The percentage of principal (C) roads, that are in overall poor condition	Annual	%		Gavin Barry (John Cumper)		8.70	7.30	6.60	6.00		

Grouping	Description	PUBLIC PROTECTION - Measures	Frequency	Unit of Measure	Target	OWNER	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	
	PAM's	PAM023: The percentage of food establishments which are 'broadly compliant' with food hygiene standards	Annual	%		Michele Wehdon		95.0	94.8	95.7	95.6		

Base Data - Resources



Resource Tab:

In-month

Staff Sickness Stats (%)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Community & Leisure	5.40	4.54	4.54	5.01	5.62	5.67	5.98					
Infrastructure	2.88	3.27	3.99	3.58	4.41	4.85	4.72					
Property	2.97	2.75	2.64	2.81	3.03	1.88	1.59					
Public Protection	3.89	2.81	5.13	3.87	3.95	1.93	0.45					
Regeneration & Planning	3.79	2.29	3.08	3.27	2.95	3.81	2.85					
Whole Directorate	4.35	3.67	4.14	4.22	4.66	4.63	4.37					

In-quarter

Staff Sickness Stats (%)	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Community & Leisure	5.77	5.56	5.54	5.60	8.10	8.00	7.34	5.49	4.63	5.60		
Infrastructure	3.34	6.62	4.69	6.33	5.61	5.51	3.99	4.52	3.49	4.49		
Property	2.87	5.01	0.33	3.01	5.10	4.13	5.93	3.22	2.79	2.58		
Public Protection	4.75	2.17	2.46	4.08	5.37	5.58	4.41	6.51	4.16	3.36		
Regeneration & Planning	1.88	2.62	2.68	3.21	5.03	3.93	4.33	5.86	3.08	3.42		
Whole Directorate	4.69	4.62	4.35	5.08	6.77	6.48	5.86	5.30	4.01	4.65		

Rolling 12 months (Test)

Staff Sickness Stats (%)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Community & Leisure												
Infrastructure												
Property												
Public Protection												
Regeneration & Planning												
Whole Directorate												

Customer Tab:

Number of Complaints By Type	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Informal			564	830	235	517	655	755		300		
Stage 1			48	71	23	75	94	110		26		
Stage 2			32	49	10	18	16	19		5		
Esc 1 to 2			0	0	0	11	23	26		5		
Other			15	16	0	0	0	0		0		
Whole Directorate	0	0	659	966	268	621	788	910		336		

Base Data - Resources



Health and Safety (H&S) Number of Reported Accidents												
Number by Service & Type	Q1 18/19	Q2	Q3	Q4	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4
Community & Leisure					18	17	17					
Infrastructure					3	5	1					
Property												
Public Protection												
Regeneration & Planning							1					
Whole Directorate					21	22	19					
RIDDOR					4	0	2					

RAG Key

Score	RAG	Status
0	Black	Not yet started or too early to report any progress (achievements/changes)
1	Red	Started but not progressing well
2	Amber	Started with reasonable progress achieved
3	Green	Going well with good progress

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HOUSING AND REGENERATION SCRUTINY COMMITTEE – 9TH MARCH 2021

**SUBJECT: DIRECTORATE PERFORMANCE ASSESSMENT SIX MONTH
 UPDATE 2020**

**REPORT BY: CORPORATE DIRECTOR FOR SOCIAL SERVICES AND
 HOUSING**

1. PURPOSE OF REPORT

- 1.1 To present Scrutiny with the new Caerphilly Homes Directorate Performance Assessment (DPA) which is part of the Council's new Performance Framework.
- 1.2 The DPA provides information and analysis for the 6-month period April – September 2020. The DPA forms part of the overall Council 'self-assessment' activity, of which members are invited to discuss, challenge and scrutinise the information in the DPA.

2. SUMMARY

- 2.1 The Council's Performance Framework had been in its current format for several years and formed a foundation stone of the Council's governance arrangements.
- 2.2 As the Council embarked on its ambitious Transformation Programme, Team Caerphilly, alongside the emergence of new legislation such as the Local Government and Elections (Wales) Bill 2019, it became both timely and opportune that the Framework was redeveloped and enhanced.
- 2.3 The new Performance Framework was endorsed by Cabinet February 2020 and this report introduces one of the key components of the Framework, the Directorate Performance Assessment (DPA). The DPA is a 'self-assessment' of Directorate's progress across a wide range of information types.
- 2.4 Directorate Performance Assessments are an opportunity to bring together a range of information and intelligence into one picture to answer the self-assessment question of 'how well are we performing and how do we know?' Appendix A is the Caerphilly Homes Performance Assessment up to September 2020.

3. RECOMMENDATIONS

- 3.1 Members review the attached document (Appendix A) and discuss, challenge and scrutinise the information contained within.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Scrutiny members are involved in the 'self-assessment' process by scrutinising the information within the Directorate Performance Assessment. This also supports the principles within the new section (Part 6, Chapter 1) of the Local Government and Elections (Wales) Bill which provides for a new performance and governance regime for principal councils

5. THE REPORT

- 5.1 The Council started reviewing its Performance Management Framework 2 years ago with a view to making better use of the wide range of information and intelligence that it holds and to future proof any new processes in line with the new Performance legislation.
- 5.2 The new Performance Framework has been developed to meet several strategic and operational needs as well as to align with emerging legislation and further the Council's desire to be a high performing learning organisation focused on meeting the needs of its residents.
- 5.3 The framework was piloted in 2019 and endorsed by Cabinet February 2020
- 5.4 Part of the framework was to develop a reporting dashboard at directorate level. This report introduces and shares the Caerphilly Homes DPA. To show how the DPA fits into the overall framework the components are noted below:

5.5 The Framework

The Council's new Performance Framework has several component parts:

- Corporate Performance Assessment (CPA)
- **Directorate Performance Assessment (DPA)**
- Service Planning, identifying priorities resources and actions to improve.
- Risk Management – the barriers that may prevent improvement.
- MyTime Extra – personal learning and development, skills to deliver on objectives.

- 5.6 The Corporate Performance Assessment (CPA) dashboard is used by the Corporate Management Team (CMT) and Cabinet to monitor the Council's progress in delivering its strategic priorities, identifying and challenging areas of underperformance and discussing and agreeing any remedial actions that may be required.

The dashboard is received by CMT on a quarterly basis as well as being shared twice yearly with Cabinet. While the dashboard itself offers a rich insight, it is set at a high-level position and designed to be an 'at a glance' overall picture. The detail that sits underneath it is within the DPA.

5.7 Directorate Performance Assessment (DPA)

The DPA dashboards are developed for all directorates. The report provides Directorate Management Teams with a range of data to keep progress under review, drive performance improvement and manage resources, intelligence and risks. Information within the DPA dashboards is grouped as follows:

- Overall summary of the Quarter
- Progress on a Directorate's Priorities
- Performance Data
- Customer Intelligence
- Resources – financial / workforce and assets
- Risk Register
- Well-being Objectives
- Lessons Learned
- Conclusion

The DPAs are received by Senior Management Teams on a quarterly basis providing opportunities to account for progress, challenge performance and agree improvement activity. Data from DPAs will be shared with relevant Scrutiny Committees twice yearly.

- 5.8 The spirit of the Directorate Performance Assessments (Appendix A) is about being a learning organisation. The DPA is less about performance and targets (though they have their place) rather is designed to provide a wider picture of knowledge and learning, to identify cause and effect and to invite mature conversations that enhance learning which leads to improvement.

5.9 Conclusion

The Council's new Performance Framework as set out will provide Cabinet, Scrutiny Committees, CMT and DMTs with a regular and embedded mechanism for monitoring progress, managing performance and driving improvement. The dashboards, which provide a single source of the truth', enable key aspects of performance to be discussed, action to be agreed and learning to be generated. The ability to specifically link individual contributions to organisational goals provides a platform for every employee to understand how they fit and to be recognised for the part they play in delivering the Council's objectives

6. ASSUMPTIONS

- 6.1 No assumptions were thought to be required in this report.

