

Corporate Performance Assessment (CPA)

Qtr 2

2021/22

Chief Executive Summary

The Chief Executives six month summary 2021/22, including any changes and pressures resulting from Covid-19

The past few months have once again been challenging as the Covid pandemic remains very much with us. As such we must consider the data contained within the corporate performance assessment, in its widest context. The many achievements detailed within this report have been achieved, whilst reacting to the unprecedented global pandemic. In response to this major event, the Council quickly reframed and repurposed itself and we continue to do this as the challenges of the pandemic change every day.

Our primary purpose of "protecting our people and place" remains highly relevant and continues to provide the focus of everything we do. Services were quickly turned off, and then reframed to ensure they met the new needs of our communities. New services were quickly introduced that met the requirements of our most vulnerable during the darkest of days. Staff were redeployed from their normal duties and placed into our ever-changing priority areas. We continue to provide our 800 plus services every day, operating through our evolving agile working model.

Our Covid response has been far reaching and deep - we have issued millions of pounds of grant support to our business community; seen an army of volunteers deliver in excess of a million Free School Meals to children most in need; seen our buddy service develop into the new Caerphilly Cares Team; seen our school communities respond to significant challenges and shifting guidance to support learning and progression within and outside of school; witnessed social care staff operate at the front line to look after our most vulnerable residents and watched our operational services staff continue to keep the County Borough as clean, green and functional as possible during difficult times.

Despite operating in these unprecedented conditions, there have been many achievements, and so much learning. We have proven we can deliver our services working from home. We have learnt that we don't need to be at an office desk to deliver services but we have also learnt we need the office to socialise and energise our thinking. This provides us with key learning as we continue to embed our agile working policy.

The many acts of kindness, humility and true public service shown across the organisation, our partners and across our communities throughout the early part of the pandemic continue to humble me and make me immensely proud.

Despite the many challenges, our performance assessment still shows many areas of good performance as well as some areas where we need to focus our efforts. These are captured within each Director summary, which include:

The performance of our secondary and primary schools from the Estyn categorisation has greatly improved, with no secondary schools and only two primary schools under Estyn review.

The completion of a £200m 11 year Welsh Housing Quality (WHQS) programme of improvement to our Council homes was completed, within time and within budget.

Despite the impact of the pandemic, child protection cases remain relatively static.

However, we still have much to focus upon and improve and we have identified action plans for each of these areas. Again these are captured within the Director's key priorities.

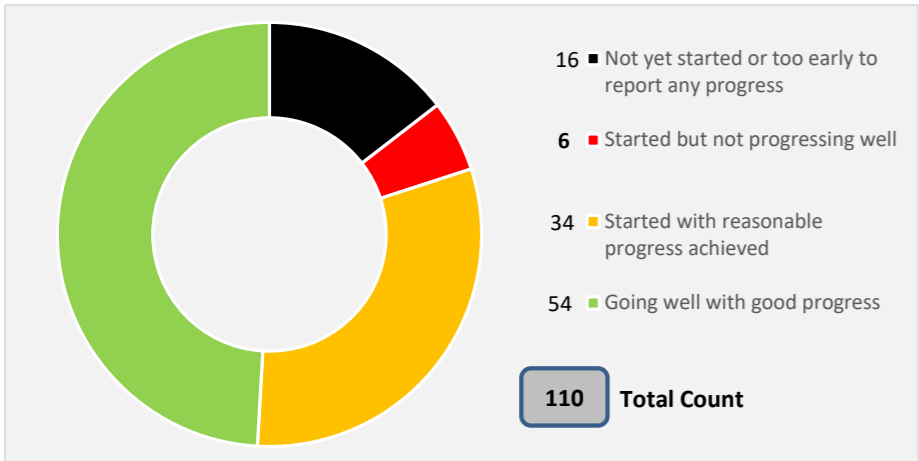
A key risk for us as we move into the next quarter is overall staff capacity. Staffing levels are monitored daily, as the combination of Covid, general sickness levels and recruitment difficulties (all of which are national challenges) places pressure upon our ability to continue to provide critical services. The health and wellbeing of our staff remains a key priority for us and we continue to provide a variety of support packages to staff as individual needs require.

As we move into the next few months, we will remain wedded to our response to the pandemic, keeping our communities remain safe and supported during these unprecedented times, whilst we simultaneously drive our Team Caerphilly improvement programme forward, ensuring we remain resilient and sustainable over the long term..

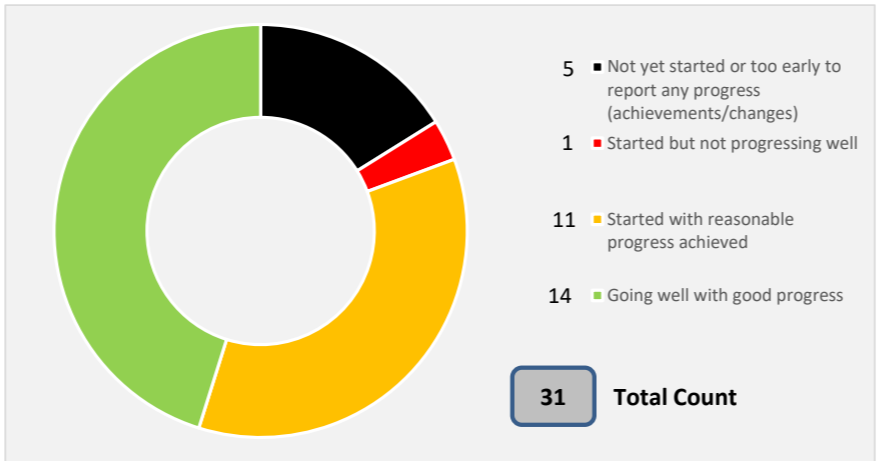
Corporate Performance Assessment (CPA)

Qtr 2 **2021/22**

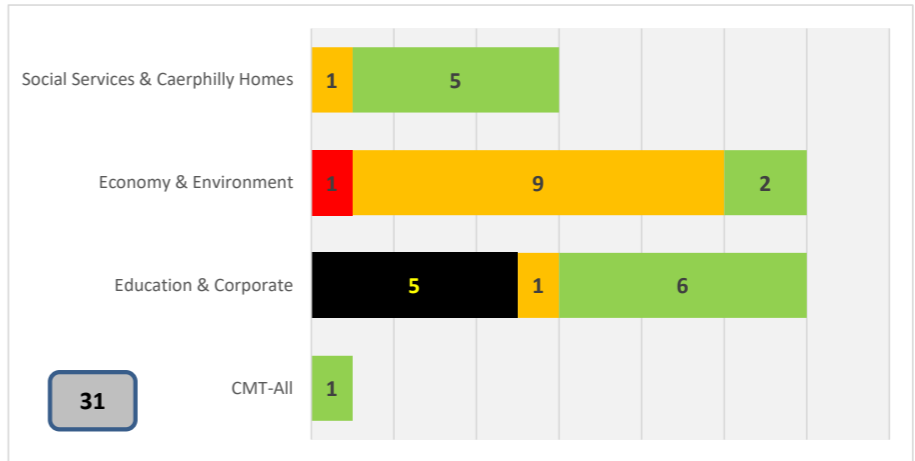
All DPA (Directorate) Priorities - Progress



CMT Priorities - Progress (See Chart on the right for more details)



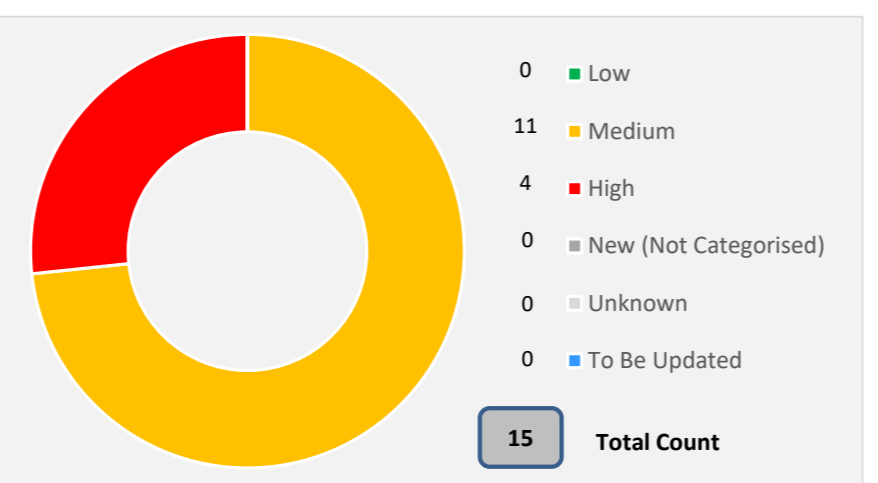
CMT Priorities - Progress (Details by Directorates)



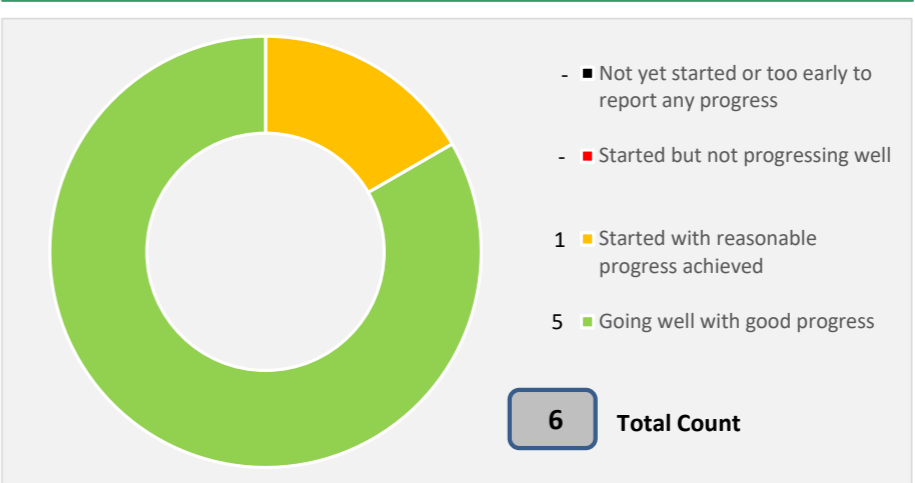
Finance - Budget Monitoring Report - period 5

Directorate/Service Division	Revised Budget 2021-22 (£)	Projected Outturn 2021-22 (£)	(Overspend)/Underspend 2021-22 (£)
Education & Lifelong Learning	149,860,961	149,309,472	551,489
Social Services	98,496,367	97,825,044	671,323
Economy & Environment	44,077,887	43,446,006	631,881
Corporate Services	23,653,108	22,777,145	875,963
Miscellaneous Finance	52,139,470	51,431,661	707,809
Totals: -	368,227,793	364,789,328	3,438,465

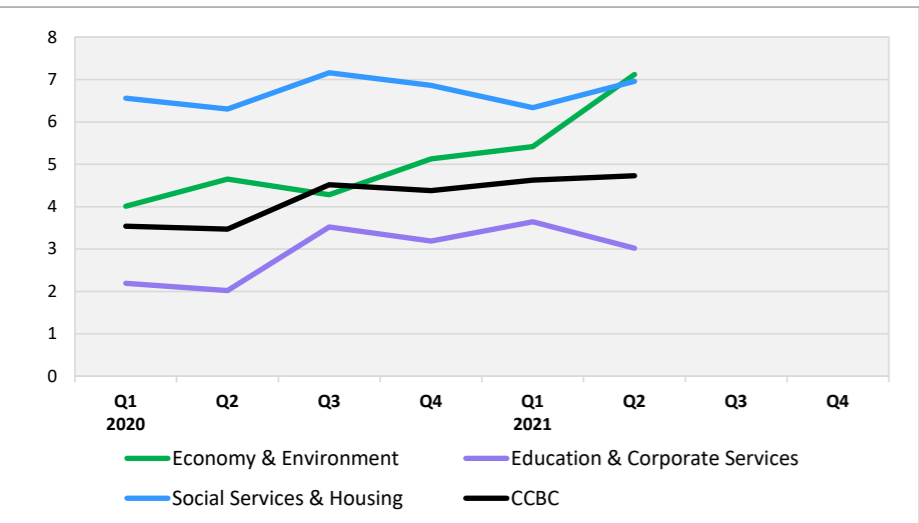
Risk Register - Number/Category of CMT Risks - (Q2)



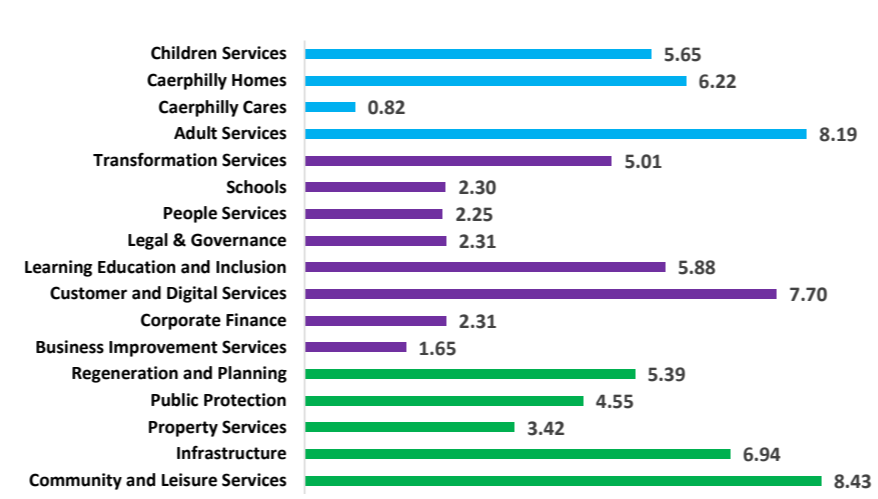
WBO: Well-being Objectives - Progress/Status



