

# 2016/17 Wellbeing Objective

## WO1 -To help people make the best use of their household income and manage their debts

### Outcomes


To introduce policies and support programmes that help with boosting households' resources so that Caerphilly residents are able to improve their income levels and are better able to meet their own needs.

### Why we chose this?

Poverty harms people's prospects and damages their long term future. It also places a burden on public resources and services. It is in all out interests to tackle poverty. Caerphilly Council is committed to ensuring its residents are able to live fulfilled lives and are not prevented from enjoying an acceptable standard of living due to economic, social or cultural disadvantage.

In addition, current welfare reforms are having a large and disproportionate impact upon residents in our borough and knock-on consequences for our local economy, compared to the UK as a whole. This is why this Well-being Objective is concentrated in the area of income maximisation and debt management for households most at risk of poverty across our borough. Caerphilly has above average levels of unemployment, economic inactivity and deprivation and this undermines our ability to deliver many other successes.

When we chose this objective the data showed that Caerphilly had the highest proportion of workless households of any local authority in Wales. As of February 2016 the unemployment rate in Caerphilly was 7.9% compared with 6.3% in Wales and 5.4% in the UK. The proportion of people economically inactive in Caerphilly as of September 2015 stood at 28.6% compared with 24.9% in Wales and 22.3% in the UK. The latest figures can be found on page 2.



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



# 2016/17 Wellbeing Objective

## **WO1 -To help people make the best use of their household income and manage their debts**

**For the year 2016/17** the overall level of progress to date on this objective is deemed to be **successful**.

The unemployment rate in Caerphilly is 5.5%, down from 7.9% a year earlier; compared with 4.7% in Wales and 4.9% in Great Britain. The proportion of people economically inactive people in Caerphilly as of September 2016 stands at 24.4%, falling from 28.6% a year earlier; compared with 25.2% in Wales and 22.2% in Great Britain. The percentage of workless households in Caerphilly in 2015 was 19.7%, compared with 18.3% in Wales, and 15.3% in Great Britain.

### **What have we done well over the last year**

Although this is a long term objective we are specifically working towards achieving and exceeding the targets for referring residents for support with managing debts and accessing benefits.





We have exceeded our targets in supporting children to access placements and this is significant in view of engagement in the Flying Start areas.

We are continuing to actively promote take up of Free School Meals, using established media channels and also working with schools and other partners. The information issued highlights the benefits to families and schools of eligible parents/carers completing Free School Meal applications. Uptake of Free School Meals in Secondary schools is slightly lower than last year whilst Primary School uptake is up by over 2% on the same period last year.

We visited 2183 Council tenants affected by welfare reform changes and provided them with advice and support in their own homes. We supported 3273 people to access benefits they are entitled to, this well above our target for the year. The value of financial savings generated for tenants as a direct result of face to face support was £338,143.

**WO1 -To help people make the best use of their household income and manage their debts**

**Actions**

Title	Comment	RAG	Overall Status	% Complete
Ensuring all pupils eligible for Free School Meals (FSM) are in receipt of their entitlement	Catering Services regularly review management information regarding meal uptake in schools. If any school is not meeting their set target catering area supervisor will put an action plan together which will include promoting school meals and investigate why schools are not on target. We also tweet regularly promoting FSM. An article was published in September 2016 in Caerphilly Newsline promoting FSM. In December 2016 all Head Teachers were written to asking them to remind parents of the benefits of free school meals.		In Progress	100
Promote quality, accessible and affordable childcare provision to enable families to improve their income through accessing education, learning and employment	Assisted Places Scheme: In 2016/17 the Families First grant has funded 72 children to access time limited childcare provision through 137 placements in the Assisted Places scheme and the Supported Places scheme. The Out of School grant continues to support the set up of new provision where there are gaps highlighted by the Childcare Sufficiency Assessment. Flying Start programme has developed 21 CCBC sessional childcare settings and contracted 16 non-maintained childcare settings to enable increased local access to funded childcare places for 26 Flying Start areas. In 2016/17 575 children were eligible for new placements, 546 were offered a full 5 session placement per week and 24 offered partial week placements; of these 480 took up the full offer and 46 took up the partial offer. All of these placements were offered in Welsh or English medium settings and 58 of the 63 specifically requesting Welsh medium took up the Welsh medium placement.		In Progress	100
Provide residents with information and advice on a range of social welfare issues to enable them to increase household income, manage debt and develop skills to improve their financial capability	This wellbeing action is ongoing. The tenancy support officers continue to offer support to tenants on a wide range of social welfare issues. However due to the continuous changes to the welfare benefits system new challenges are frequently faced by our tenants. The support officers have offered support to 2183 tenants this year.		Complete	100
Support Council tenants to reduce the impact of rising fuel costs. The impact of this advice will be captured during follow up visits with a selection of the tenants	All 4 tenancy support officers are trained to Level 4 City and Guilds in energy advice. Advice is offered to tenants at each visit, take up of advice is higher during the winter months where fuel bills are higher. This year we have provided 353 tenants with energy advice and support.		Complete	100