7. LINKS TO RELEVANT COUNCIL POLICIES

7.1 Corporate Plan 2018-2023.

The DPA provides an update of progress and learning against the Council's well-being objectives noted below which are:

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

The Corporate Plan can be found on the intranet on the Policy portal, within the performance management section. **Click here to view.**

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The Directorate Performance Assessment shows how the Directorate's priorities, risks and its own specific well-being objective contributes to the Well-being 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*

The information is wide ranging and looks at the long-term balancing priorities with the short term and the long-term needs. The risks also identify those that impact the well-being of future generations. The actions being taken to deliver the priorities are part of preventing problems occurring, or getting worse, delivery of these require involvement and a range of collaborations.

9. EQUALITIES IMPLICATIONS

- 9.1 This report is for information and has no decision-making requests, so the Council's full Equality Impact Assessment process does not to be applied. Information on equalities and Welsh language will be included appropriately within the DPA's and CPA's as part of a picture of Directorate's self-assessments.

10. FINANCIAL IMPLICATIONS

- 10.1 There are no financial implications within this report, however the DPA (appendix A) has a section on resources including relevant budget outturns as part of the overall self-assessment of the directorate.

11. PERSONNEL IMPLICATIONS

- 11.1 There are no personnel implications within this report, however the DPA (appendix A) has a section called 'resources' which provides data on a range of workforce aspects.

12. CONSULTATIONS

- 12.1 Any consultation responses have been included within this report.

13. STATUTORY POWER

13.1 The Local Government Measure (2009) and Local Government and Elections (Wales) Bill.

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

Consultees: Cllr Andrew Whitcombe, Chair - Housing & Regeneration Scrutiny
Cllr Christine Forehead, Vice-Chair - Housing & Regeneration Scrutiny
Councillor Lisa Phipps, Cabinet Member for Housing & Property
Christina Harrhy, Chief Executive
Dave Street, Corporate Director, Social Services & Housing
Richard Edmunds, Corporate Director of Education and Corporate Services
Mark S. Williams, Corporate Director Communities
Shaun Couzens, Chief Housing Officer
Lynne Donovan, Head of People Services
Anwen Cullinane, Senior Policy Officer, Equalities, Welsh Language & Consultation
Rob Tranter, Head of Legal Service and Monitor

Appendices:

Appendix 1 Caerphilly Homes Performance Assessment (April – September 2020)

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Caerphilly Homes Directorate Performance Assessment

2020 - 2021 Six Month Update (April to September)

Please select a section of your choice:

Summary & Priorities



Performance 1



Performance 2



Performance 3



Additional Public Accountability Measures



Customer Intelligence



Resources



Risk



Well-being Objectives



Conclusion





Six Month Update (March - September 20/21)

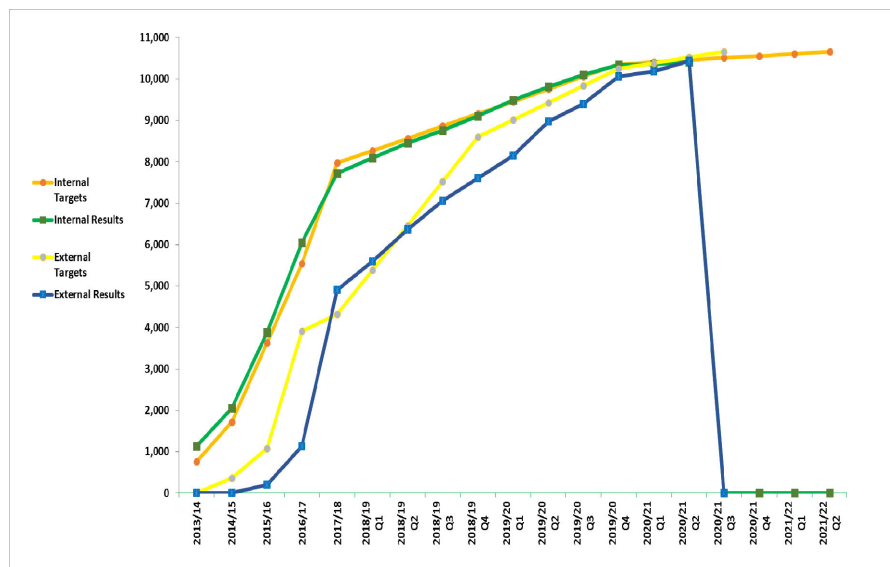
Despite the ongoing Covid pandemic throughout 2020, good progress has been made in a number of areas, whilst the service has also supported wider community aims and objectives to support the most vulnerable within our communities during these difficult times. Although the completion of the Welsh Housing Quality Standard programme remains a priority, this has unavoidably been delayed as a consequence of the pandemic, which has been recognised by WG with the deadline now having been extended to December 2021 as other authorities are experiencing the same problems. The provision of new affordable housing by Caerphilly Homes continues to be work in progress and a number of feasibility schemes are being undertaken, including a number whereby additional grant funding bids will be submitted. Commissioning work is also ongoing to undertake an appraisal of all our Housing Revenue Account land assets and consultation ongoing with the Health Board and Housing Justice on another two potential development sites. Partnership working with our Registered Social Landlord organisations also continues to deliver new affordable homes within the borough and this partnership will be further strengthened with the signing of an Memorandum Of Understanding which is planned for later this year. The adaptations team have focussed efforts on the higher priority essential cases due to the risks associated with delivering core services to this vulnerable client group. The Private Sector team have however been actively looking at improving ways of supporting the Welsh Government's aim of bringing empty homes back into use and a report will be presented on proposals for Cabinets consideration later in the year. Homelessness has been a particular issue this year with the pandemic resulting in an increase in the number of presentations which coincided with the Manager taking early retirement. The recruitment of a replacement manager has been delayed during this time, but the team has responded positively and professionally to not only maintain services, but react to the increased pressures and demands that they have faced. This has resulted in new emergency temporary accommodation being sourced with the additional support required to manage such facilities to avoid rough sleeping within our county borough.. As the pandemic continues however, this is a problem that will increase unless additional suitable accommodation can be sourced. At an early stage of the pandemic a dedicated financial crisis line was set up by our Rents Team, which has not only assisted and advised our tenants, but also assisted other members of the public including residents and businesses by referring them to the correct teams to provide financial advice. This has been a worrying time for many who face financial hardship for different reasons with our team being a life line for many. This has included the reassurance calls that have been undertaken by our staff to numerous tenants some who are known to be vulnerable e.g. older persons which has often been the only contact some may have had with others outside of their homes. Where required these calls have been followed up with visits or referrals to those in need. Maintaining services whilst operating under the limitations imposed by the Covid guidance has been difficult, but the commitment and support provided by our staff has been excellent and has clearly been appreciated by our customers, although this has also highlighted a need for changes to working practices and the provision of the necessary IT equipment to support agile working and the provision of satisfactory levels of service whilst this crisis continues

Service Priorities	Completion Date	RAG	Progress - Achievements - Comments
To identify savings proposals to ensure that a balanced budget for the 2020/21 financial year can be approved by Council in February 2020. (Corporate Priority)	Dec-21	3	The required savings to contribute towards the Mid Term Financial Plan have been accounted for in the current year, but ongoing savings for such a small budget will be extremely difficult to achieve
1a. All council housing is improved to meet the Welsh Housing Quality Standard by 2020.	Dec-20	3	The programme has encountered unavoidable delays due to the Covid pandemic which has been recognised by Welsh Government and an extension to the deadline agreed for December 2021. We are on track to complete in advance of the revised deadline
1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS (Welsh Housing Quality Standard) attainment (December 2020).	01/04/2020	3	The Planned Asset management Strategy has been agreed, but it's implementation delayed due to the Covid pandemic and extension of the Welsh Housing Quality Standard programme
2. Increase the provision of new, affordable, social housing that meet the 'Lifetime Homes' principles and identified needs, whilst supporting the governments' housing programme.	Ongoing	2	New schemes ongoing with our Registered Social Landlord partners utilising Social Housing Grant, including a number of energy efficient passive Haus schemes. In addition a number of feasibility studies have been undertaken to commence new council house building on existing HRA sites and agreement reached to purchase 8 new properties via Section 106