% Sickness Absence by Directorate



% Sickness Absence by Service Area



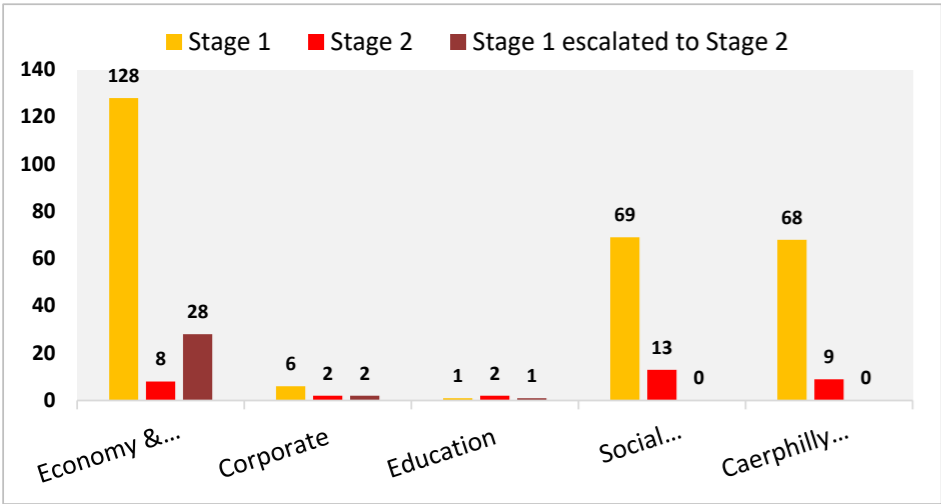
Workforce breakdown

Category	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Voluntary Leavers	110	213	0	0
Other Leavers	29	42	0	0
Total Leavers	139	255	0	0
External New Starters	132	295	0	0
Number of Agency Staff	322	354	0	0
Headcount	8,255	8,310	0	0
Age 55 and over	2,076	2,044	0	0
% of headcount	25.14	24.59	0.00	0.00

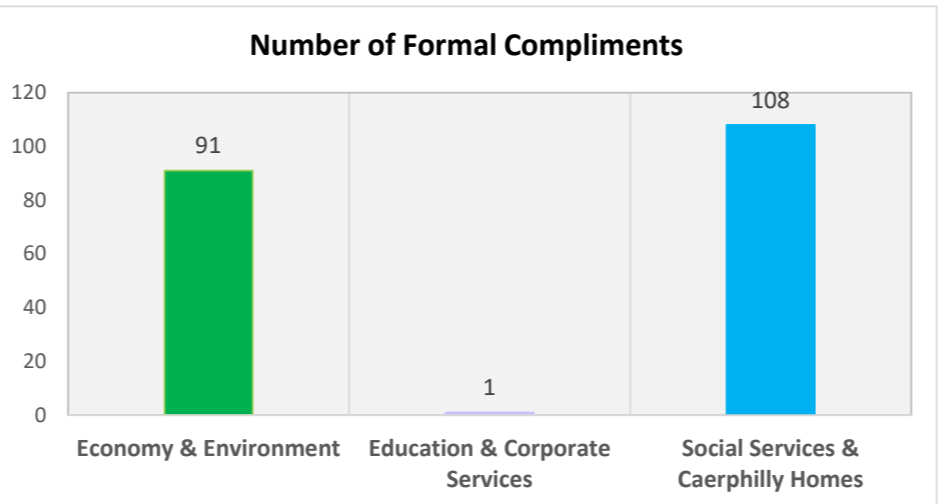
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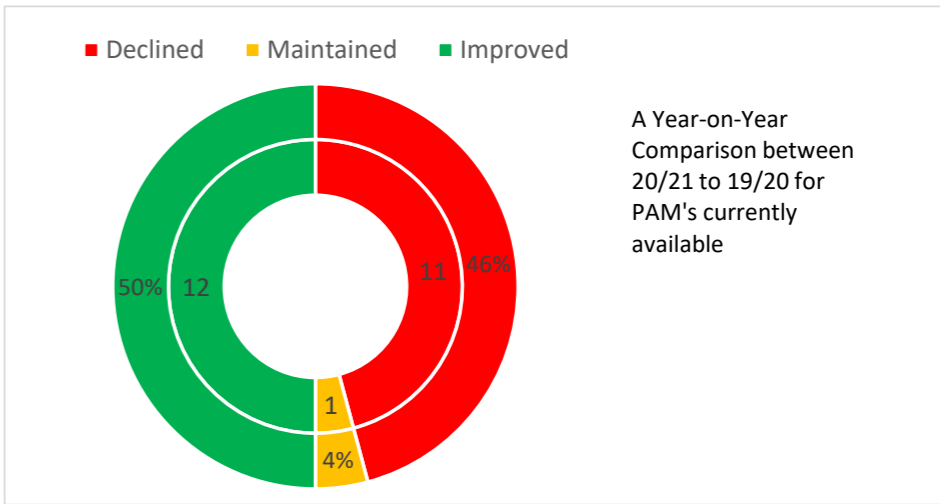
Corporate Complaints: Number of Stage 1 & Stage 2



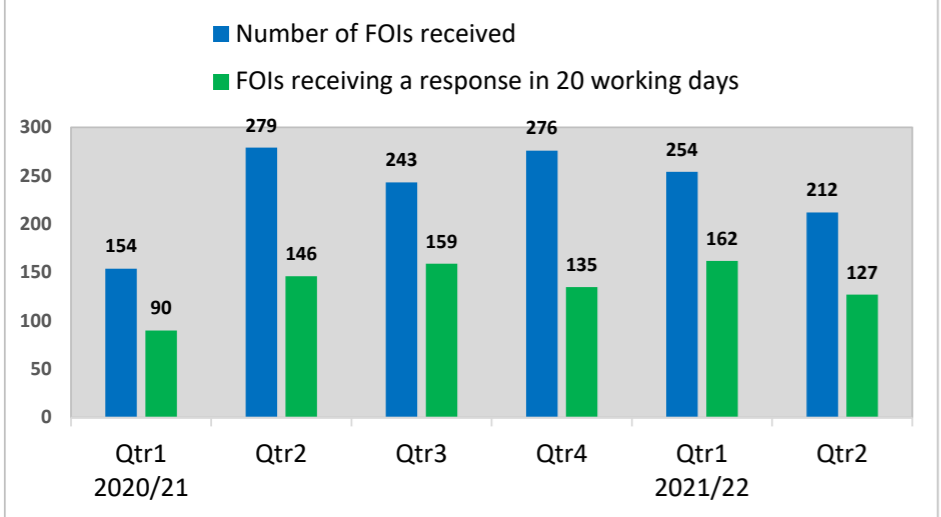
Compliments (Positive Feedback)



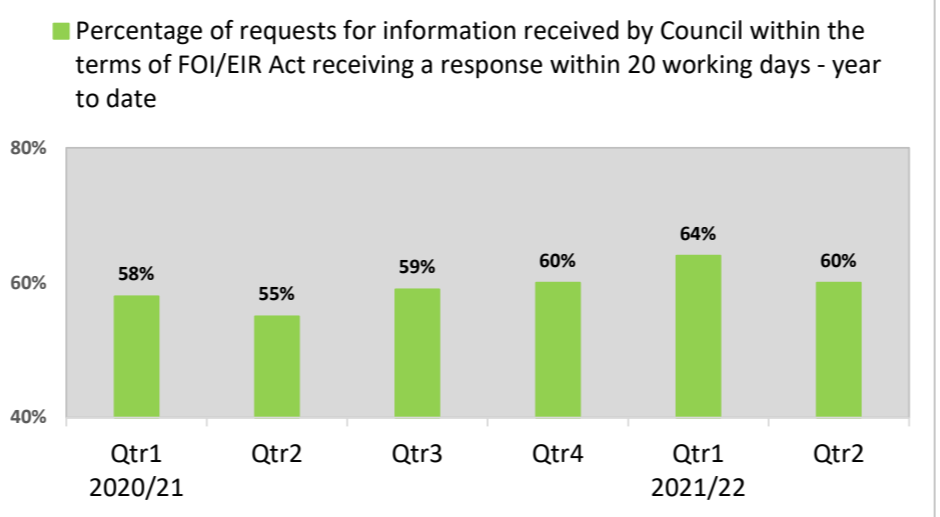
Public Accountability Measures (PAM's) 2020 - 21



FOI's - Freedom of Information Requests - CCBC



FOI - Compliance - 20 days (%)



Key Performance Measures

- Performance dashboards for corporate reviews and commercialisation have been developed and are used at Programme Board and summarised to scrutiny/Cabinet.

Areas of Interest - Economy & Environment

- The organisation's ability to deal with the recruitment and retention difficulties.
- Adequately resourcing the decarbonisation agenda given the significant challenge of Welsh Government Decarbonisation targets and relatively short timescales involved.
- Finances - there are some significant organisational pressures linked to staffing issues and the future financial settlement remains uncertain.
- There is work to be done on expectation management in light of recruitment / retention difficulties and possible financial savings requirements.
- The role of Corporate Joint Committees and their relationship with Local Government Services moving forward.
- Delivery of the ambitious place shaping plan in light of the pressures outlined above.
- There are a number of big decisions that will need to be made in 2022 if the authority is to have any chance of meeting the 2024/25, 70% recycling target set by WG
- Administering the CRF grant programme and preparing bids in accordance with the Levelling up fund and associated criteria.
- Loss of EU funding for employment support and potential significant redundancy liability that this represents.

Areas of Interest - Educations & Corporate Services

- The Welsh Government cancelled all statutory data collections that would have been due Summer 2021, so there is no end of key stage data available for academic year 2019/20
- The development of a revised Education Strategy aims to use an accurate evidence base to fully understand current standards across Caerphilly
- Absence across all education settings were approx. 6.5%, which reduced to 3% after the half term break. Despite significant levels of staff absence there were few class closures and the new Inclusion Strategy is already having a positive impact on exclusions.
- The 21st century schools Band A programme, has investment £56.5 million in enhancing existing and developing new facilities is nearing completion
- The £755k investment at Caerphilly CBC Athletics Hub at Rhiw Syr Daffydd primary is now completed and open to recreational and educational use.
- The challenges of Covid have meant that the Youth Service saw a 64% decrease in the number of registered young people. Priority was given to supporting the most vulnerable who received daily or weekly support, however the number of contacts increased.
- Libraries reopened in April 2021, with browsing appointments in May and June. The number of users to the service is increasing and the e-loans exponentially. More data is available in the DPA.
- Percentage of requests for information received by Council within the terms of FOI/EIR Act receiving a response within 20 working days has improved slightly since last year, with 64% in Q1 and 62% in Q2 responded to within the timescales. However, this is still below the target of 80%.
- The percentage of requests for consideration of Data Subject rights answered within 30 calendar days as significantly improved since Q1 last year when only 36% were responded to with the timescales, raising to 75% in Q1 and 71% in Q2 this year.
- The number of data breaches remains high with **34** breaches reported in the last 6 months.
- **2** data breaches were reported to ICO within 72 hours, 1 in each quarter.

Areas of Interest - Social Services & Caerphilly Homes

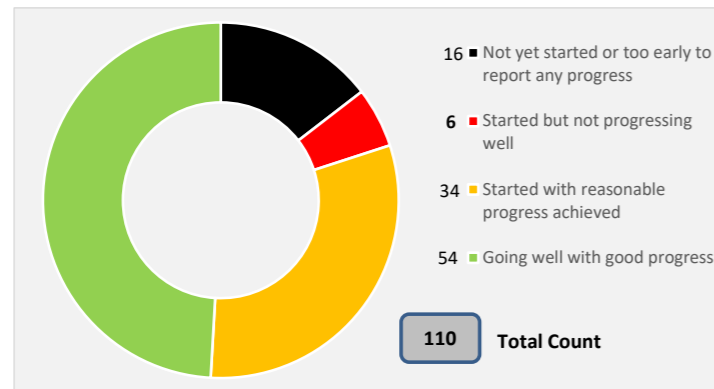
- Good progress is being made on the WHQS despite issues with material & contractor shortages.
- Homelessness remains the dominant issue within the service impacting on presentations. Caerphilly Homes is working with the Charity Crisis, piloting a review into the 'Falling out' rate of the homelessness service, due to include in Dec 2021.
- 8 Section 106 properties have been purchased.
- £1,429,974 has been sourced for tenants having a significant impact on tenancy sustainability.
- Performance in quarter 1 and 2 has been impacted by backlogs associated with difficulties in retention, recruitment and the shortages in sourcing both materials contractors.
- Adults Services - The number of people receiving services remains fairly consistent, however it should be noted because of the national crisis in domiciliary care there are currently 74 people awaiting provision of a care package.
- Children Services - Continued Covid restrictions and changes to guidance have inevitably impacted on working practice. However, it is reassuring to note that the numbers of referrals received and the number of those referrals progressing to assessment have remained relatively stable.

Progress of all Directorates - Priorities



Qtr 2 2021/22

	Economy & Environment	Caerphilly Homes (Housing)	Social Services	Corporate Services	Education Services	Totals
Not yet started or too early to report any progress	9	0	0	0	7	16
Started but not progressing well	6	0	0	0	0	6
Started with reasonable progress achieved	24	4	1	5	0	34
Going well with good progress	10	6	12	23	3	54
Total	49	10	13	28	10	110



CMT Priorities



Table 1 showing summary count and status of CMT priorities

Count	Progress R A G Status	Status reference	Count Priorities specifically linked to Equalities or Welsh Language Strands
5	Black	Not yet started or too early to report any progress (achievements/changes)	0
1	Red	Started but not progressing well	0
11	Amber	Started with reasonable progress achieved	0
14	Green	Going well with good progress	0
31	Total		0

Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? <small>Please explain...(IIAs)</small> Select from drop down list
ALL				
To identify savings proposals to ensure that a balanced budget for the 2020/21 financial year can be approved by Council in February 2020.		Green	<p>Complete - The 2020/21 budget proposals were approved by Council at its meeting on the 20th February 2020. This included total savings across the Council of £3.007m (taken from Corporate Services DPA)</p> <p>Dir for Economy and Environment: Agreed budgets and 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.</p>	
Education and Corporate Services				
DP.1 Standards (Re-ignite, recover and reform learning in order to raise standards of learning) (1.1)		Black	Work has started on the development of a revised Education Strategy. This strategy will identify the challenges and barriers to learning as a result of the covid-19 pandemic and offer pathways to reengagement, recovery and reform. Milestones will be created across a range of indicators that will be scrutinised via the Directorate Performance Assessment. Inclusion and engagement with stakeholders is a key feature of the strategy. At this point, engagement sessions have been held with Governor Network, Education Management Team, all headteachers across the Local Authority and the LA Sport Development team. Further engagement sessions are planned for the remainder of the Autumn term. This includes the Youth Forum and all education staff. Engagement sessions with other stakeholder groups will continue into the spring term. Data collected from these sessions (alongside a range of other evidence) will inform the strategy document.	
DP.2 Inclusion (Improve the aspiration, engagement and progress of vulnerable learners) (2.1)		Black	Work is ongoing to embed the Additional Learning Needs Act and ensure that schools and LA are compliant with their statutory responsibilities. Implementation of the Inclusion compendium and support to schools is focused on wellbeing and positive relationships supporting the need to reduce exclusions. The Local Authority is revisiting school improvement processes alongside regional partners. This includes the implementation of 'professional discussions' meetings which endeavour to explore the impact of Covid-19 on standards and achievement in individual schools. This process, which includes the LA, EAS, headteacher, Chair of Governors and other senior leaders in schools, helps the LA to understand each school's priorities for improvement, and therefore, identify the required support.	
DP.3 Education Other Than At School (EOTAS) (Leadership, Standards and Provision) (3.1/2/3)		Black	Work is underway to develop the leadership, workforce, standards and outcomes for children who access education other than at school in line with the broader vision. The leadership team are working on developing consistent approaches across provisions and ensuring individual pathway and reintegration plans are in place. Work is ongoing with schools to ensure there is an effective model of tuition established which meets the needs of students and is financially viable.	