**WO1 -To help people make the best use of their household income and manage their debts****How much did we do?**

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. Number of council tenants visited and provided with advice regarding energy saving measures and energy use	353.00	200.00	180.00		251	During the winter months the number of tenants requesting energy saving advice has increased
2a. Number of children benefiting from Flying Start Childcare provision	526.00	500.00	400.00		549	
2b. Number of children accessing childcare places through Assisted Places Scheme	137.00	88.00	70.00		1717	
3. The number of council tenants referred for money and debt advice as a direct result of face to face support on the impact of welfare reforms	197.00	150.00	120.00		215	
4. Number of other residents referred to commissioned debt/financial support services	617.00	600.00	500.00		2743	
5. The number of council tenants affected by welfare reforms who were visited in their own homes and provided with advice and support to minimise the impact of the changes	2183.00	2000.00	1800.00		2252.00	The annual target is 2000.
6. The number of our staff who have undertaken the All Wales Academy e-learning Financial Inclusion & Tackling Poverty course		80.00	60.00		18	<p>The data for this measure comes from the e-learning module that is held on the All Wales Academy E-learning site. The site is a collaboration between all Welsh Local Authorities. The site was previously hosted by Learning Pool but this ended on 31 August 2016. We are therefore unable to access this site to run reports.</p> <p>All Wales Academy is now hosted by the NHS and work is still ongoing to get the All Wales Academy Section of the site fully functioning; therefore, we have not launched the site with our staff yet. Some staff have accessed as part of a pilot exercise in Housing, but further work is needed before access to the site can be rolled out. Once the site is ready to launch, we will communicate to managers and staff to raise awareness of the site, and we can also publicise specific modules if required.</p>

## WO1 -To help people make the best use of their household income and manage their debts

### How well did we do it?

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1a. % of eligible pupils taking up the opportunity to access Free School Meals - Primary (Qtly accum - Year to date)	73.00	70.00	67.00		71.13	We will continue to promote FSM and encourage pupils to enjoy and participate in nutritionally balanced meals.
1b. % of eligible pupils taking up the opportunity to access Free Meals - Secondary (Qtly accum - Year to date)	65.00	64.00	55.00		66.88	We will continue to promote FSM and encourage pupils to enjoy and participate in nutritionally balanced meals.
2. % of tenants and residents referred by the Council to CAB debt support service and responded to survey who rated the service as good or better		75.00	65.00		66	This data is not collected anymore as we did not consider the indicator added any value. We have no input into the quality of the service delivery of the independent CAB service and tenants often were not happy to answer this question on the survey. We had very few responses which meant the performance indicator was not meaningful.

### Is anyone better off?

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. The value of financial savings generated for tenants as a direct result of face to face support	338143.29	300000.00	250000.00		493910	The annual target is £300,000 which has been exceeded
2. Number of people supported to access benefits they are entitled to - Housing	1965.00	600.00	500.00		814	The annual target is 600 The rent section promotion of the welsh water tariff help u has led to a very large number of tenants having a reduction on their water rates saving on average 350.00 per year
3. Number of people supported to access benefits they are entitled to - Supporting People	1308.00	650.00	550.00		580	