Service Priorities	Completion Date	RAG	Progress - Achievements - Comments
3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes.	Ongoing	2	Due to the Covid pandemic the focus has been on the provision of essential adaptations to assist with hospital discharges and address health and safety issues. More routine works have been temporarily suspended due to the vulnerability of this client group.
4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes back into use.	Ongoing	2	Service Level Agreement signed for Caerphilly homes to participate in Phase 2 of the Valleys Task Force initiative with funding support agreed by Cabinet to contribute towards the work to bring empty homes back into use and also to establish an empty homes team. A successful bid for homelessness funding has also resulted in us looking to purchase 6 properties to add to our housing stock to provide much needed small units of accommodation.
5. Tackle the determinants of poor health and well-being by improving housing conditions in the private sector.	Ongoing	2	Inspections and enforcement activities have been limited to higher priority issues impacting on property conditions due to the ongoing pandemic
6. Prevent homelessness and tackle rough sleeping.	Ongoing	2	On going pressure in this area of the service due to increased demand as a consequence of the pandemic and a lack of suitable emergency accommodation. Regular meetings being held with WG and successful funding bid resulting in £1m approx. for revenue and capital projects
7. Sustaining tenancies by providing a range of housing related services.	Ongoing	3	Ongoing support being provided remotely in addition to setting up a financial crisis line to assist
8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.	Ongoing	2	Energy advice continues to be provided and opportunities to access energy funding provided by WG is continually being sought. Success in accessing Arbed funding for the Blackwood area has been achieved this year and a decision still awaited on Arbed funding for Landsbury Park

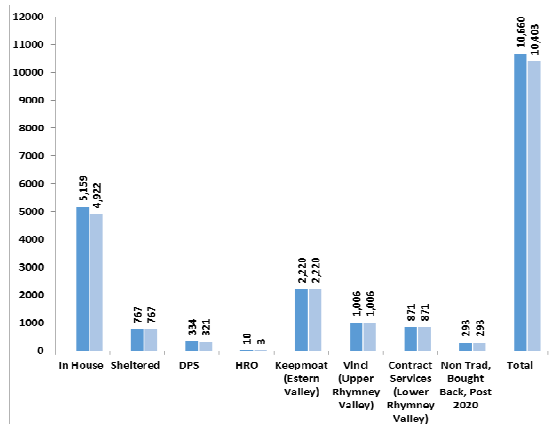
Status	
Black	Not yet started or too early to report any progress (achievements/changes)
Red	Started but not progressing well
Amber	Started with reasonable progress achieved
Green	Going well with good progress

1. All Council Housing is improved to meet the Welsh Housing Quality Standard (WHQS)



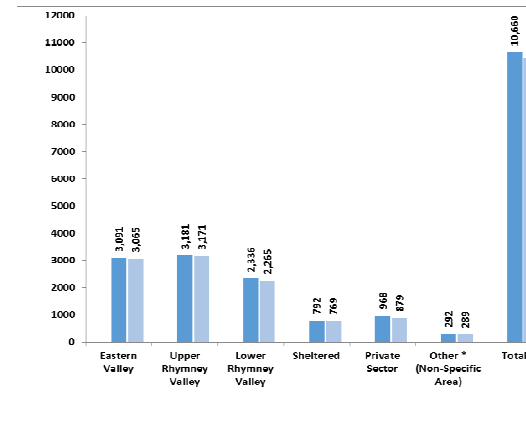
WBO 3 (1a) PAM/038

Reporting Period	02/10/2020
Internal Target 31/08/2021	100.00%
Internal Components (% of stock)	97.59%



WBO 3 (Outcome 1a)

Reporting Period	02/10/2020
External Target 31/03/2021	100.00%
External Components (% of stock)	97.91%



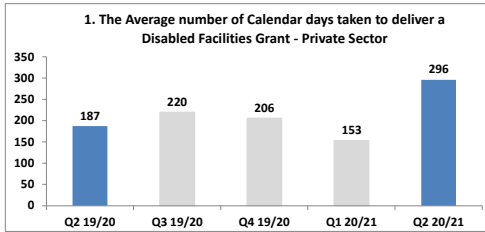
WBO 3 (Outcome 1a)

What is WHQS performance telling us?

Internal works - The internal WHQS programme was suspended in March due to lockdown and work re-commenced in August with enhanced risk assessments to adhere to Government guidance. Since the recommencement of the programme 66 internal properties have been made compliant with 257 outstanding. It is anticipated that work will take on average 3 times longer to complete under social distancing regulations and early projections indicate internal compliance will be achieved by August 2021 pending no further delays from future lockdowns etc). Welsh Government has extended the deadline for WHQS completion to December 2021

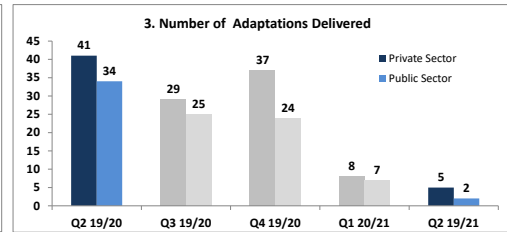
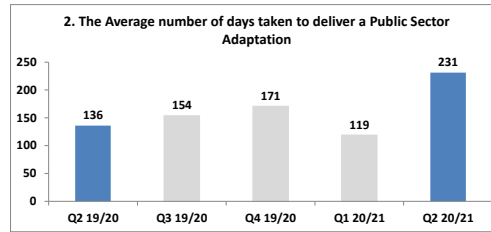
External works - External work re-started in Mid May and 2 contractors worked throughout lockdown with detailed risk assessment issued to Contractors. 376 properties have been made compliant this year on external works with 223 properties outstanding. Early indications suggest external compliance will be achieved by March 2021 (pending no further delays from future lockdowns or adverse weather) ahead of the Welsh Government extended deadline of December 2021. It is important to note that WHQS would have been fully achieved by June 2020, ahead of the original deadline of December 2020, if the global pandemic had not occurred.

3. Deliver adaptations to support the health and well-being of people in their homes & maximise the delivery and appropriate use of accessible homes

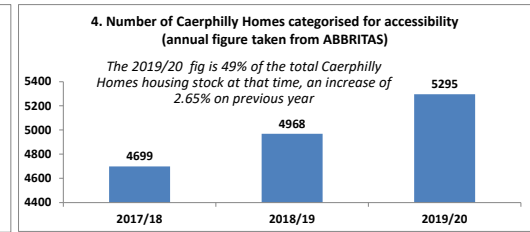


2019/20 Annual Average figure was 199 (PAM015)

PAM/015

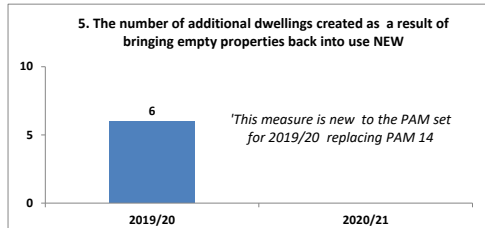


WBO 3 (Outcome 3)



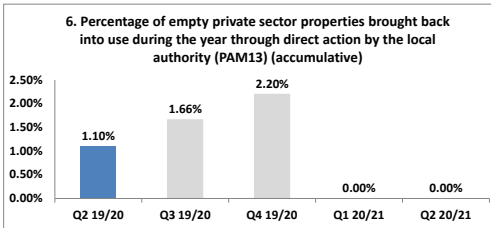
WBO 3 (Outcome 3)

4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes back into use



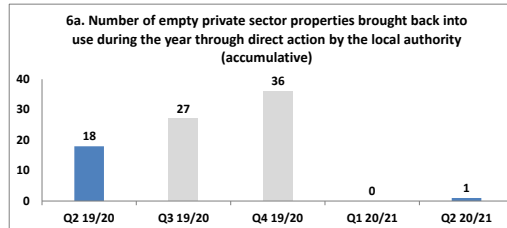
This measure is a part of the PAM set for contextual information only and is not used for comparison across Wales

PAM/045



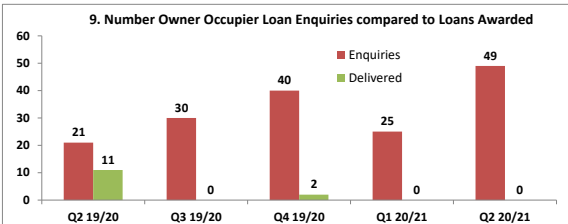
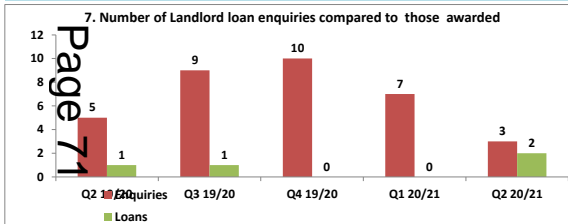
WBO 3 (Outcome 4)