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DP.4 Not in Education, Employment or Training (Further reducing the number of NEET young people at the point of leaving compulsory education and beyond). (4.1)		Black	<p>NEETs data for 2020-21 is due to be collected on 31st October. Although pleased with the 1.7% outcome for the previous year, it has to be acknowledged the challenges of maintaining contact and support with pupils who are at risk of NEET during the lockdown period. This is likely to impact on the overall NEETS figure for 2021-22, and therefore, it is appropriate for this priority to remain on the corporate risk register.</p> <p>The Engagement and Progression strategy continues to be implemented. Initial evidence suggests that the revisions to the strategy are having good impact. This includes:</p> <ul style="list-style-type: none"> - Greater information sharing between Education teams. - Improved collaboration with external partners, most especially workplace learning providers within the wider EOTAS portfolio. - Improved ongoing scrutiny of data - The creation of an authority wide single point of Destination/options tool, in website format. 	
DP.5 Attendance (Improve pupil attendance) (5.1)		Black	<p>In October 2021, pupil attendance was 87.7% overall. Secondary attendance was 84.7% and primary attendance was 90.1%. This number is significantly lower than previous years, although was expected due to the impact of the Covid-19 pandemic. The Education Welfare Service is predominantly focusing on support for pupils with long term absenteeism. This includes a very small number of pupils who have yet to return to school since the start of the academic year. This group of pupils may require more specialist support to help reengagement with learning, and therefore, education welfare officers are working closely alongside inclusion services. The Lead Education Welfare Officers continue to work closely with their peers across Wales to ensure a consistent approach that reflects best practice.</p>	
DP.6 21st Century Schools (Progress the 21st Century Schools Programme) (6.1/2/3)		Green	<p>Ensuring there are sufficient places to meet the expectations of both parents and governors for all schools across the borough at Primary and Secondary level in the medium of Welsh and English is a driving factor. To date works have been focused in the Islwyn area which have significantly reduced surplus places. The 21st Century Schools Team continues to take action in ensuring the right balance is struck. This includes a Secondary School, Single Sex and surplus places rationalisation programme which includes a cross-organisational group of officers, education professionals and elected members working in collaboration to address the unique situation within the borough. Whilst covid has delayed some of this work, progress has been made in relation to joint delivery of 6th form provision, investment in shared online services 'uniform' and an emerging proposal in relation to provision in the Upper Rhymney Valley which when finalised will be taken through the appropriate approval and consultation routes. The Welsh in Education Strategic Plan (WESP) sets out Caerphilly's commitment to the promotion of Welsh language and the provision of quality, attractive educational facilities. Within the WESP we are striving to stimulate demand for Welsh medium education. Investment into Welsh Medium provision has been strong in the borough with the Welsh Medium Capital Grant in region of £6.8 million resulting in improvement and expansion of 5 Welsh Medium Schools. Officers are currently compiling expression of interest forms for additional funding opportunities via this route and if successful may result in further expansion in this area, in addition to a new Welsh Medium Primary replacement and expanded Ysgol Gymraeg Cwm Gwyddon which is currently out to planning and procurement with a completion date planned for September 2023.</p>	

CMT Priorities



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Table 2 showing a list of CMT priorities and their status

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As above			<p>21st Century Schools Programme:</p> <ul style="list-style-type: none"> •Band A Programme <p>Band A works are nearing completion. The works in total over the lifetime of the Band A programme resulted in £56.5 million of investment and has resulted in enhanced/new facilities at Ysgol Gymraeg Cwm Rhymni, Y Gwyndy Campus, Newbridge School, Blackwood Comprehensive, Idris Davies 3-18 School, Islwyn High School and Trinity Fields Special School.</p> <ul style="list-style-type: none"> •Band B Programme <p>Whilst an initial suite of projects was identified as part of the Strategic Outline Plan submitted to Welsh Government in 2017, each individual project has to be taken through an individual appraisal, scrutiny and approval process. Where applicable, the Welsh Government's School Organisation Code 2018 must be followed.</p> <p>Cont'd below....</p>	
As above			<p>Phase 1 - Two proposals have been progressed through the business case, consultation and decision making process as outlined in the School Organisation Code 2018.</p> <p>Proposal: Expansion of the existing Trinity Fields School to support 80 additional places and the provision of state of the art facilities for our most vulnerable pupils that are capable of meeting learning, social and medical needs, as well as the creation of facilities for integrated working across Education, Social Services and Health and the provision of opportunities for childcare, outdoor space and community use.</p> <p>Proposal: Relocation and expansion of Ysgol Gymraeg Cwm Gwyddon onto the former Cwmcarn High site to provide fit for purpose childcare, a 16 place Special Resource Base and increase educational provision and capacity of the school from 220 to 420 primary plus nursery</p> <p>Both proposals are now subject to a full planning application process.</p> <p>Cont'd below....</p>	
As above			<p>Phase 2 - Three proposals have been identified as part of this phase of the Band B programme which have received Ministerial approval from Welsh Government at outline business case stage. These 3 proposals are currently out for consultation, which is due to end on the 1st December, 2021, although it should be noted that only 1 of the 3 proposals is subject to the requirements of the School Organisational Code 2018.</p> <p>Proposal: Creation of a centre of excellence for vulnerable learners from across Caerphilly equipped with high quality learning opportunities, indoor and outdoor sporting provision as well as access to first class support. The Centre will reduce the need to outsource support for learners to private providers and will enable community use of the facilities outside of school hours.</p> <p>Proposal: Creation of a new state of the art Plasyfelin Primary School on the grounds of the existing site to include community use of the facility.</p> <p>Proposal: The amalgamation of Llancaeath Junior School and Llanfabon Infants School to create a new Primary School to include community use of the facility.</p> <p>Grants Programme:</p> <p>In addition, a range of activities have continued to take place to date in 2021/22 to ensure the effective management and maintenance of existing educational assets to support the transformation of the educational estate and enabling increased opportunities for Learners through improving the learning environment across the borough.</p> <p>Cont'd below....</p>	

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As above			<ul style="list-style-type: none"> Welsh Medium Grant 5 Schools in the Borough, Ysgol Y Castell, Ysgol Ifor Bach, Ysgol Penalltau, Ysgol Cwm Derwen and Ysgol Bro Allta have benefitted from investment through grant funding totalling £6.8m. The Authority has submitted an expression of interest for the next round of Welsh Government Funding to further expand Welsh Medium provision in the Borough. Community Hubs The Caerphilly CBC Athletics Hub, located at Rhiw Syr Daffydd Primary school has completed consisting of a 6 lane 300 m track and provision for sprint and field events. This £755k investment is now accessible for bookings for educational and recreational use. 	
Lead & support the organisation's TeamCaerphilly Transformation Programme		Green	<p>PlaceShaping Programme - ED TO PROVIDE TEXT</p> <p>Remote Contact Corporate Review - New telephony system rolled out to over 200 call agents. Discovery phase of new public website and staff intranet. Digitisation of customer complaints nearing completion</p> <p>Workforce Development Corporate Review - Workforce Development Strategy and Well-being Strategy agreed in September. £168k outturn approval for workforce development function, appointments to team in progress.</p> <p>Sustainable Financial Planning Corporate - Budget strategy for 22/23 being discussed. Identifying opportunities for greater return on investments. Outcome reporting and linking to the MTPF being improved. Financial Regulations being reviewed.</p> <p>Internal invoicing process data gathering complete and options to streamline being considered.</p> <p>Information, Insight and Intelligence Corporate Review - Working with external data transformation experts to audit data use and look at options to join up data sets for better use. Digital Solutions Board created to advise on new software to reduce reliance on legacy applications an maximise the benefit of our E5 licence.</p> <p>Decision-Making Corporate Review - Data gathering on governance in other Councils being analysed. Options paper being prepared to review pros and cons. Training modules for staff and flow charts to assist with understanding to follow.</p> <p>Agile Working Corporate Review - Data on staffing/locations/equipment being analysed. Categorisation of role and equipment records updated. Analysis of assets base underway. Policy review has identified those that need updating. Trial of docking stations in digital services. Agile workspace ground floor Ty Penallta complete</p>	

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Continue to refine the Council's Governance Arrangements to ensure they remain fit for purpose and compliant with legislative requirements		Green	<ul style="list-style-type: none"> Details of the WG 2022/23 Provisional Local Government Financial Settlement will not be announced until the 21st December 2021. Work is currently underway to identify inescapable cost pressures and potential savings and the 2022/23 Draft Budget Proposals will be presented to Cabinet on the 19th January 2022. Following a period of consultation, the 2022/23 Final Budget Proposals will then be presented to Cabinet on the 23rd February 2022 and Full Council on the 24th February 2022. The implementation of the Programme for Procurement (2018-2023) is ongoing and the Social Value Policy was agreed by Cabinet in July 2021. We are awaiting the next steps from Welsh Government consultation undertaken on the Social Partnerships and Public Procurement (Wales) Draft Bill. The Council responded accordingly and will continue to participate in future consultation sessions. Awaiting next steps on the new Procurement Regulations from UK and Welsh Government. Actively monitoring updated Information and Procurement Policy Notices together with attending fortnightly meeting with Welsh Government and WLGA representatives. Social Value Policy and updates policies and procedures demonstrates our commitment to embed and implement emerging strategies and initiatives in relation to the procurement reform agenda. Cont'd below.... 	
As above			<ul style="list-style-type: none"> Monthly meetings are taking place with the relevant officers to monitor the Local government & Elections (Wales) Act. The action plan is on track and there are no emerging risks at present. The year-end DPA's & CPA went to Scrutiny and Cabinet in September/October and have been placed on the Business Improvement portal in the intranet. The process is established. However, some refinement elements still exist to improve the involvement aspect to meet the performance duty. A survey has been designed to send to managers to gain more information about the use of the DPA to strengthen the 'involvement' section in how we judge progress. The Gwent Public Service Board (PSB) is now in existence and we are carrying out the administration for the regional board with CCBC Leader being the chair. The First meeting was held 1.10.21. Membership and Terms of Ref meet the statutory requirements and meetings are in diary for next 2 years. A PSB development session is planned 7.12.21. and the Caerphilly Local Delivery Group has been formed to support the Board and deliver on plans. The Well-being Assessment work is slow. Regional working has introduced delays. We continue to manage the recommendation and proposals made by Audit Wales with the next Proposals Register update going to Governance and Audit Committee on 25th January. There are less proposals than usual due to reduced work from the AW due to the pandemic. This part of the reporting process is well established with the proposals being placed in the DPA's so local monitoring can take place. 	
Develop and refresh employee working practices that support the TeamCaerphilly ethos and the emerging organisational culture		Green	<p>Employee Wellbeing Strategy 2021 - 24 agreed by Cabinet on 29th September 2021. The action plan within the Strategy now needs to be implemented.</p> <p>A number of HR and H&S Policies and Procedures are being reviewed to support the Agile Working Corporate Review. Other HR policies are also being reviewed.</p> <p>The report to Council dated 13th July 2021 entitled 'Provisional Revenue Budget Outturn for 2020/21, included a proposal to set aside funding of £168k to appoint staff on a one year fixed-term basis to undertake the initial planning and scoping required for delivery of coordinated workforce development function across the Council, which Members agreed. The recruitment for these posts has recently taken place and work is now commencing to scope learning and development across the Council.</p>	

CMT Priorities



Table 1 showing summary count and status of CMT priorities

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1	Red	Started but not progressing well	0
11	Amber	Started with reasonable progress achieved	0
14	Green	Going well with good progress	0
31	Total		0

Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) <small>Select from drop down list</small>
Support the implementation of modern, fit for purpose approaches to decision-making and local democracy	May-22	Amber	A report will go to the cabinet in December requesting funding that will allow the chamber and meeting rooms to be fitted out with hybrid meeting technology. Preparations will begin in the new year for the holding of the 2022 local government elections. The council is one of a number of pilot areas in Wales where early physical voting will be permitted during the weekend prior to polling day.	
Continue to develop an IT environment that is secure, drives organisational transformation and enables efficient service delivery		Green	<ul style="list-style-type: none"> Progress has been made on securing dedicated resource to further deploy Microsoft 365. A draft project plan has been developed for the roll out of M365 and will be shared as appropriate. Initial priority will be to move email into the Microsoft cloud. Progress has been slow due to difficulty in recruiting into the Cloud team. Established a Dynamic Purchasing System (DPS) on behalf of all twenty-two Councils in October 2019. The DPS offers an opportunity to develop a national, strategic relationship with Suppliers in order to maximise the current and future investment that schools and Councils make in Wales. The DPS is a "live" market for Suppliers able to demonstrate they fully meet our requirements. The DPS will be continually refreshed to take account of and keep pace with changes in related technologies and associated services. Cyber Security/Resilience Policies and Procedures under review. Silverthorn Associates commissioned to assist with various work streams in relation to information assurance and risk advice together with reviewing and providing a gap analysis on Cyber Resilience, Data Protection and Information Governance policies and associated procedures. This work will inform the proposed Cyber Strategy, Action Plan and associated Policies and Procedures. We are currently reviewing Corporate Information Governance arrangements. 	
Maximise the Council's financial position and resilience		Green	<ul style="list-style-type: none"> An updated MTFP will be presented to Cabinet/Council in February 2022. This will be based on the three-year period 2022/23 to 2024/25 and will identify the potential budget shortfall for each year. Further work will then be required to identify what financial savings will be delivered through the Transformation Programme to help offset the projected financial gap. It will also be important to capture details of productivity gains and cost avoidance achieved through transformation. The Transformation Team is in the process of developing an approach to ensure that all of this information can be evidenced and recorded. Review IT contracts with aim to consolidate and make use of existing investments in new technologies such as Microsoft 365. Prior to the Covid-19 outbreak the Council was working with Local Partnerships to prepare a business case by the end of March 2020. This work was suspended due to the pandemic but has now recommenced. The draft business case will be completed in December 2021. £21m has been placed in longer-term investments during the current financial year which is resulting in improved returns. Our overall yield is currently 0.7%, which compares favourably with the 0.25% average return for other Welsh Local Authorities. We are continuing to work with our Treasury Advisors (Arlingclose) to identify further opportunities to improve returns. 	
Economy & Environment				
Progressing the ground breaking Ness tar project through to due diligence in conjunction with WG and linking it to the wider aspirations for Caerphilly Town.		Green		
Preparation and submission of high quality Levelling up fund bids in accordance with round 2 of the fund deadline in June 2022.		Amber		

CMT Priorities



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Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) <small>Select from drop down list</small>
Assisting and providing the framework for recovery form the Covid pandemic including assisting CCBC businesses to effect a recovery form the pandemic. This will include a focus on town centre regeneration.		Amber		
Progressing key strategies and strategic documents including the LDP, remaining area regeneration masterplans, focussed town centre plans and the A465 corridor partnership strategy.		Amber		
Progressing key decarbonisation decisions and projects in accordance with the adopted strategy, action plan and energy prospectus.	Mar-24	Amber	<p>WASTE SERVICES: Electric and Eco friendly vehicles are being trialled with a view to procuring carbon friendly fleet. A Fleet Review Officer (in the Policy Team) has been appointed to undertake a detailed review of vehicle utilisation as part of our switch to electric and ultra low emission vehicles.</p> <p>INFRASTRUCTURE: Work on decarbonisation has already made good progress with the introduction of LED street lighting and part night lighting. £4.8m 2021/22 ULEV funding has been awarded to the RTA to progress EV charger installation. CCBC will benefit from the installation of 5 fast chargers for taxi use only in Bargoed, Blackwood, Caerphilly (2no.) and Newbridge. There will also be an Ultra fast charger installed at the Council's Tredomen offices for the benefit of the CCR taxi 'try before you buy' scheme.</p> <p>PROPERTY: Yr End 20/21 - 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 at pace.</p> <p>PUBLIC PROTECTION: Vehicles in situ , waiting for Welsh Government to establish ownership company so that vehicles can be licensed and trialled.</p>	
Progressing the feasibility and final design for repairs to the A469 and lobbying WG for funding for the construction phase of the project..		Amber		
Delivering in accordance with the cabinet's cleaner / greener agenda and resultant £1m funding allocation.		Green		
Ensuring the timely production of a waste strategy and paving the way for key strategic decisions in relation to waste management to be made early in the new political administration.	Jul-22	Amber	A key decision timeline has been developed which needs refining prior to consideration formally by the new political administration. This decision timeline will need to focus on the key change decisions required and their impact on recycling levels in advance of the next statutory recycling target in 2024/25.	
Progressing to compliance with the WG direction relating to Hafodryns including demolition of housing stock and design of revised footway / landscape.		Amber		
Commencing delivery (tendering and start on site) of major build projects including Chartist Gardens		Amber		
Lead and support the organisation's Team Caerphilly Transformation Programme		Amber		
Input to the Council's future financial management strategy to maximise financial resilience.	Feb-22	Red	Budget allocations for 2021/22 have not posed any particular constraints and was welcomed by services. However, there is a level of uncertainty around the financial settlements forthcoming from Welsh Government, that impede longer term planning, let alone service sustainability predictions, improvements and investments.	

CMT Priorities



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Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) <small>Select from drop down list</small>
Social Services and Caerphilly Homes (Housing)				
Finalise the WHQS programme	Dec-21	Green	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	
Progress new build/affordable home linking with social care/demands & opportunities	Mar-21	Green	Two sites have been identified in response to the need to reduce dependency on Bed & Breakfast accommodation and also to provide appropriate accommodation for people with complex needs. Options are scheduled to be discussed shortly with the Housing Solutions Manager and Supporting People Manager.	
Establish a second Children's Home for Caerphilly children and young people	Mar-21	Green	Property purchase completed in March 2019. Refurbishment was due to commence but property had to be used for an emergency placement. Refurbishment has now commenced and completed December 2020. Work at property complete now beginning to house children.	
Continue to embed corporate safeguarding arrangements	Mar-21	Green	Corporate Safeguarding Board will meet quarterly to monitor an Action Plan to address the recommendations that has been developed by the Designated Safeguarding Officers in each Service area. Review and Action Plan to be presented to Cabinet and Scrutiny Committees. Corporate Action Plan has been developed and ratified by CMT, Scrutiny Committees and Cabinet. Actions are 85% completed.	
Continue to monitor recruitment in terms of children services social workers and adult services carers and to identify innovative recruitment opportunities	Mar-21	Green	Cabinet approved the introduction of a Market Supplement applied to the key posts to attempt to boost recruitment. Secondments of unqualified staff to undertake the Social Work Degree re-introduced. An improved Social Media campaign and review of job adverts has led to an increase in the number of applications received and a doubling of appointments made since the Market Supplement was introduced. The Supplement has been reviewed and will now remain in place for those specific teams. Ongoing monitoring through weekly Divisional Management Team and periodic reporting to Senior Management Team. Recruitment in the North of the Borough continues to be very challenging. Issues regarding social worker salary levels are being flagged up nationally with a view to prompting discussion with government as to the possibility of national salary levels.	
Expand the provision of integrated hubs with ABUHB and other Directorates within CCBC	Mar-21	Amber	Significant community engagements events held, including session with elected members on healthier Gwent. Workshop planned for November to launch Independent Well-being Networks (IWN) in the north of the borough. Subject to review by IPC initial workshop held.	

CMT Priorities

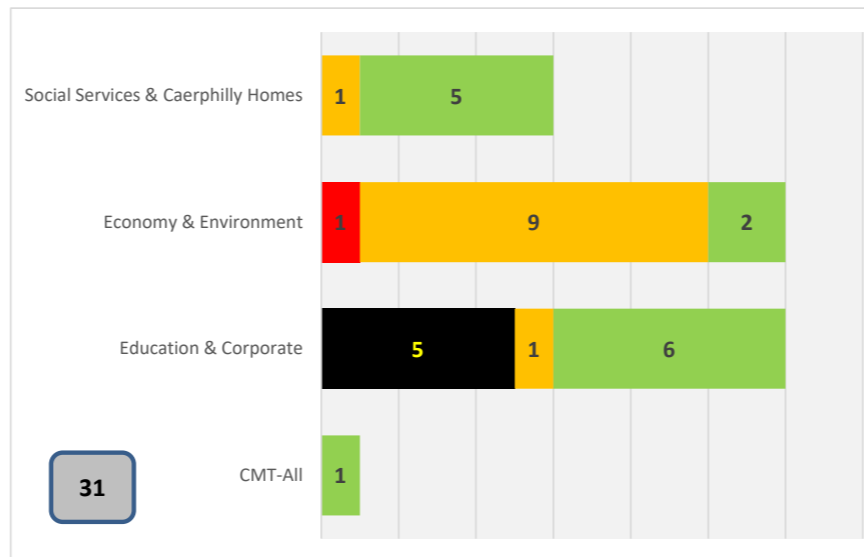
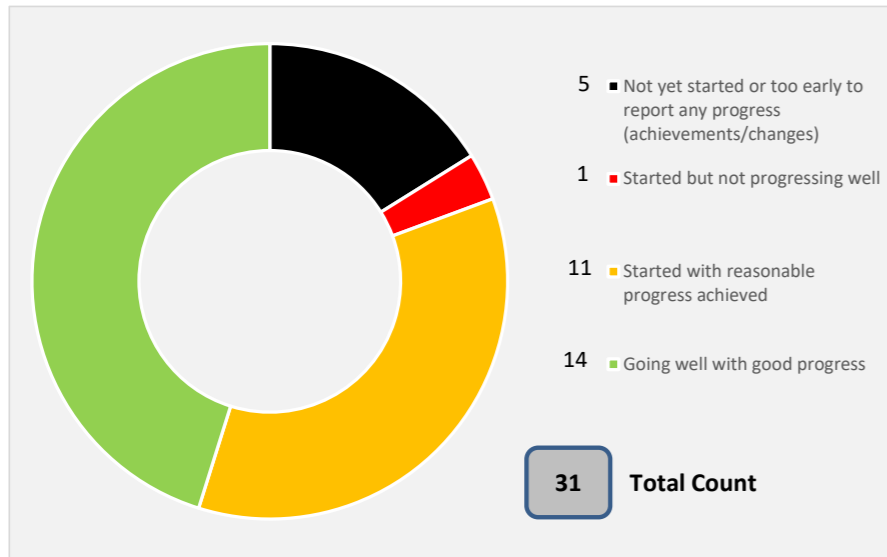


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31	Total		0

Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) Select from drop down list
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CMT - ALL - Status reference	Progress R A G Status	Count
Not yet started or too early to report any progress (achievements/changes)	Black	0
Started but not progressing well	Red	0
Started with reasonable progress achieved	Amber	0
Going well with good progress	Green	1
Total		1

Education and Corporate Services - Status reference	Progress R A G Status	Count
Not yet started or too early to report any progress (achievements/changes)	Black	5
Started but not progressing well	Red	0
Started with reasonable progress achieved	Amber	1
Going well with good progress	Green	6
Total		12

CMT Priorities



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11	Amber	Started with reasonable progress achieved	0
14	Green	Going well with good progress	0
31	Total		0

Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) Select from drop down list
Economy and Environment Services - Status reference		Progress R A G Status	Count	
Not yet started or too early to report any progress (achievements/changes)		Black	0	
Started but not progressing well		Red	1	
Started with reasonable progress achieved		Amber	9	
Going well with good progress		Green	2	
		Total	12	

Social Services and Caerphilly Homes (Housing) - Status reference	Progress R A G Status	Count
Not yet started or too early to report any progress (achievements/changes)	Black	0
Started but not progressing well	Red	0
Started with reasonable progress achieved	Amber	1
Going well with good progress	Green	5
	Total	6

Finance - 2021/22 Revenue Budget - period 5



Qtr 2

2021/22

Summary by Directorate/Service Division

Directorate/Service Division	Revised Budget 2021-22	Projected Outturn 2021-22	(Overspend)/ Underspend 2021-22
	£	£	£
Education & Lifelong Learning			
- Schools Related	120,795,230	120,706,030	89,200
- Education	17,313,683	17,203,577	110,106
- Lifelong Learning	3,828,967	3,828,183	784
- Home to School/College Transport	7,923,081	7,571,682	351,399
Sub-Total: -	149,860,961	149,309,472	551,489
Social Services			
- Children's Services	26,485,445	27,491,570	(1,006,125)
- Adult Services	68,290,758	67,785,224	505,534
- Service Strategy and Business Support	2,155,791	1,150,139	1,005,652
- Social Services Transport	1,564,373	1,398,111	166,262
Sub-Total: -	98,496,367	97,825,044	671,323
Economy & Environment			
- Regeneration and Planning	2,866,410	2,608,694	257,716
- Infrastructure	11,206,492	11,198,998	7,494
- Community and Leisure Services	22,284,279	22,229,957	54,322
- Public Protection	7,543,076	7,179,727	363,349
- Directorate General	177,630	228,630	(51,000)
Sub-Total: -	44,077,887	43,446,006	631,881
Corporate Services			
- Chief Executive/Director	361,722	354,446	7,276
- Corporate Finance	1,888,375	1,682,847	205,528
- Digital Services	7,024,224	6,644,690	379,534
- Legal and Governance	3,224,611	3,229,149	(4,538)
- People Services	2,978,995	2,850,164	128,831
- Business Improvement Services	1,539,701	1,382,482	157,219
- Corporate Property	4,948,718	5,007,330	(58,612)
- General Fund Housing	1,323,825	1,217,390	106,435
- Private Housing	362,937	408,647	(45,710)
Sub-Total: -	23,653,108	22,777,145	875,963
Miscellaneous Finance	52,139,470	51,431,661	707,809
Totals: -	368,227,793	364,789,328	3,438,465