PAM/013



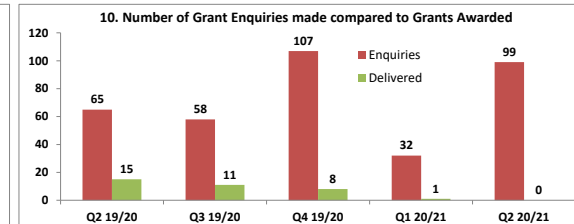
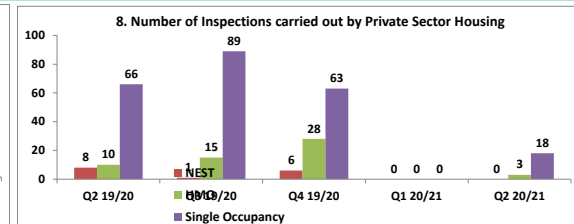
The total number of empty private sector properties in the LA, which were empty for more than 6 months 1,575 in 2018/19 and 1,624 in 2019/20. the figure for 20/21 is 1,441

5. Tackle the determinants of poor health and well-being by improving housing conditions in the private sector

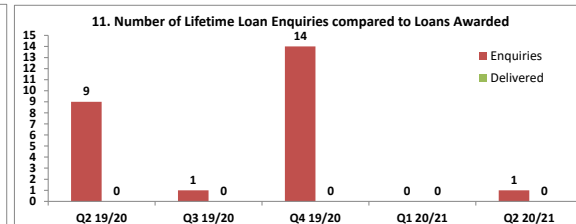


WBO 3 (Outcome5)

WBO 3 (Outcome 5)



WBO 3 (Outcome 5)



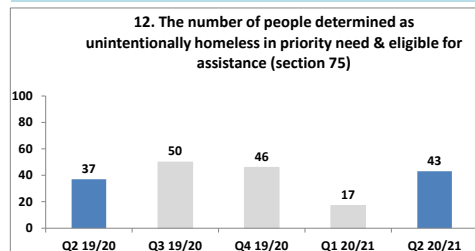
What is the performance telling us?

Performance has been significantly impacted during this financial year as a consequence of the Covid pandemic, with staff being unable to undertake a number of core activities in order to comply with Welsh Government guidelines. A number of staff were also redeployed to assist with corporate duties and support the most vulnerable within our communities.

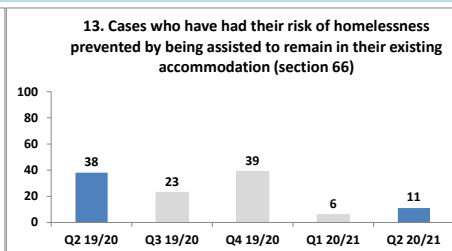
Measures:

- 1 & 2) Routine works of adaptation were not considered to be essential, in accordance with WG Covid guidance and due to risks associated with vulnerable client group. The small number of essential schemes able to be completed were largely to facilitate hospital discharge and required extensive works, including extensions. Also, the PI is very limited and not sufficient to enable a full evaluation of performance. Work to replace the PI is ongoing with WG and in the meantime remains for reporting purposes. Adaptations vary in size and scale and a single application may include multiple adaptations and contracts. We offer a comprehensive agency service to support applicants with adaptation delivered. This takes time but ensures those who would be unable to manage the process themselves get the adaptations they need. Members have recently supported our approach to delivering DFGs which focusses on outcomes for the customer rather than speed of delivery. The impact of the lockdown will be evidenced in future quarters as resulting backlogs are addressed.
- 3) Impact of Lockdown. Ceased processing routine jobs.
- 4) Empty homes work was initially considered non-essential and, therefore, no work was permitted during the first few months of lockdown. This work can often relate to loans and grants which had ceased due to them being deemed not essential and no grants were completed within the remaining time period to the end of the quarter.
- 5) 1 property was returned to use in Q2. 1441 properties are recorded as empty for 20/21. Empty Homes work suspended due to WG guidance. Nationally empties work on grants via Valleys Taskforce recommended 7/2020 but Cabinet Approval not obtained until mid-September for CCBC to participate in Phase 2. No Valleys Task Force grants were able to be completed within the time period to the end of the quarter.
- 6) The processing of Landlord loans was suspended during Lockdown. 2 Landlord loans and 1 Home Repair Grant have been delivered. Loans and Home Repair Grants were not considered essential in the first lockdown and were not progressed until the guidance changed in August allowing staff to enter homes for routine work. The system re-opened in September but little progress made before the end of September due to timescale, requirements of WG - contractor issues - supply issues - staff returning from informal redeployment, social distancing restrictions.
- 7) Q1 and Q2 - Impact of Covid Lockdown. We are actively working in connection with the Private Rental Sector to develop the Caerphilly Landlord Forum. In line with WG we are also working in connection with other local authorities to re-establish a PRS information sharing network.
- 8, 9, 10 & 11) The processing of owner occupier loans were suspended during Lockdown.

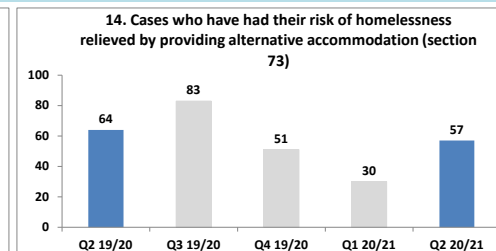
6. Prevent Homelessness and tackle rough sleeping



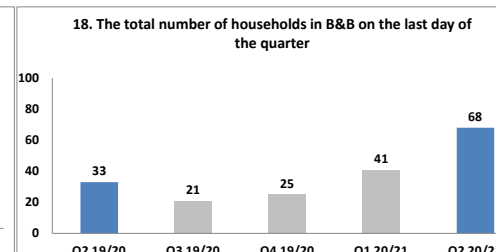
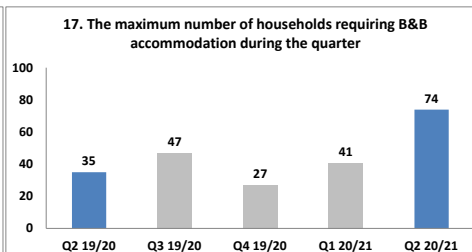
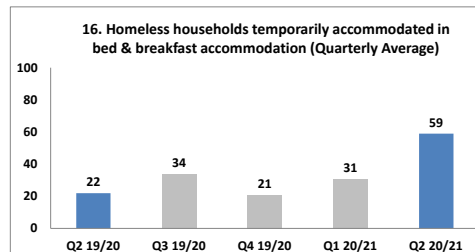
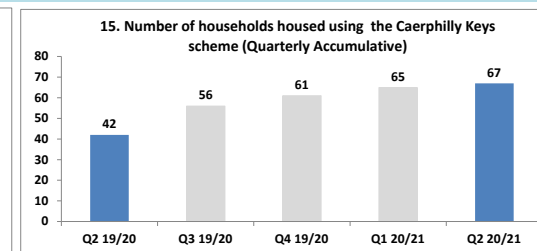
WBO 3 (Outcome 6)



WBO 3 (Outcome 6)



WBO 3 (Outcome 6)

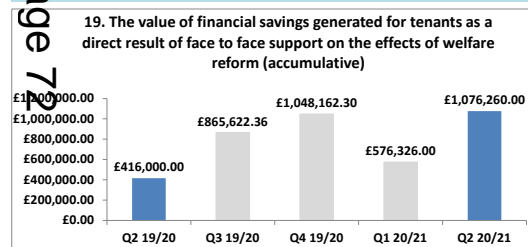


These two measures show the movement of people in and out of B&B over the quarter

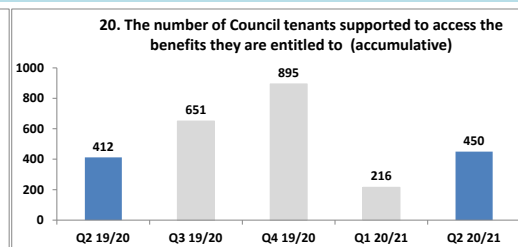
15. Caerphilly Keys Households housed by type to date

Couple with dependant Child(ren)	9
Single parent household with dependant children - Male applicants	1
Single parent household with dependant children - Female applicants	10
Single person household - Male applicant	20
Single person household - Female applicant	12
All other household groups	9
No. Homeless or A&P case	6
Total	67

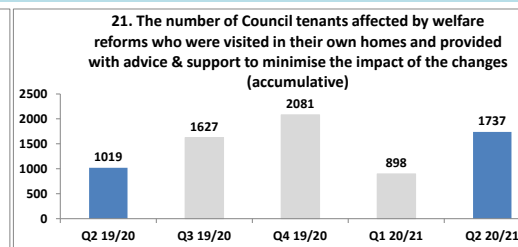
7. Sustaining tenancies by providing a range of housing related services.