CMT - Risk Register



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation 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?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
CRR 01 - All Directorates	Exit from the EU (Brexit).	The decision to leave the EU and the subsequent exit deal created considerable uncertainty for Caerphilly CBC and our communities. Key risks included the potential for workforce supply shortages in some areas, the possibility of some disruption to the supply of goods and services and the potential for price increases.	An internal Brexit Working Group was established consisting of key staff across all Directorates and nominated Elected Members to monitor the impacts of Brexit and to take mitigating actions where possible. The Council also set aside £1m to meet any short-term financial impacts arising from Brexit. £314k of this funding has been committed to fund a small number of fixed-term posts to monitor the ongoing impact of Brexit in Environmental Health, Information Governance, Procurement and the Business Enterprise & Renewal Team (BERT).	The ongoing impacts of Brexit are as anticipated. Some difficulties are being experienced with recruitment, there has been a significant upward trend in inflation with the Consumer Prices Index (CPI) inflation rate in the 12 months to November 2021 being 5.1%, and supply chain impacts are being experienced in a number of areas including construction. These impacts are now being monitored with appropriate actions being taken as "business as usual" e.g. inflationary pressures are now reflected in the updated MTFP and a separate corporate risk (CRR 15) has been established in respect of the impact on the construction industry. It is therefore recommended that the specific Brexit risk should now be removed from the Corporate Risk Register.	Medium	Medium			Potential impacts are not fully understood but they are likely to be felt over the short, medium and longer-term. Unable to assess 'Risk Level' currently due to the level of uncertainty	Unknown
CRR 02 - All Directorates	Medium-Term Financial Plan (MTFP)	Failure to identify sufficient savings to support the Medium-Term Financial Plan (MTFP).	The Authority has a strong track record of delivering balanced budgets and the Transformation Programme (including the ten Corporate Reviews), will be key elements in ensuring financial sustainability moving forward. Work is underway through the Sustainable Financial Planning Corporate Review to align the MTFP with the financial efficiencies and savings that are anticipated through the Transformation Programme.	Details of the WG 2022/23 Provisional Local Government Financial Settlement were announced on the 21st December 2021 and included an uplift of 8.5% in core funding for Caerphilly CBC. Indicative uplifts on an all-Wales basis of 3.5% and 2.4% were also included in the Provisional Settlement for 2023/24 and 2024/25 respectively. Details of the 2022/23 Draft Budget Proposals are being presented to Cabinet on the 19th January 2022, following which there will be a period of consultation prior to final budget proposals being presented to Cabinet on the 23rd February 2022 and then Council on the 24th February 2022. The MTFP has been updated based on the indicative Settlement figures provided by WG and this shows a potential savings requirement of £9.753m for the two-year period 2023/24 to 2024/25. Detailed work will be undertaken in the coming months to further refine the MTFP. A further report will be presented to Cabinet in early autumn providing a further update on the MTFP alongside detailed proposals in terms of addressing the savings requirement moving forward.	Medium	Medium			Yes, we need to explain how it affects the Well being of Future Generations in our Communities	Medium
CRR 03 - All Directorates	GDPR Information Governance	<ul style="list-style-type: none"> Failure to locate reliable information quickly impacts on service delivery, plus we are missing an opportunity to use the Council's information assets more widely to benefit other Council services. GDPR introduces fines of up to 20million Euros for failing to evidence compliance, including Privacy Impact Assessments at early stage, and for data breaches. Failure to comply with information requests (e.g. FOI) could lead to action by the Information Commissioner's Office - compliance expectation increased to 90% These risks could result in adverse press, loss of trust by the public, and criticism from the Council's auditors. 	IGPT activity reported to Corp Gov Panel, including: <ul style="list-style-type: none"> Report on options for GDPR DPO role Review Information Asset Registers to include info required by GDPR, e.g. legal basis for processing Continue SIRO review of Information Risk Returns Update and re-launch DPA training, inc Members Update info sharing register to identify contract improvements Enforce use of privacy notices and Privacy Impact Assessments Implement records management programme, including better identification/creation of records and backlogs addressed (e.g. email, networks) and ensure records with historic value are protected Review publication scheme and charges for info requests Continue suspension of surveillance activity 	Reducing risk via: modular eLearning launched but poor member uptake to date; awareness raising via intranet stories, CMT updates (inc Corporate Risk Register), IG Stewards and Go Digital; DPIAs/contracts increasingly used; Internal Audit checklist; data breach methodology; Covid19 Risk Log maintained, covering cyber security and IG; communication to all users from Chief Executive issued Dec 2020, cyber security strategy and information governance strategy under development. Refreshed eLearning, new modules and new Knowledge Tests planned for launch April 22. Member IG / Cyber Security training planned as part of member induction planned for June 22 to mitigate poor member uptake of eLearning. Senior Officer Cyber Security training and awareness underway, inc. presentation to Management Network on cyber attacks (10/09/21), SIRO / Leadership Team training on information risk (11/10/21) and cyber attack exercise and debriefing (15/11/21 & 22/11/21).	Medium	Medium			Yes - protection of privacy (Article 8 HRA), Duty to Document and protection of historic records to evidence public sector activities	Medium
CRR 04 - All Directorates	Climate Change	Not being prepared for the impacts associated with climate change. For Caerphilly this will manifest as a more volatile weather pattern: <ol style="list-style-type: none"> More severe storms resulting in damage to trees and buildings. Increase in winter rainfall resulting in flooding, affecting people, property and infrastructure, including availability of outdoor sport pitches. Extreme Weather Conditions: Difficulty in modifying temperatures in some of our buildings (incl. Housing) could lead to increased financial burden, uncomfortable environment conditions (dangerous temperatures) affecting people's health, wellbeing and delivery/receipt of effective services. Changes in species including a decline in native species, changes in migration patterns and increases in alien and invasive species, including pests and disease. Reduction in summer rainfall resulting in reduced river flows and water availability. Increase in levels of extreme weather such as snow/ice which could potentially impact on not only the travelling public but the elderly/frail and those in fuel poverty. Grass fires. Vehicles being used by the authority are outdated and therefore consuming more fuel and producing higher levels of emissions. Extremities in foliage growth, and the reduction in both street/highways cleansing, and weed control, will have a direct impact on future maintenance and environmental damage controls, potentially leading to systematic failures and increased costs to the authority for response repairs (e.g. Footpaths; Highways; Gullies; Drainage; Cycle-ways) as well as public liabilities. 	A Local Climate Impact Profile (LCLIP) has been prepared and links to other plans including Highways Winter Maintenance Plans, Business Continuity Plans & Emergency Plans etc. Mitigation work being undertaken includes: <ol style="list-style-type: none"> A Tree Management Strategy and implementation of resources to manage tree stock. Assessing the condition of trees. Assessing the vulnerability of drainage infrastructure in excessive rainfall. Installing flood risk measures at priority vulnerable locations. Considering climate change in the Asset Management Programme. Street lighting has been switched to LED combined with a party night lighting approach. A roll-out of electric vehicles within the CCBC fleet where practical and where charging infrastructure allows. 	Dir for Econ/Env - Nov 21 (same as Year-end 20/21) Statement: <ol style="list-style-type: none"> Resources are in place for surveying our tree stock and tree works being undertaken in accordance with survey recommendations. Local Flood Risk Management Strategy (Engineering) in place. Sustainable Drainage Approval Body (SAB) implemented from 7 Jan 2019 to improve control and approval for drainage infrastructure on new developments. Climate emergency declared by full council and decarbonisation strategy and action plan combined with an energy prospectus have been adopted by the Council with a number of actions/ projects being progressed. Electric vehicle charging infrastructure being rolled out in public car parks and council strategic sites and switch to ELV council fleet has commenced with the delivery of a number of smaller electric vans. Street lighting: switch to LED combined with night switch off now fully implemented to achieve carbon reduction and avoid significant additional energy costs. 	Medium	Medium			Yes - there is an impact to a 'Resilient Wales' by not proactively addressing the operational response to climate change. The contribution to global issues and a 'Globally Responsible Wales' is met through low carbon planning and sustainable development. There is a direct impact to Health also.	Medium



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation 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?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
CRR 05 - Dir for Economy & Environment	Community & Leisure: Greenspace and Landscape Services	Ash die back (Chalara Fraxinea) is the most significant disease to affect the UK tree population since Dutch Elm disease in the 1960's. The disease will result in the decline and death of the majority of ash trees in Britain. Unfortunately, many ash trees predominate line our roadside verges, so the disease will affect high risk locations. In our borough, ~ 37,400 + ash trees could be affected by this, requiring substantial resource, logistics and environmental considerations/implications, such as: a) Thorough surveys (to identify needs/requirements) b) The formulation of a Removal Strategy c) Budgeting and Finance c) Considerable clean-up and disposals d) Wider environmental impact (contaminations/biodiversity/eco systems) e) Wider impacts on road sweeping and weed treatment. All of which, will ultimately lead to damage to the environment and its infrastructure and have an effect on the 'look and feel' of the county borough.	Initial action to include: 1. Development of a Removal Strategy 2. Discussions at WLGA and representations to Welsh Government (WG) in relation to funding.	This will require a substantial cost implication due to the logistics and labour intensive nature of addressing such matters. Work is still progressing nationally for a funding model to be adopted by WG. Some Green Infrastructure funding was received in 2020-21 to allow for some felling. We continue 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. Green Recovery Funding was received in 2021 from WLGA, £111K was allocated to deal with ash die back across the county borough. In July 2021, Cabinet approved funding (£750k over the next three financial years) to manage ash die back across the county borough and ash removal is progressing based on identification of risk by the Council tree specialists.	High	Medium				Medium
CRR 06 - Dir for Economy & Environment	Regeneration & Planning: Local Development Plan	The Adopted LDP was due to expire on 31st December 2021, however further to the Ministerial letter received 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 has commenced, the delivery agreement has been approved by WG, the various working groups are progressing and regular member seminars are being held.	The Adopted Local Development Plan (LDP) remains in force until it is superseded by the 2nd Replacement LDP. 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 matter in October 2019 and resolved to commence work on the SDP and a new LDP as soon as practicable. Future Wales The National Plan 2040 was published by WG in February 2021 this requires the adoption of a Strategic Development Plan by the new SE Wales Corporate Joint Committee when it is formed for the S E Region i.e. the Cardiff Capital Region. The work on the 2nd Replacement LDP for Caerphilly CB has commenced and is well underway. It is anticipated that the new Local development plan will be adopted by the end of 2024.	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 newly created CJC will become the Strategic Planning Body. The formation of the permanent CJC has been delayed while an interim CJC is put in place - consequently formalising the SDP element of the CJC role is also slightly delayed. 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 the SDP and the new LDP and good progress being made in terms of the process for writing, publishing and adopting and new LDP - the delivery agreement has been approved by WG, the various working groups are progressing and regular member seminars are being held.	High	Medium			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
CRR 07 - Education & Lifelong Learning Directorate	School Attainment	1. There continues to be a gap between the attendance and attainment of Free School Meals pupils and Non-Free School Meals pupils which is being addressed. 2. High rates of exclusion will impact on pupil attainment. 3. The impact of covid on learner outcomes remains unknown and requires further evidence and appropriate intervention. 4. The inconsistent nature of assessment at KS4 since 2019 together with staff and pupil attendance will impact on pupils and their outcomes.	1. Utilisation of grant funding to identify gaps in pupils' learning and implement appropriate interventions/strategies. 2. Utilisation of the educational welfare, inclusion and Youth services to support pupils with issues relating to wellbeing. 3. The Edtech programme has been repurposed to provide digital resources to disadvantaged learners. 4. The LA monitors schools' engagement with professional learning activities. Monthly Partnership meetings with EAS are used to update on professional learning. 5. The development of a revised Education Strategy that aims to address the impact of the Covid-19 pandemic.	Current development of a revised education strategy will endeavour to address concerns around the impact of Covid-19 on standards, progress and provision. The current Service Improvement Plan 2021-22 identifies the actions of all service areas to mitigate against the Covid-19 pandemic. Schools continue to engage well with the Local Authority and EAS.	High	High			Yes, this limits contribution to 'Prosperous and More Equal Wales'. Standards of attainment and gaps in inequality can result in a low skilled, low paid workforce, and higher levels of unemployment leading to poverty. Over the long-term (25 years) in the life of a young child to adult the potential outcome of the attainment gap makes this a high risk. This is a long term risk	High
CRR 08 - Social Services & Housing Directorate	Fragility of the Social Care market. The independent sector social care market across Wales is in an unprecedented position in terms of its fragility and this is starting to be felt in Caerphilly.	• Providers unable to sustain existing packages of care. • National Minimum Wage and National Living Wage creating additional financial strain which providers are expecting LA's to resolve. • Little additional capacity to take on new packages of care. • Ongoing Judicial Review across Wales re responsibility for Funded Nursing Care Payments. • Potential financial impact on the Directorate and Authority. • Introduction of RISCA from 01.04.18 could have significant implications for recruitment and retention of staff.	Fee levels for 2017/18 agreed at 3.1%. This was funded via a mix of core funding and CCBC's element of the Social Care Workforce grant paid by Welsh Government. A further element of workforce funding has recently been released by WG. Discussions are ongoing with commissioned providers to determine how these monies should be allocated. Fee levels for 18/19 agreed at 2%	No change in risk level. Further concerns with regard to stability. Coronavirus Pandemic has had major consequences for care homes across the UK. Positive cases have meant that new admissions to care homes have not been possible for a significant period of time with the knock on consequence in relation to the financial viability of homes. Welsh Government funding has eased the position for 20/21 but the ongoing support is unclear for 21/22. Additional payments have been made to care providers with effect from 23rd March 2020 to compensate them for additional costs and lost income resulting from the Covid 19 pandemic. These additional payments will be funded through the Welsh Government's Hardship Fund for Adult Social Care.	High	High			Yes - reducing help that can be provided for the most vulnerable in our society will affect our ability to contribute to a 'Healthier Wales' which requires peoples mental and physical well-being to be maximised. Whilst this may be a medium risk operationally from a FGA perspective this would be high as it directly affects those most in need. Risk Level deemed 'High' over the 'Medium Term'.	High
CRR 10 - Social Services & Housing Directorate	Welsh Housing Quality Standard (WHQS) programme	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). Meeting the revised completion deadline, due to Covid, of 31st December 2021 is critical for both Caerphilly and our relationship with WG.	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 greatly reduced as we near the December 31st deadline with the internal works programme almost complete apart from acceptable fails (timing of remedy, tenant choice & Covid) although the acceptable fails are constantly being updated & validated as each element is completed as part of a relet etc. This is ongoing and will reduce the Acceptable Fails to the lowest numbers as possible. The focus had been the outstanding external contracts. The WHQS elements within these contracts were prioritised and although not all the contracts are complete the WHQS elements are. The outstanding work within these contracts will be pre-paint repairs and maintenance.	The internal programme of works was completed in Q3 and the remaining external works required to be completed in order to meet the 31st December deadline were completed in December. We have therefore now met the WHQS on all stock, with the exception of acceptable fails. We are currently in the process of completing the reporting to send to WG as part of our formal confirmation. As we go forward to PAMS and WHQS2 there remain concerns in relation to material supply and costs, this situation will continue to be closely monitored and has been raised with WG who advise that other authorities have encountered similar problems. This dialogue will continue as we proceed with PAMS and understand the requirements of WHQS2. Refurbishment and remodelling work to the sheltered housing schemes continues to be undertaken by the in-house workforce. The programme is progressing, however due to work content, asbestos issues and the ongoing risk of Covid restrictions, a number of schemes require full decants which will delay completion, but discussions with WG have confirmed that these can be categorised as acceptable fails.	Medium	Medium			Yes - however now that we have completed the WHQS the risk of any detrimental well being impact has significantly reduced. This is in the context that maintenance and repairs are ongoing and should be met against their own key performance indicators.	Medium

CMT - Risk Register



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation 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?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
			The In-house workforce completed the additional internal works. This including the transfer of contracts from the Dynamic Purchasing System (DPS) of approximately 150 properties that ensured continuity for our in house workforce which delivered better performance and higher tenant satisfaction levels. Some external works were also transferred to the In house workforce following the liquidation of the Contractor (Creobuild) as it was felt that retendering would have risked achieving the December 31st deadline.	The Housing Revenue Account business plan submitted to WG in March 2021 shows the HRA remains viable with the possibility of additional borrowing to undertake new build. 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.						
NEW 2020 CRR 11 - Communities	Fleet	<ol style="list-style-type: none"> 1. Non-compliance of our Heavy Goods Vehicle fleet which poses a significant road safety risk, reputational damage and puts our Operator's Licence at risk. 2. A road accident caused by a defective vehicle operated by the authority. 3. Failure to support front line services such as refuse collection, social services and winter road maintenance because we are unable to keep vehicles in service. 4. Significant recharge costs from our managed service provider should a vehicle fail due to a lack of or poor standards of maintenance. 5. Insufficient staffing levels to deliver the service due to recruitment and retention issues. 	<ol style="list-style-type: none"> 1. Work is ongoing to improve all areas of compliance with the requirements of the Operators Licence. 2. Use of the fleet management system to its fullest extent will ensure vehicle road tax, MOT and insurances are renewed in a timely manner. 3. Service area supervisors have undertaken Operator Licence understanding training and driver referral systems have been implemented to address areas where non compliance are identified which trigger retraining. 4. No comment at present. 5. Work with People Services to address recruitment and retention difficulties. 	<p>A Fleet Service Review has been undertaken with a number of improvements identified and in progress including significant investment in new diagnostic and testing equipment. An Action Plan was presented to the Team Caerphilly Transformation Board on 8th July 2021. A further Report has been drafted for Corporate Management Team to further inform and provide evidential intelligence for Senior Executives to a) better understand existing service needs b) identify existing service shortfalls c) consider options for mitigating the risks identified. Work is in progress with People Services to develop proposals to address recruitment and retention difficulties and market supplements are now in place to assist with the recruitment of HGV fitters. An update of the fleet review is scheduled for consideration by the team caerphilly board in March 2022.</p> <p>A Fleet Review Officer post (in the Policy Team) has also been filled and the postholder has undertaken a detailed review of vehicle utilisation as part of our switch to electric and ultra low emission vehicles. A report on progress with the vehicle utilisation review and ULEV is due to be considered by CMT in January 2022.</p>	High	High			Yes - Prosperity: Resilience: Healthier: Cohesive Communities: Globally Responsible	High
	Fleet Continued...	<ol style="list-style-type: none"> 6. Stability of staff, adequate resourcing, use of technology, better control of our office and workshop environments, securing quality management of business processes, supplies and client outputs. 7. Contract management with SFS, to maximise the value of the managed fleet contract to the Council. 8. Constant fleet vehicle reviews and use across the Council, with a view to reducing costs, fuel use, materials consumption, carbon emissions, environmental impacts, complaints and improving client satisfaction and Council reputation. 	<ol style="list-style-type: none"> 6. The fleet management office has suffered a staff turnover which has impacted upon the service levels, similarly, despite advertisement we have been unsuccessful in obtaining a vehicle technician. Team meetings now take place where fleet staff are encouraged to become involved in improvement measures and ideas. 7. Meetings with the managed service provider have been held where the added value of the contract has been discussed and areas remaining outstanding such as community benefits are being addressed. 8. A detailed review of user fleets is underway including detailed work on ultra low emissions vehicles. 	See above.						
CRR 12 - Covid 19 New Q1 20/21	Covid 19 Recovery Plan Whole Authority	Covid 19 Pandemic resulting in public health emergency, lockdown, suspension of services, workarounds to safely find new ways to deliver services.	A separate Risk Register specific to the Covid 19 situation has been established and is being regularly monitored and updated by the Corporate Management Team.	<p>As there is a specific register and group to respond to the ongoing situation and its recovery - it would be repetition to repeat here, but is acknowledged here as part of the high level Council risk register.</p> <p>Throughout 20/21:</p> <ul style="list-style-type: none"> - Corporate Management Team (CMT) and key senior officers will be meeting on a daily basis from Mon 16th March 2020. - Internal Coronavirus Group meeting twice weekly cycles and due to meet daily. - Management Network briefing to discuss Human Resource (HR) response. - Managers checking Business Continuity Plans. - Human Resources (HR) reacting to Central Government & Public Health Wales advice as it is issued - Staff returning from areas recognised by the Government, or affected by the coronavirus, including close contacts are self-isolating as medical suspension. - Chief Executive and Leader are in regular dialogue with ABUHB, Public Health Wales, Welsh Government (WG) and Welsh Local Government Association (WLGA). - HR advice issued to officers/offices/staff to: Catch It - Bin It - Kill It. - Intranet and public advice regularly updated. <p>Public health advice on Novel Coronavirus (COVID-19) is also available via the all-Wales Health Protection service on 0300 003 0032 during working hours (and with access via this number to out of hours services) Guidance for self-isolation can be found on the following weblink: https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/self-isolation-advice/</p>	Medium	Medium				Medium
CRR 13 - New Q1 20/21 Homelessness	Increased Homelessness	Increased numbers of homelessness could result in increased incidents of rough sleeping and increased use of B&B/hotel type accommodation to address emergency needs. This in turn could result in poor outcomes for the households concerned and a repeat of the homelessness cycle. As national Covid policy delaying evictions by private landlords comes to the end, evictions could rise significantly.	Support providers and specialists are used to provide support to assist those that are homeless and to sustain tenancies to avoid homelessness occurring. Homelessness strategy has been developed in collaboration with neighbouring authorities. The availability of temporary accommodation to be reviewed to reduce/avoid use of Bed & Breakfasts. Look at opportunities to further increase the availability of properties in the private sector as an alternative means of accommodating homeless persons. Work closely with the police and probation service to plan accommodation for prison leavers. Review the type of accommodation that is required to meet the needs of those presenting to the service forward so that this can be considered in longer term future planning	The Covid pandemic has resulted in increased pressures on this service, however this will be an ongoing process due to lockdown arrangements, policy and legislative changes. Cornerstone, The Wallich and Gofal are main support providers, but additional support provided by in-house Occupational Therapy, and mental health provision. Regional Homelessness Strategy has been completed and agreed actions being progressed. Use of Bed & Breakfast has seen an increase this year, therefore additional temporary accommodation is actively being sourced, with some success. Good success has been achieved in the private sector, with approximately 85 properties and 44 landlords currently being used to assist with homelessness via the Caerphilly Keys initiative. The prison leavers pathway has been implemented and is assisting in the forward planning of suitable accommodation for relevant persons. Out of county placements have been necessary to provide emergency accommodation following the closure of in county hotel and B&B businesses. Success achieved for additional funding from WG of approx £1m. A new Housing Solutions Manager has been appointed following the retirement of the previous postholder.	Medium	Medium				Medium
			Presentations and pressures on the service and emergency accommodation provision continue and we continue to seek alternative forms of emergency accommodation other than bed and breakfast accommodation. The demand is likely to increase as we move toward the inclement weather months and the directive from WG has not changed with everybody being accommodated. In addition the decision to not allow Night Shelters to open will place additional pressures on current provision. Support services continue to provide targeted support to those in emergency accommodation but there have been increases in breaches of occupancy and residents behaviour which are placing additional pressures on support workers and staff within the units. In order to move people on the Housing solutions team continue to work with both private sector and RSL landlords to maximise move on.	We continue to work with landlords to provide emergency accommodation and an additional 10 bed HMO unit and 4 bed HMO unit have been brought online to assist with the demand in emergency accommodation provision and we continue to explore additional avenues with proprietors to increase the provision through the inclement weather months. In addition to this a full review is being undertaken to look at the longer term model of emergency accommodation for CCBC and this will be outlined in the Rapid Rehousing Strategy in 2022.						

CMT - Risk Register



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation 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?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
				A new website is due to be launched to promote Caerphilly Keys and to target a wider landlord audience with a view of additional landlords signing up to the scheme. The landlord Forum has also re started and Caerphilly Keys presented at the forum as an additional marketing tool to attract additional landlords. A specialist Common Housing Register for the Housing Solutions Team has been implemented to ensure applications to the register for Homeless Households are completed in a timely fashion and refreshed to maximise move on opportunity and in addition to this work is on going with partners to maximise move on for clients on the Housing First Scheme . Further one partner provides the Housing Solutions team with units of accommodation on new build sights for a star flat, complex needs case and Housing applicant. 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 70 people per month continue to be accommodated. This is funded by the WG Covid-19 hardship fund.						
CRR 14 - Microsoft operating support	Whole Authority	Unsupported operating systems increase risk of cyber threats, halting services both front line and back office. Maintain supported software to ensure latest security features in place.	Upgrade path identified and being implemented; working with suppliers to ensure compatibility of solutions	This is included within the processes for security standards and accreditations within the Authority. Further development of 5 year plan to be completed as part of ICT Strategy.	Medium	Medium			Cyber threats could affect key front line services	High
CRR 15 - Contractors	Changes to supply and demand chain means rising costs of building and infrastructure materials and contractor costs. Lack of available contractors.	The availability of contractors, material shortages and cost increases are having a significant impact on services ability to progress with key infrastructure or day to day building projects. Key areas affected are Education (school replacement works, boilers), infrastructure, property services and Housing. Within Private Sector Housing the current schedules of rates against which tenders are compared are now unrealistic in the current market, even following recent uplifts. Contractors are increasingly declining the opportunity to submit tenders. If they do submit, we are unable to proceed as their prices are far in excess of our rates. This is a particular concern in Housing as all of these products are targeted for our most vulnerable residents such as making disabled adaptations. There are several factors causing this impact, such as a buoyant UK construction sector as a result of public investment in their own properties (from money saved through the pandemic) as well as public sector infrastructure investment. International influence on scarcity (and hence price) of certain raw materials (steel and timber for example) is a factor. There are import backlog issues, part linked to the Brexit ports issue but also the shipping industry backlog still hasn't recovered fully from the suez canal incident a few months ago. Construction material providers are still recovering from supply backlog when production ceased in lockdown but also many staff still furloughed so some suppliers still not back to "full fighting weight". One of the main issues is the significance of price increases of basic building materials such as steel, timber, cement and concrete which is having an adverse cost effect throughout all of the service areas outlined above	The problem of extended start dates from willing contractors cannot be overcome in the short term due to the heightened demand from the private sector but there may be potential opportunities to overcome the pricing restrictions of the schedules of rates and frameworks. There may be some opportunities to work with procurement to identify other reasons for a reduction in volume of contracts being tendered.	New	Medium	Medium			Yes this will have a direct impact on vulnerable people within housing, pupils in schools and communities and ensuring access around the borough for travel and work. As Education, Housing, Employment (travel) and transport projects are Well-being objectives this is key to the Corporate Plan success.	Medium
CRR-16 NEW 2021/22	Recruitment & Retention of Staff Whole Authority	Appointment of staff to key positions is a significant challenge and is starting to affect delivery of certain services.	CMT/Cabinet currently considering areas where there is greatest pressures. Review how recruitment is undertaken and where. Review current job descriptions and person specifications to ensure they are up to date and relevant. Review of comparator post salaries across Welsh LAs and public services at the very least. Comparators may also be relevant from public services outside Wales and also private companies. Consider developing run through grades. Consider how apprentices / trainees / work placements can support future service delivery and succession planning. Consider collaborative working with other LAs / partners. Use of agency staff where possible. Potential use of market supplements. Potential use of contractors for project work	Recruitment drive for frontline services to take place February 2022. Advert for apprentices February 2022. HRD engaged and and considering recruitment and retention issues across Wales. All Wales group established to consider recruitment and retention within Digital Services consisting of Heads of IT, HRD and WLGA. Pay comparator information obtained for some posts. Market supplements in place for some posts. Low hour contracts being reviewed within and across services to establish if higher hour contracts can be offered which may be more attractive. Run through grades offering career progression being explored in some services. HR and Employability Teams working together to support recruitment opportunities, including Kickstart. Work ongoing with Careers Wales to develop a video to promote CCBC as an employer in schools. New landing page for CCBC being developed to support more engaging recruitment and application process being reviewed as part of tender for new HR / Payroll system.	High	High				High
15	16				15	15	0	0	11	15

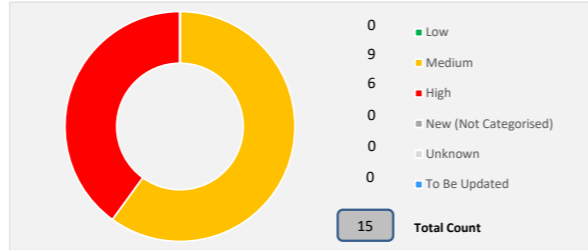
2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Count Number and Category of Risks	Well-being Risk Level
0	0	0	0	Low	0
9	11	0	0	Medium	9
6	4	0	0	High	5
0	0	0	0	New (Not Categorised)	0
0	0	0	0	Unknown	1
0	0	0	0	To Be Updated	0
15	15	0	0	TOTAL	15



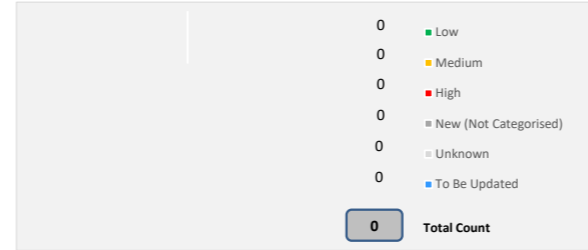
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All doughnut charts below will need to be reconnected to the correct data columns if new columns are inserted on the data table, before copying the relevant chart for each quarterly update onto [Page 1](#) Tab

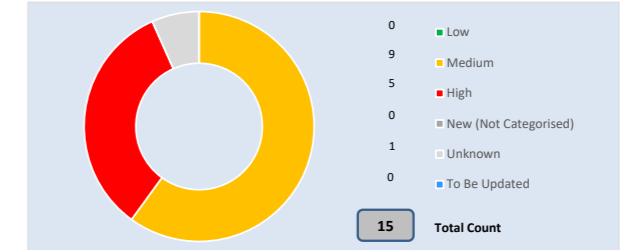
Q1 - 2021-22



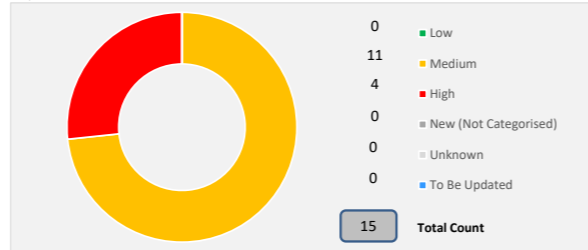
Q3 - 2021-22



FGA



Q2 - 2021-22



Q4 - 2021-22



WBO - Well-being Objectives

RAG Level

- 0
- 1
- 2
- 3

RAG 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

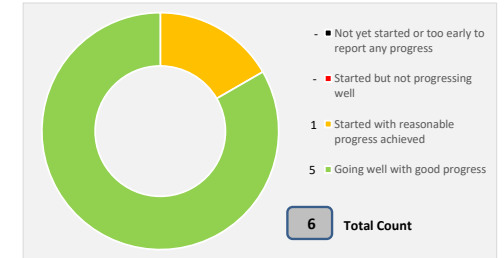


Qtr 2 2021/22

WBO	Detail				Status	RAG
WBO1	improve education opportunities for				On track, progressing well & impact being made	●
WBO2	Enabling employment				On track, progressing well & impact being made	●
WBO3	Address the availability,				On track, progressing well & impact being made	●
WBO4	Promote a modern,				On track, progressing well & impact being made	●
WBO5	Creating a county borough that				Partially successful, some progress made but we need to do more.	●
WBO6	Support citizens to remain				On track, progressing well & impact being made	●

Status	Total	
Not yet started or too early to report	-	Black
Started but not progressing well	-	Red
Started with reasonable progress	1	Amber
Going well /good progress/completed	5	Green
Total	6	

Current:



We have assessed our objective based on the Future Generation Commissioner's 'Journey Checker'. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty. At this time we believe we are owning our ambition in delivering this objective, which means we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.