WBO 3 (Outcome 7)



WBO 3 (Outcome 7)

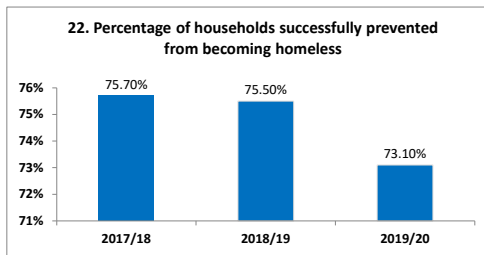


WBO 3 (Outcome 7)

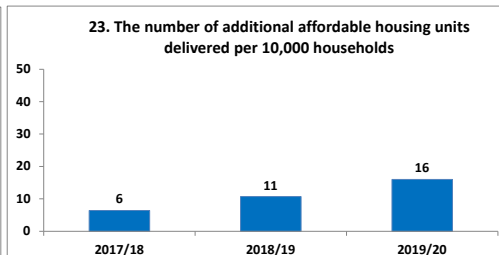
What is the performance telling us?

As a consequence of Covid the service has seen a significant increase in demand for our homelessness services. This has seen higher numbers of presentations and placements in emergency temporary accommodation. There has also been an unavoidable increase in the use of hotels and Bed & Breakfast accommodation in order to comply with new guidance issued by WG. The team has performed extremely well in addressing rough sleeping within our borough and supporting this vulnerable client group. A second Welfare Benefits advisor was appointed in September 2019 who, after a period of training and transitions, commenced supporting tenants in November 2019. Due to the Department of Work and Pensions delays in administering benefit claims the results of this additional support investment was not realised until the first quarter this financial year but the additional appointment has had a huge positive impact for our tenants. The provision of remote advice by the team since the March lockdown has proven to be a huge success as they are able to support more tenants. An additional benefit has been the move by the Department of Work & Pensions to telephone hearings for tribunal cases, enabling conference calls to be held, and a large amount of backdates of benefits have been achieved for our tenants at these hearings. The additional financial savings are split between additional welfare benefits and water savings through reduced tariffs. Although the total numbers of tenants supported to access the savings they are entitled to has remained static the numbers supported to access the welfare benefits elements have more than doubled hence the realisation of higher financial benefits for our tenants this year. Since lockdown no home visits have been carried out and telephone support has been provided to tenants. We have been able to support a larger number of tenants remotely. However we need to ensure the service we deliver is accessible and valued by our tenants. We have worked closely with the Tenant and Community Involvement Team to develop a questionnaire survey that they will undertake with a sample of our support engagements. We can then use the results to ensure our remote service is tailored and developed taking tenants views into account.

8. Public Accountability Measures (PAMs)

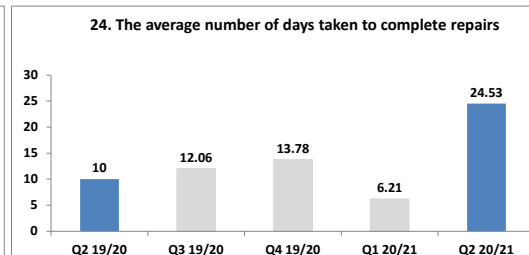


PAM/012



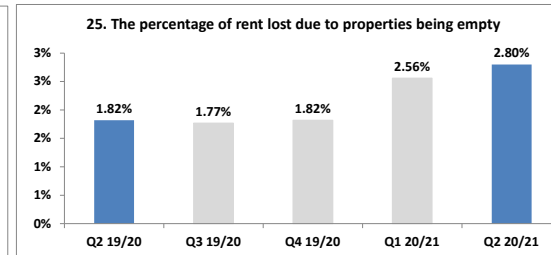
2019/20 Data is draft and subject to change

PAM/036



Annual 2019/20 figure is 12.18 days (stand alone quarters)

PAM/037



Annual 2019/20 figure is 1.82%

(stand alone quarters)

PAM/039

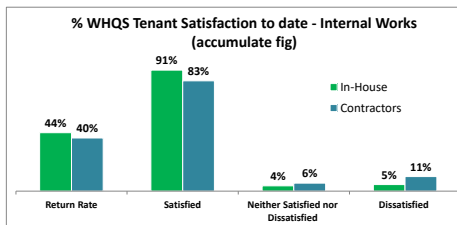
What is the performance telling us?

The Public Accountability Measures upto quarter 2 highlights the detrimental impact the Covid pandemic and lockdown restrictions has had on some of our key indicators. However the focus has been on the delivery of essential services in the main during this time, aimed at supporting our most vulnerable clients e.g. homelessness, elderly, financial support, emergency repairs, adaptations, works to void properties, and allocations.

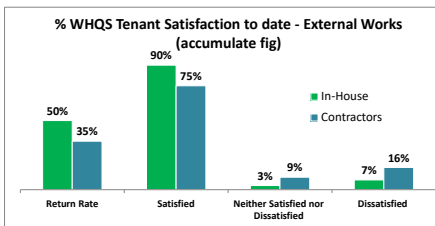


Customer Intelligence

Welsh Housing Quality Standard (WHQS) Satisfaction

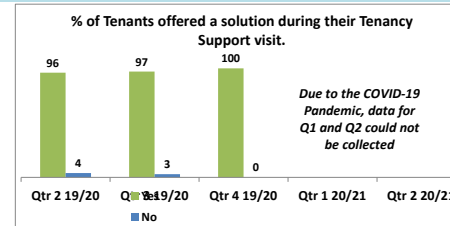
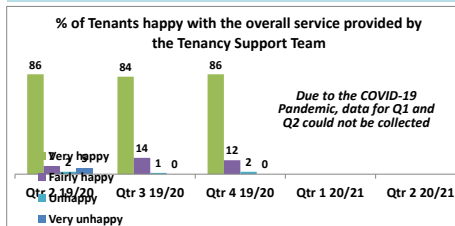


WBO 3 (Priority 1)

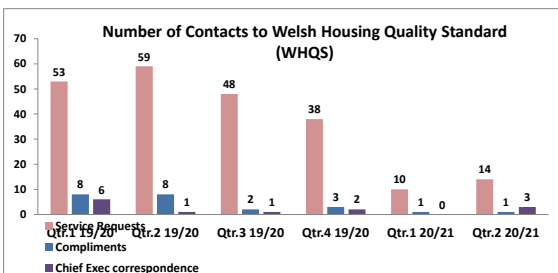
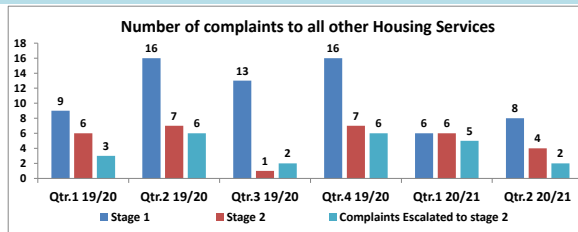
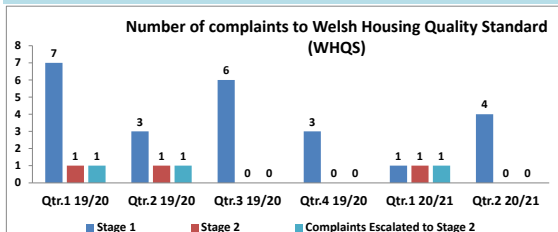


WBO 3 (Priority 1)

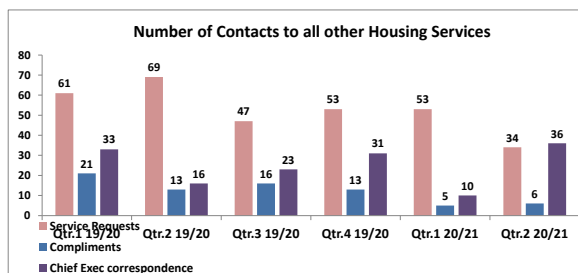
Tenant Satisfaction



Complaints



Chief Executives correspondents are all contacts referring to Caerphilly Homes, which come via the Chief Executives office. If these contacts are deemed to be complaints they will be counted as such by the Caerphilly Homes complaints team and counted in the complaints graphs above. They are then separated from all other Chief Executives correspondence in the contacts graph, not to be double counted. Chief Executives correspondence can include letters from AM's and MPS on the behalf of members of public.