WBO	Detail	stage
WBO 1	Being more adventurous	2
WBO 2	Owning our own ambition	3
WBO 3	Being more adventurous	2
WBO 4	Being more adventurous	2
WBO 5	Being more adventurous	2
WBO 6	Being more adventurous	2

- Sateg 1 Making simple changes - doing the obvious
- Sateg 2 Being more adventurous - getting resourceful
- Sateg 3 Owning our ambition - stretching ourselves
- Sateg 4 Using one voice - leading the way

Previously Reported:



Sickness

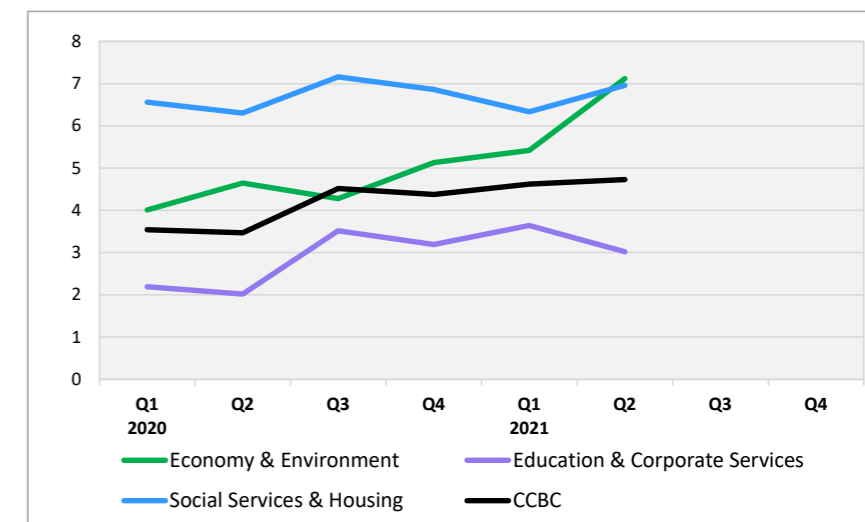


Qtr 2

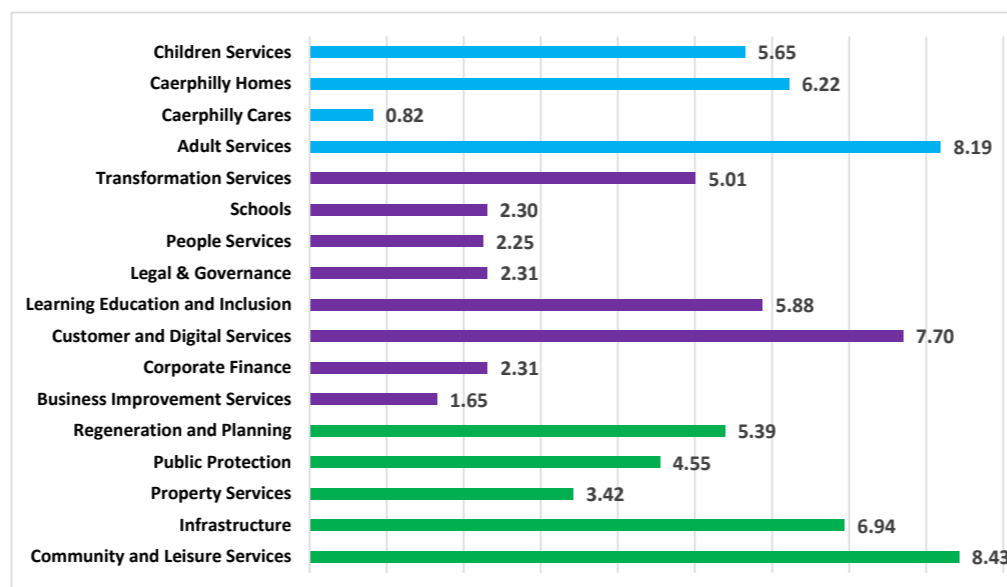
2021/22

Change chart range links according to period being reported

	Latest Period	Q1 2019	Q2	Q3	Q4	Q1 2020	Q2	Q3	Q4	Q1 2021	Q2	Q3	Q4
Quarterly Sickness Absence (%) - Authority & Directorates	Q2												
Economy & Environment	7.12	6.77	6.48	5.87	5.30	4.01	4.65	4.28	5.13	5.42	7.12		
Education & Corporate Services	3.02	3.71	2.49	4.16	4.49	2.19	2.02	3.52	3.19	3.64	3.02		
Social Services & Housing	6.96	5.64	6.11	6.13	5.66	6.56	6.30	7.16	6.86	6.33	6.96		
CCBC	4.73	4.64	3.96	4.90	4.90	3.54	3.47	4.52	4.38	4.62	4.73		



LATEST Quarterly Sickness Absence (%) - By Service Area	Q2
Service Area	Overall Abs %
Community and Leisure Services	8.43
Infrastructure	6.94
Property Services	3.42
Public Protection	4.55
Regeneration and Planning	5.39
Business Improvement Services	1.65
Corporate Finance	2.31
Customer and Digital Services	7.70
Learning Education and Inclusion	5.88
Legal & Governance	2.31
People Services	2.25
Schools	2.30
Transformation Services	5.01
Adult Services	8.19
Caerphilly Cares	0.82
Caerphilly Homes	6.22
Children Services	5.65
Authority Total	4.73



HR Data



Category	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Voluntary Leavers	110	213		
Other Leavers	29	42		
Total Leavers	139	255		
External New Starters	132	295		
Number of Agency Staff	322	354		
Headcount	8,255	8,310		
Age 55 and over	2,076	2,044		
% of headcount	25.14	24.59		

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 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.

Directorate	Voluntary Leavers	Involuntary Leavers	Total Leavers
Education and Corporate Services	140	26	166
Economy and Environment	48	7	55
Social Service and Housing	28	9	37
CCBC Leavers	213	42	255

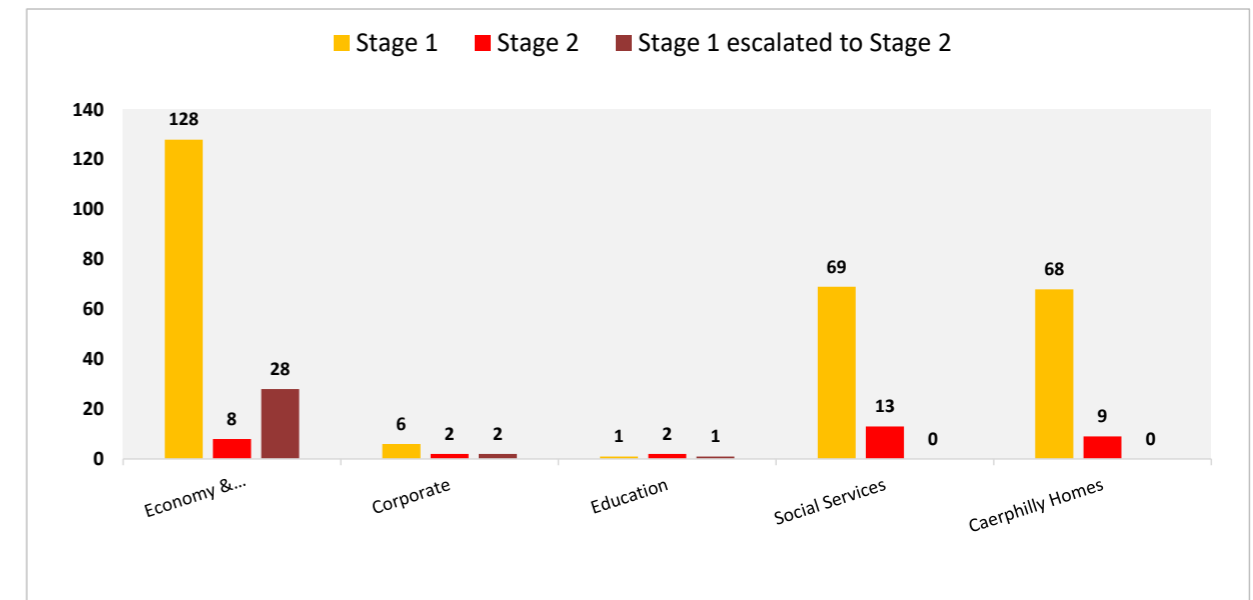
Directorate	New Entrants
Education and Corporate Services	186
Economy & Environment	53
Social Service and Housing	56
CCBC New Starters	295

Directorate	Number of 55s	Headcount	%
Education and Corporate Services	983	4742	20.72%
Economy and Environment	614	2025	30.32%
Social Services and Housing	563	1931	29.15%
CCBC 55s	2044	8310	24.59%

Formal Registered Complaints



Complaints <i>Accumulative to reporting period</i>	Stage 1	Stage 2	Stage 1 escalated to Stage 2
Economy & Environment	128	8	28
Corporate	6	2	2
Education	1	2	1
Social Services	69	13	0
Caerphilly Homes	68	9	0



DPA Extract - Social Services Complaints: Between April and September 2021

Adult Services themes:

Restrictions to Day Centre services due to Covid restrictions
 Not being able to secure a care package
 Unhappy with the care package times/missed calls
 Conduct and professionalism of worker
 refusing to fund transport / equipment

Children's Services themes:

Requesting change of Social Worker
 Poor communication
 Believes IRO to be biased
 Life story booked not shared
 Unclear advice regarding SGO process and payments
 Inconsistencies and changes of Social Workers

Equalities/Welsh Language Complaints: Between April and September 2021

Welsh - There was 1 complaint relating to Welsh.

Multiple concerns raised:
 - Electoral Services letter contained English web link in the Welsh text
 - Complaints Officer couldn't conduct the call in Welsh and insisted that the complainant submitted the complaint in writing going against what is stipulated in the Complaints Policy
 - In future they want to speak to someone in Welsh when they complain
 - Complaints page on website only gives an email address as a contact – there is no Tel No. or Textphone number
 - Colin the Chatbot does not work properly

The complainant received a response and all the points raised addressed. Complainant satisfied with the response

Equalities - There was 1 complaint relating to Equalities

Complaint in Economy & Environment Directorate
 The complaint was about discrimination against disabled people relating to access to land rights of way and public foot paths. The complainant was responded to and it was explained that the land in question is private land

DPA Extract - Dir for Communities: Complaints: Between April and September 2021

Ongoing key issues identified. Summary of key findings as at Sept 2021 are:

- Refuse/Bin Collections (Assisted collections / General Pick ups / Overflowing Bins / Spillages)
- Vegetation Overgrowth - Weed Controls
- Behaviour at CA sites & Accessibility
- Blocked Drains / flooding
- Parking
- Cleanliness of Area
- Street Lighting
- Due diligence of Planning
- Smells / spillages from Highway maintenance works
- Litter / Broken Glass and Dog fouling
- Delays in responses
- Cemetery respect / maintenance
- Footpath quality
- Planning approvals / controls / impacts
- Illicit tipping
- Early morning grass cutting
- Anti-social behaviours (neighbours)
- Park maintenance / cleanliness
- Delays in service delivery (e.g. Dropped kerbs - poor communications)

DPA extract Education Complaints: Between April and September 2021

COVID-19 is again the common theme for the first quarter, dealing with the concerns of current reduced school hours/lunchbreak times and if this will remain when pupils return in September?

In the second quarter school-based complaints have reduced due to the summer half-term. The common theme remained COVID related.

There were two Stage 2 complaints received 19th April and 6th September 2021 and 19th April 2021 in relation to Scrutiny Meeting held 22nd March 2021 (Trinity Fields Objection Report). The complaint raised concerns about the number of questions asked by members, they felt were avoided or left unanswered but the key area was an officer's involvement at the end of the Trinity Field expansion discussion, the decision was not upheld

Another related to school admissions (school transfer), unfortunately, one child's application was received after the closing date, all places were allocated in the first round of admissions. The family appealed and the hearing took place during the summer holidays.

In relation to school catering – a Complaint was received from parent regarding school running out of meals at lunch time and that the child receives free school meals. kitchen had not run out of food, potential issue relating to food choices.