What is our Customer intelligence telling us?

Surveys stopped in March 2020 and as of yet have not resumed in 2020/21 and as a result of Covid 19, the way the Tenancy Support service is being provided has changed – before the pandemic the service was (in the main) provided via home visits and the survey questions reflected this service method. The Tenancy Support Officers are now engaging with tenants via new ways eg: telephone calls, emails and we are currently working with the Team to revise the survey questions to reflect these changes.

There were a range of stage 1 and 2 complaints made to Housing in quarters 1 and 2 of 2020/21 : However it is difficult to compare this data with the previous year as there was a reduced level of service operating due to the Covid pandemic. It has been noted however that the level of complaints has recently increased as services recommenced.

Quarter 1:

The one WHQS stage one complaint related to concerns around the safety of the re-wire of the tenants property. This complaint did progress to a stage two complaint and following the response provided the tenant subsequently referred the complaint to the Ombudsman who decided not to investigate any further as the Ombudsman was satisfied with the actions of the WHQS team. The complaint was recorded as resolved and the record closed.

There were two **Housing Management** stage one complaints, one related to the amount of water pooling in the garden following prolonged periods of rain, and one regarding the boundary fences surrounding the property as it was felt the boundary lines were not clear. One of the stage one complaints escalated to a stage two however it has since been resolved. A direct stage two complaint was considered following an appeal against the decision to close a Right to Buy application. This has since been resolved and the record closed. There was one stage two complaint which escalated from the previous quarter regarding the renewal of the windows at the tenant's property. The request was considered and has since been resolved.

Tenancy Enforcement had two stage one complaints, one relating to the alleged harassment from an officer following a number of Anti Social Behaviour complaints made about the complainant and another alleging they did not help a resident with an Anti Social Behaviour experience. Both cases progressed to stage two of the Corporate Complaints procedure and have since been resolved.

Response Repairs had one stage one complaint relating to drainage issues. This complaint was resolved and the record was closed.

Heating received one stage one complaint regarding a cancelled appointment. This complaint was resolved and the record was closed.

Private Housing received one complaint regarding a grant which was considered at both stage one and two of the Corporate Complaints procedure. The complaint related to the repayment of the grant following a breach of grant conditions. This complaint has now been resolved and the record closed.

Example of compliments:

A 'thank you' card received for the help and assistance received by a Tenant Liaison Officer.

Quarter 2:

The four WHQS stage one complaints were for a range of issues. One case related to contractor parking and the obstruction it caused to pedestrians, one for the amount of noise the contractors were causing whilst working at a neighbouring property, one for the delay in the contractor attending a roof repair and one for an appeal against the decision not to renew a kitchen under the WHQS programme as it met current standards. The four complaints have been resolved.

There were four stage one **Housing Management** complaints. One related to the quality of a repair, another for the length of time a tenant was without electricity at their property, another was for a request for a transfer following issues with Anti Social Behaviour and outstanding repairs and the last stage one complaint related to the delay in decorating a communal area following flooding. Two of the stage one complaints escalated to Stage two and have since been resolved. There is a current stage two complaint being considered by the Chief Housing Officer relating to management discretion for succession of a property.

The Common Housing Register Team have one stage one complaint relating to lack of support whilst completing a housing application. This has since been resolved.

Private Sector Housing Grants Section have two stage one complaints recorded. They both relate to the repayment of grants following the breach of grant conditions. Both complaints have been resolved.

Housing Advice have one stage one complaint recorded which relates to the management of Ty'r Fesen. This has since been resolved.

Leaseholder's have one stage two complaint regarding the quality of the WHQS works carried out on the residents block. This has been investigated and resolved.

Examples of compliments:

'thank you' - call to operative in the Housing Repairs section "I want to praise the brilliant efforts and support through the pandemic" - a resident called into the Older Person's team and a 'thank you' call for the assistance provided by a Tenancy Enforcement Officer

Regulatory Proposals

Name of Report - WHQS Follow Up
(Issued Jan 2019. Reported to Cabinet 30 Jan 19)

Regulatory Proposal -
The Council should agree a Local Housing Strategy to set out its long-term vision for the future priorities for homes in Caerphilly (P2)

Action-
Develop an up to date overarching Local Housing Strategy to set out the long term vision for housing within Caerphilly.

Previous Update -
A report setting out the Housing Development strategy for providing additional council homes has also been developed and will be considered by Cabinet on the 15th January, 2020. Having determined that there required resources to progress with the development of a local housing strategy are not available in-house, this is now being progressed by commissioning the services of a specialist external consultant via Procurement Services - January 2020

Service Officer Responsible -
Shaun Couzens

Deadline -
March 2020

Current Update - Progress on the Local Housing Strategy has been delayed due to the ongoing pandemic, although some progress has been made with external consultants commissioned and virtual interviews taking place with key stakeholders. It is envisaged that the strategy will be completed by the end of this financial year, but this will be dependent on ongoing lockdown measures.

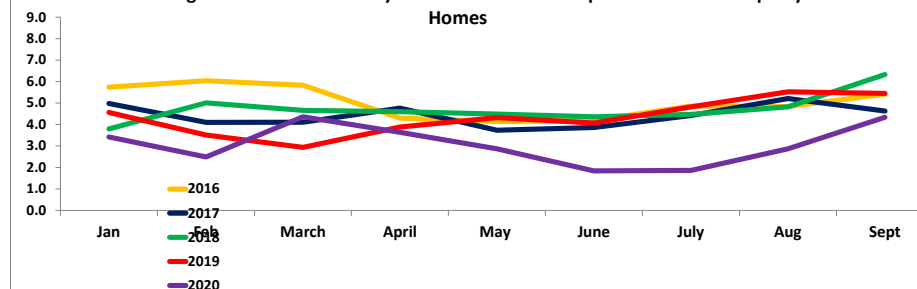
Status -
In Progress

Percentage complete -
25%

Percentage Quarterly Sickness - Caerphilly Homes



Percentage Year on Year Monthly Sickness Absence Comparison trend - Caerphilly Homes



Q1 Monthly Breakdown	April 2020			May 2020			June 2020		
% Sickness Absence	Short	Long	Overall	Short	Long	Overall	Short	Long	Overall
Development Team	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Housing Services	0.68%	4.72%	5.58%	0.00%	3.94%	3.94%	0.48%	1.72%	2.20%
Housing Solutions	1.28%	0.00%	1.28%	0.15%	0.00%	0.15%	0.23%	0.00%	0.23%
Response Maintenance	42.91%	2.52%	2.94%	1.05%	1.91%	2.96%	0.86%	1.27%	2.13%
WHQS Programme	0.00%	3.19%	3.19%	0.03%	2.32%	2.36%	0.37%	1.20%	1.56%

Q2 Monthly Breakdown	July 2020			August 2020			September 2020		
% Sickness Absence	Short	Long	Overall	Short	Long	Overall	Short	Long	Overall
Development Team	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	13.64%	0.00%	13.64%
Housing Services	0.02%	1.70%	1.73%	0.15%	2.25%	2.40%	1.54%	3.37%	4.88%
Housing Solutions	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Response Maintenance	0.85%	1.21%	2.06%	1.20%	2.50%	3.70%	1.68%	3.15%	4.83%
WHQS Programme	0.81%	1.44%	2.25%	0.83%	2.35%	3.17%	1.92%	2.16%	4.07%

Housing Workforce Information

	Qtr. 2	Qtr. 3	Qtr. 4	Qtr. 1	Qtr. 2
Voluntary Leavers*	5	5	4	6	4
Other Leavers**	1	1	0	1	2
Total Leavers	6	6	4	7	6
New Entrants	22	2	2	0	0
Headcount	501	501	502	495	488
55 and Over	135	141	143	139	137
% of headcount	26.94%	28.41%	28.48%	28.08%	28.07%
Agency	50	25	20	20	18

***Voluntary Reasons:** Flexible retirement, retirement, settlement agreement, voluntary resignation & severance, Early retirement, Personal reasons, Transfer, VER release of Pension Benefits, Early retirement by mutual consent on grounds of business.

****Other Leaver Reasons:** Death in service, Dismissal, Dismissal on ill health grounds, End of fixed term contract, End of relief employment, Gross Misconduct, Sickness Absence Management, Frustrated Contract, Compulsory Redundancy, failed Probation.

What is our Workforce Information telling us?

There has been an increase in voluntary leavers during the first 2 quarters and this has been managed as there was a requirement to reduce the workforce within our WHQS team as the programme is nearing its conclusion. Despite operating in a pandemic situation, sickness absence has actually reduced in the first 2 quarters. There is however a significant increase in absence for the Development team which is a result of one member of staff within a small team.

Housing Services	Original Estimate	Actuals	Commitments	Projected Outturn
Period 6 2020/21				
Housing Revenue Account (HRA)				
Public Sector	5,750,762	2,640,216	2,702,164	5,342,380
Building Maintenance	13,678,244	8,884,888	3,896,531	12,781,419
WHQS Support	490,138	216,940	261,448	478,388
WHQS PROGRAMME	29,678,935	4,334,415	14,129,589	18,464,004
GENERAL FUND HOUSING				
Housing Advice & Allocations	631,562	308,584	250,291	558,876
Preventing Homelessness	565,163	103,121	462,042	565,163
PRIVATE HOUSING	294,625	537,194	-96,577	440,617

What is our financial Information telling us?

The Housing Revenue Account (HRA) budget for 2020/21 is £52m and variances are typical of a budget this size especially with over 500 staff employed within the service. The HRA remains a viable account although it has a much lower projected surplus for 2020/21 compared to previous years. This is due to the impact of Covid-19, where although expenditure has reduced in major service areas such as WHQS and Housing Repair Operations (HRO) due to the inability to enter tenants homes (essential work remained), unforeseen costs to accommodate working under Covid-19 conditions has impacted the budget detrimentally (eg Personal Protective Equipment, IT set up for home working, increase on rent allowances, voids, rent arrears and bad debt provisions). Welsh Government has offered financial assistance to Local Authorities for Covid-19 expenditure but the HRA does not qualify. The WHQS programme did not meet its target of June 2020 although it was on target to achieve this date before Covid-19. Welsh Government (WG) has extended this deadline to December 2021, so any expenditure that has been delayed due to lockdown will be spent up to this timeline. Currently we project our internal deadline to be August 2021. The HRA business plan submitted to WG in March did not account for Covid-19 but high-level updates have been run through the plan to consider additional costs associated with social distancing measures and rent arrears, and the plan remains viable with the possibility of additional borrowing. The borrowing cap agreed by Council was £85m in total.

HRA surpluses are generally utilised towards funding the WHQS Programme and then earmarked for potential new build options and decarbonisation works once the programme has been achieved. This is still the case albeit the timeline has moved on.

General Fund Housing is utilising its Homelessness Prevention funding in an attempt to reduce homelessness, evictions and Bed & breakfast accommodation as well as providing temporary accommodation as part of its statutory duty. During Covid-19, pressure was placed on this service to accommodate homeless persons and on average 60 people per month continue to be accommodated. This is funded by the WG Covid-19 hardship fund. Typical Bed & Breakfast placements have however reduced due to the restriction of actioning any evictions during lockdown but will be expected to rise sharply when that restriction is lifted.


Private Housing agency fee income remains a concern at this stage, even more so now that officers were unable to enter properties to process applications and carry out any work such as disabled adaptations and home repairs during lockdown. This means the fee income could not be generated and currently this is a cause for concern with budget monitoring reports projecting a high overspend this financial year. No financial assistance has been received as yet from WG for loss of fee income.

What is our Assets information telling us?

Our housing stock is now in a good condition and nearing full compliance with WHQS with about 3% of our stock outstanding as at 1.4.20. Our financial position also ensures that the standard can be maintained going forward and there is scope to contribute towards meeting the WG decarbonisation agenda and the provision of new affordable housing, although this will need to be reviewed on an ongoing basis as projects come forward. The post asset management programme (PAM) has been agreed and was due to start mid year, however the delay on the WHQS Programme has set this back. On a positive note, to ensure continuity of the workforce during lockdown, some work that was earmarked for the PAM programme due to timing issues (eg buy backs) has now been completed.

Office accommodation is also being reviewed along with new ways of delivering our services and this could result in efficiency being achieved through staff relocation and agile working. Plans are already being progressed to relocate staff from Cherry Tree House to Tynyberth and staff have been agile working successfully since March 2020.

There is a requirement for an increase in the provision of temporary or move on accommodation to assist with increasing levels of homelessness and this is actively being pursued.

Ref & Links	Topic (& Service)	Risks, Opportunities & Impacts	Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	Risk Level 2019-20 Q2	Risk Level 2019-20 Q3	Risk Level 2019-20 Q4	Risk Level 2020-21 Q1	Risk Level 2020-21 Q2	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
	Brexit	The decision to leave the EU and the looming deadline to secure an exit deal has created considerable uncertainty. Moving forward it is difficult to determine what impact the exit from the EU will have in the medium to longer-term for Caerphilly CBC and our communities. However, in the short-term possible negative impacts from a no deal scenario include the potential for workforce supply shortages in some areas and the possibility of some disruption to the supply of goods and services.	Housing is participating in the Corporate Brexit Working Group and undertaking service specific analysis in preparation for the various Brexit scenarios.	There remains a great deal of uncertainty around the potential positive or negative impacts of the decision to leave the EU. The position is being monitored closely and CMT has established a Brexit Working Group to further consider and monitor the potential consequences of Brexit and the mitigating actions that will be required to assist in managing risks. In relation to Housing, we are working closely with our supply partner to limit the impact of Brexit on future material supplies and we also look to engage local business where possible, however the supply of core products to assist in the manufacture of our materials may be an issue. The impact of workforce is not currently a concern	Potential impacts are not yet fully understood but they are likely to be felt over the short, medium and longer-term.	Medium	Medium	Medium	Medium	Unable to assess currently due to the level of uncertainty.	Unable to assess currently due to the level of uncertainty.
CMT	Medium Term Financial Plan	Insufficient resources to deliver services at expected level. Negative impact on staff morale. Budget pressures will have an impact upon service delivery.	The Authority has a strong track record of delivering balanced budgets and planning is underway to ensure that the 2021/22 Draft Budget Proposals are presented to Cabinet on the 13th January 2021. <i>Housing requires a budget review to align its financial resources more effectively with its current service delivery</i>	We have faced an unprecedented situation this year with details of the 2021/22 Provisional LG Financial Settlement not being released by the Welsh Government until the 22nd December 2020 (normally received in October each year). The Provisional Settlement included a 3.1% uplift in WG funding for Caerphilly CBC and the 2021/22 Draft Budget Proposals were endorsed by Cabinet at its meeting on the 13th January 2021. The 3.1% uplift in WG funding along with a proposed increase of 3.9% in the Council Tax will mean that no new savings will be required to balance the budget for the 2021/22 financial year. The Provisional Settlement does not cover the financial implications of the ongoing coronavirus pandemic, both in terms of additional costs that continue to be incurred and income losses. These will continue to be funded through grants and the position will be kept under close review as we move into the new financial year. The future funding situation for Local Government is likely to be challenging due to the unprecedented fiscal impact of the pandemic and the strain that this will put on public finances for years to come. An updated indicative Medium-Term Financial Plan shows a potential savings requirement for the council of £20.7m for the four-year period 2022/23 to 2025/26. The council's transformation programme will be a key driver in ensuring that financial resilience is maintained in future years. <i>The remaining savings identified for Housing (£52k) are not expected to be achieved this year because they are focussed on Private Sector Housing activity which has been unable to progress due to the lockdown, particularly when access to residents homes are needed to complete works. In addition there has been a high level of recurring long term sickness absences within the department, and also some staff were redeployed to more critical services such as the buddy scheme and contact tracing. Committed work will become backlogs for the following year which will need adequate resources to manage and complete.</i>	Medium	Green	Green	Green	Green	Effective financial planning is a key element in ensuring that the Well-being Goals within the Well-being of Future Generations Act (Wales) 2015 are met.	High (Short to Medium term)
Page 76		Everyone in Wales should have the opportunity to live in a good quality home within a safe and secure community. To help achieve this, the physical standard and condition of existing housing must be maintained and improved to the Welsh Housing Quality Standard (WHQS). Failure to meet WHQS for all our social housing stock by 2020.	The WHQS programme has its own specific risk register which is reviewed and updated by the Project Board quarterly. The highest risks are: • Failure to achieve programme objectives - the probability level has reduced as we enter the final year of the programme despite delays being incurred as a consequence of the Covid pandemic. This is due to the progress already made on the programme and the announcement made by WG that local authorities would be provided with an extension of the deadline to December 2021	The programme is now constantly being reviewed and more work undertaken in-house to provide us with a level of certainty and control as we move towards the final stages of the programme. There are some concerns in relation to contracts which include leasehold properties as these are incurring significant delays due to the need to follow legal consultation processes and subsequent challenges from leaseholders. This situation is currently being closely monitored and has been raised with WG who advise that other authorities have encountered similar problems.							

[illegible]



Five Ways of Working - 1. Involvement 2. Collaboration 3. Long Term 4. Integration 5. Prevention

1. Highlights - Is there anything that went particularly well this quarter?

10,560 of the 10,660 Council Homes in Caerphilly are now fully compliant both externally and internally with Welsh Housing Quality Standard (WHQS) requirements.

91% of Council tenants said they were satisfied with the internal WHQS works in their homes.

83% of Council tenants said they were satisfied with the external works completed on their homes.

5,378 of Caerphilly's Council Homes have been categorised as compliant with 'accessibility standards' as outlined in guidance for people with physical disability and/or sensory impairment.

1,737 tenants were visited and provided with advice and support, to help them mitigate the effects of welfare reform.

450 tenants were supported to access the benefits they are entitled to.

A significant increase in financial savings of £1,076,260 was generated for Council tenants through targeted support at Q2 2020/21.

An application by the Council for IHP funding to deliver 20 new Passivhaus certified homes on two sites was submitted (since approved).

Purchase of a further 6 properties to bring back into Council housing stock is progressing using Homelessness Phase 2 funding.

1 new joint sheltered housing scheme with ABUHB will be developed to allow 3 schemes to be decommissioned. Another will be improved under the WHQS and 2 more will be remodelled.

We have successfully prevented 67% cases of homelessness in 2020/21, by providing alternative accommodation.

The Supporting People programme based on wider determinants of homelessness prevention helped an average of 3,090 individuals manage their accommodation and an average of 3,642 individuals manage their money.

We have entered into an agreement to enable us to target the return to use of empty homes by offering grants in Quarters 3 and 4 via the Valleys Task Force Phase 2 initiative.

Despite the ongoing restrictions we have continued to provide priority minor and major adaptations to prevent hospital admissions and to enable vulnerable residents to be discharged from hospital.

Following the reopening of housing markets we have successfully amended our allocations procedures and processes in line with WG guidance to enable us to safely allocate 179 properties.

Reassurance calls have been made to all Council tenants by Housing staff to offer housing support and assistance during the pandemic.

2. Is there anything that did not go well this quarter and what have we learnt?

In some instances the actions we have undertaken have either exceeded their target date for completion and/or not reached the expected level of performance:-

Due to delays experienced with carrying out works due to Covid-19, the WHQS investment programme has been extended by Welsh Government for 12 months to December 2021, although, we expect to complete all works by August 2021.

The construction of new, affordable home (housing associations) has, in some instances, been delayed due to a shortage of materials and social distancing guidelines.

With staff time being refocused on essential services, we have been unable to focus on increasing the percentage of social housing stock that has an accessibility code.

There has been a significant reduction in the number of adaptations provided to disabled people due to Welsh Government guidelines and the need to protect vulnerable clients.

There has been a significant reduction in the number of grants/loans provided to improve housing in the private sector due to Welsh Government guidelines and the redeployment of staff to work on the Buddy Scheme.

Only one long-term, private sector empty home was brought back into beneficial use as the work was initially deemed non-essential.

No inspections of Houses in Multiple Occupation have been carried out, with all inspections being suspended due to the pandemic.

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



Please see this DPA for an update on the performance measures

3. What impact are we making?

Our objective is to help improve people's wellbeing through a range of targeted housing-related interventions. Although a five year objective, for some the improvement will be noticed sooner as some of our actions are annually repetitive in nature, e.g. the provision of adaptation or the building of new homes. National research shows that good quality housing, located in sustainable communities is known to have a positive impact on the health and wellbeing of its occupants. Therefore, our objective, our aims and our actions are intrinsically linked to the seven wellbeing goals of the Well-being of Future Generations (Wales) Act 2015. As such we are increasingly using the five ways of working to ensure that we take into account the impact of our intended actions on the wellbeing of future generations.

4. What are we focusing on for the next quarter?

Our focus for the next quarter will be on the delivery of essential services with particular emphasis on supporting our most vulnerable during the ongoing pandemic, whilst operating in line with WG guidance. In addition we will continue to deliver the WHQS programme to meet the revised deadline and progress our aims to deliver new affordable housing, both directly and via our Registered Social Landlord partners.

We expect our progress in the next quarter to be dictated by the longevity of Covid-19 and the duration of the national lockdown. In order to protect vulnerable people and communities the Council has reprioritised many of its services. As a result we expect this to have an impact on many of our intended actions. At this stage it is too early to say what the level of impact may be.



• Highlights coming out of the information

The Covid pandemic has clearly had a significant impact on services this year with core services being considerably reduced and staff redeployed to support wider Corporate community initiatives. performance has also been impacted as a consequence but essential services have continued to be provided as well as assistance to our most vulnerable groups of clients. There have been some staffing issues with some deciding to terminate their employment, which has assisted in some areas but also resulted in the loss of key staff in other areas. Financially we continue to be in a good position and have been successful in accessing various grant funded opportunities from WG. Good progress continues to be made in some of our key project areas including the WHQS programme and our new build strategy, whilst essential services in other areas including priority adaptations, homelessness, older persons housing, repairs and tenancy support have continued and have been well received.

Services that we provide that have been deemed non-essential have been suspended in line with WG guidance and/or at the request of our clients, thereby impacting on our performance e.g. processing of routine adaptations, private sector property inspections, grants and loans, internal WHQS works with many staff redeployed to support critical services across the Authority. However, performance in other areas has improved, e.g. support provided to tenants to assist them in sustaining their tenancies, due to our targeted response to recognised response to the impacts of Covid.

• What have we learnt and what needs improving and why?

During the ongoing pandemic it has been apparent that we were not sufficiently equipped to deliver all our services remotely, although it has also shown that where staff have been equipped this has resulted in significant benefits for the staff and our customers. Generally staff have responded extremely well in the circumstances and been committed and supported in continuing to deliver Housing related services or being willing to be redeployed to support other areas of the authority. The situation has also highlighted the importance of having our own in-house workforce that we can directly manage and utilise to best meet our and customers needs. There is now a move to ensure that we have the required IT equipment and systems in place for the future which support agile working and a need to review our existing systems and processes to ensure they are suitable for a change in working practices. The impact of Covid will be demonstrated in future performance reports as backlogs resulting for the consequences of lockdown are addressed and reinstated services are prioritised in line with capacity e.g. number of days taken to provide adaptations.

Progress against priority actions from last quarter	By Whom	By when
Limited progress made as a result of the Covid pandemic which has impacted services across the board. However it is considered that in the circumstances essential services have been delivered safely and efficiently and a number of core services have also continued.		
Priority Actions for next quarter	By Whom	By when
Reprofile the WHQS programme in light of the revised deadline issued by WG and review options for addressing the backlog of services accumulated during the pandemic		
Continue to source alternatives for the provision of emergency accommodation to address increasing homelessness demand, to include move on accommodation		
Review support and methods of rent recovery to address the increase in rent arrears		
Feedback / Recognition / Actions from Corporate Management Team	By Whom	By when

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