DPA Extract - Caerphilly Homes Complaints: Between April and September 2021

There were 51 stage 1, 9 stage 2 and 9 stage 1 escalated to stage 2 in the first six months of 2021/22

WHQS, Disturbance to asbestos, delayed works, property accessed without permission, disagreement on agreed works, poor quality wall repairs

Housing Management, Encroachment of land, water pipe leak, flea treatment and new boundary fence, condition of neighbouring garden

Adaptations, Subcontractor calling on a Sunday without notice

Allocations, Complaint about housing band, data protection breach, home too small for family of 5, 10 months in temporary accommodation, length on waiting list, factually incorrect response from an MP

Leaseholder, Poor quality painting

Private Sector, Complaint concerning condition of property owned by Caerphilly homes

Tenancy Support, Service provided

Rents, Appeal regarding a balance on previous property, tenant overwelled by action against a them

Building Maintenance, Residents were unhappy with work associated with Thermal Earth Heating Installation

Response Repairs, Boiler repair, issue with a front door, bath installation

DPA Extract - Corporate Services Complaints: Between April and September 2021

Quarter 1 - 3 complaints

1. Home care charges - Stage 1 that escalated to Stage 2, upheld.

2. Having to pay Council Tax after being told that the account was clear - Stage 1, upheld.

3. Information Governance Complaint - Stage 2, not upheld.

Quarter 2 - 7 complaints

1. Issuing of completion notices by Council Tax - Stage 1, not upheld.

2. Housing Benefits payments - Stage 1, not upheld.

3. Business Rates - Stage 1 that escalated to Stage 2, not upheld.

4. Letter from Electoral Services not bilingual - Stage 1, upheld.

5. Council Tax refund on deceased relatives property - Stage 1, upheld

6. Council Tax account - Stage1, not upheld.

7. Complaint to Customer Services about bulky waste collection - Stage 1 that escalated to Stage 2, not upheld.

Complaints Reporting Considerations following LL 06/10/21 email Basis for Audit Committee & Cabinet Reports (2022)

Draft Reporting Template (Nov 2021) to include,

1. Directorate and Services identified in-scope for reporting
2. Number of complaints by stage type, service, and targets met
3. Key complaints - identified by type or theme
4. Number by Category (Commissioner Case Type)
5. Number by Outcome and lessons learned comments
6. Identified relationships to Equalities or Welsh Language
7. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

Compliments

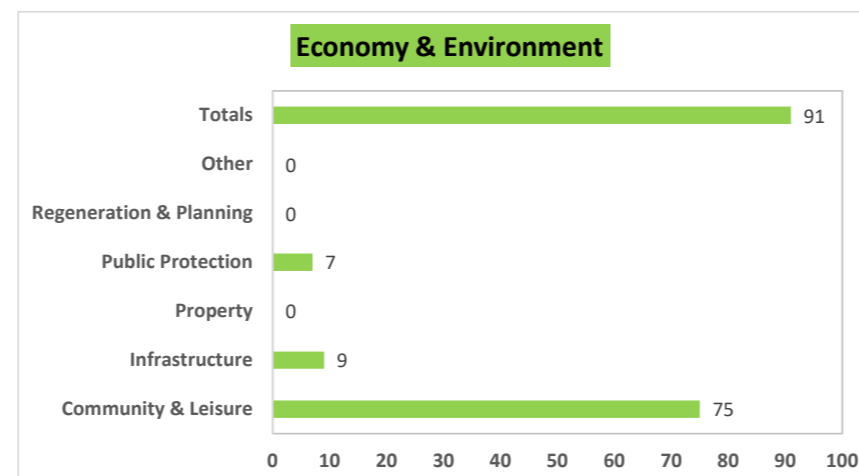
Record 'accumulative data' within the Fiscal Year



Qtr 2

2021/22

Economy & Environment		Qtr 2 21/22
Compliments By Service Area	Count	%
Community & Leisure	75	82.42%
Infrastructure	9	9.89%
Property	0	0.00%
Public Protection	7	7.69%
Regeneration & Planning	0	0.00%
Other	0	0.00%
Totals	91	100.00%

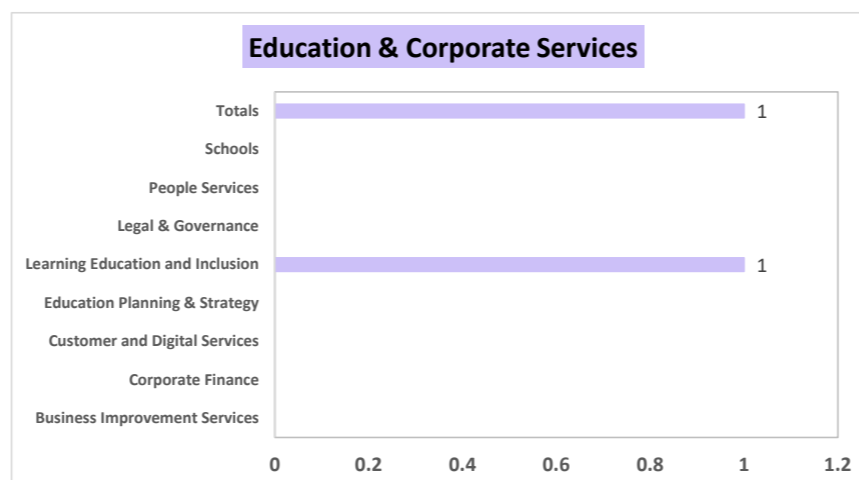


Current Information

Compliments Received By Type/Count

- Service Delivery = 31
- Service Response = 11
- Quality of Work = 10
- Staff - Operatives = 32
- Communications = 7
- Totals 91

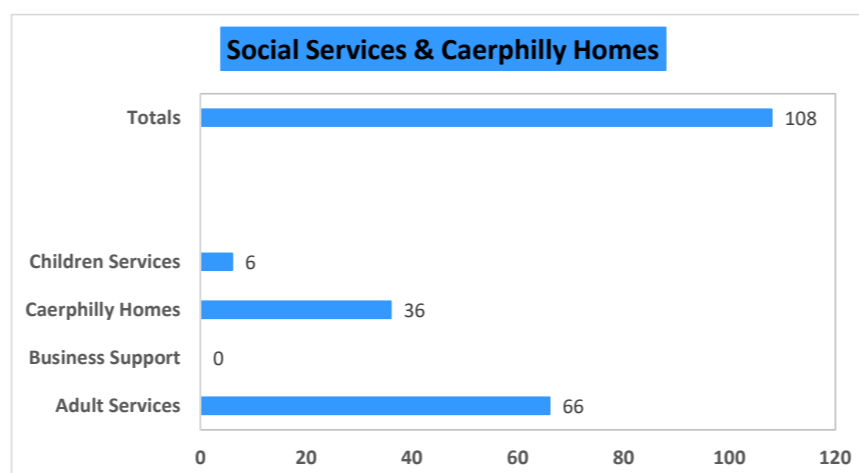
Education & Corporate Services		Qtr 2 21/22
Compliments By Service Area	Count	%
Business Improvement Services		0.00%
Corporate Finance		0.00%
Customer and Digital Services		0.00%
Education Planning & Strategy		0.00%
Learning Education and Inclusion	1	100.00%
Legal & Governance		0.00%
People Services		0.00%
Schools		0.00%
Totals	1	100.00%



Previous Information

There were no compliments received for this period

Social Services & Caerphilly Homes		Qtr 2 21/22
Compliments By Service Area	Count	%
Adult Services	66	61.11%
Business Support	0	0.00%
Caerphilly Homes	36	33.33%
Children Services	6	5.56%
		0.00%
		0.00%
Totals	108	100.00%



Previous Information

Social Services

Qtr 2 Positive Feedback & Compliments

Compliments

Record 'accumulative data' within the Fiscal Year

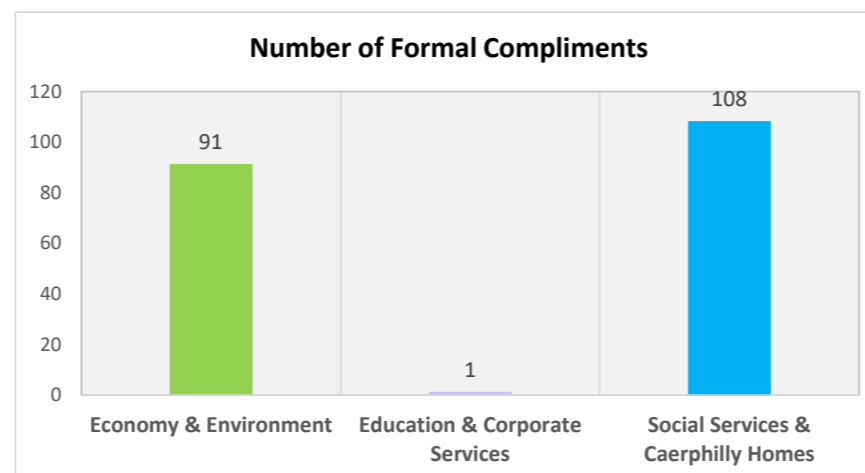


Qtr 2 2021/22

These results are look ups from each Directorate 'accumulative data' tables above



Number of Formal Compliments	Count
Economy & Environment	91
Education & Corporate Services	1
Social Services & Caerphilly Homes	108



A sample of compliments received by the various services within the Directorate for Economy & Environment:

Service Name:

-
-
-

A sample of compliments received by

Education and Corporate Services:

- Help and support provided by the Not in Education Employment or Training team (NEETS) enabled an individual to gain an apprenticeship.

A sample of compliments received by

Social Services:

-
-
-

Compliments

Record 'accumulative data' within the Fiscal Year



Qtr 2

2021/22

A sample of compliments received by

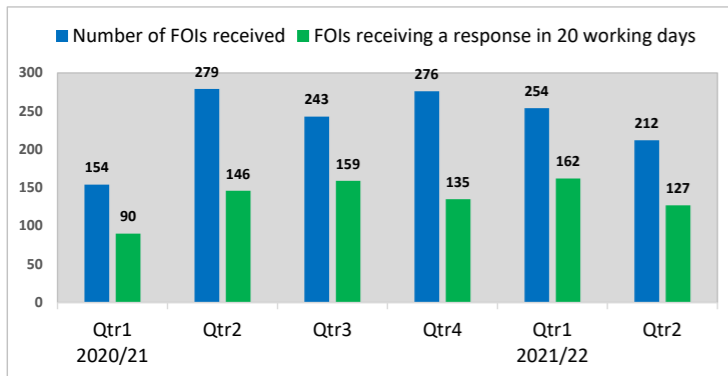
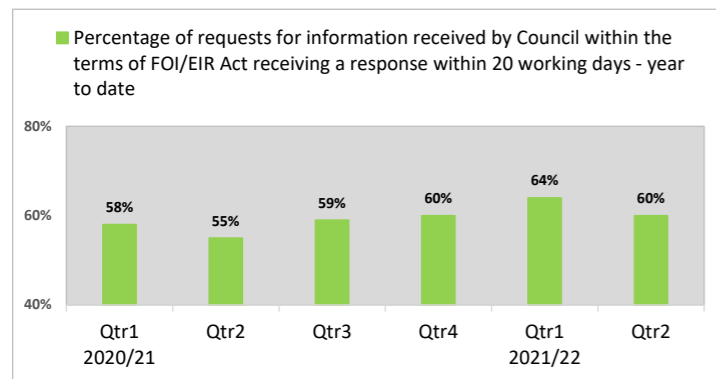
Caerphilly Homes:

- A thank you email received thanking the carpenters for fitting a window to an excellent standard
- Thank you letter showing appreciation for all involved in fitting tenants kitchen and bathroom. Workmen worked extremely hard to a tight deadline and were very friendly. Tenant mentioned individual who painted the kitchen, individual who done the tiling going above and beyond, individual who sorted the leak out and everyone else who made the tenant feel valued.
- Thank you email to thank the Area Housing Manager for her visit and professional and helpful approach.
- Thank you email thanking a Technical Assistant for his time and patience when dealing with a very upset resident stating he was 'helpful, kind and very compassionate'. The resident wanted to pass on her gratitude and let the member of staff know 'exactly how he has impacted me this week by simply giving me some hope to hold on to'
- Thank you email from local Councillor for quick response to tenant who had a collapsed kitchen ceiling. The quick response meant a lot to the family.
- Estate Management Officer received a gift after a successful move to a new property
- Homelessness Prevention Officer received praise for providing applicants with outstanding advice and support



Compliance Rates	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1 2020/21	Qtr2	Qtr3	Qtr4	Qtr1 2021/22	Qtr2	Qtr3	Qtr4
Percentage of requests for information received by Council within the terms of FOI/EIR Act receiving a response within 20 working days - year to date	86%	85%	83%	81%	58%	55%	59%	60%	64%	60%		
Numbers	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1 2020/21	Qtr2	Qtr3	Qtr4	Qtr1 2021/22	Qtr2	Qtr3	Qtr4
Number of FOIs received	307	340	274	297	154	279	243	276	254	212		
FOIs receiving a response in 20 working days	258	277	221	226	90	146	159	135	162	127		

Q1: 259 requests received, 4 on hold awaiting clarification and 1 withdrawn.
 Q2: 215 requests received, 3 on hold awaiting clarification.

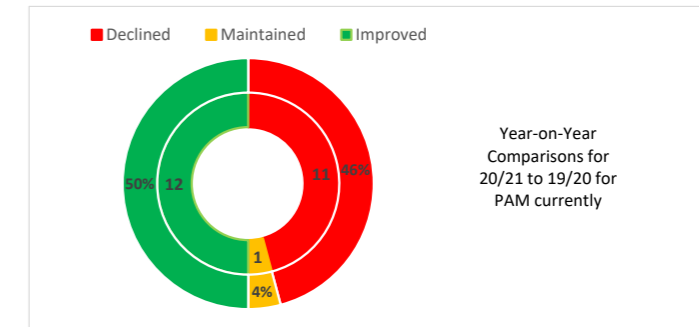


Public Accountability Measures (PAM's)



Public Accountability Measures		2017/18	2018/19	2019/20	2020/21	Performance
PAM001	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	12.3	11.3	12	12	Maintained
PAM007	Percentage of pupil attendance in primary schools	94.7	94.5	94.7	94.8	Improved
PAM008	Percentage of pupil attendance in secondary schools	93.30	93.40	94.00	93.5	Declined
PAM010	The percentage of highways inspected of a high or acceptable standard of cleanliness	96.4	96.5	96.2	*	
PAM012	Percentage of households threatened with homelessness successfully prevented from becoming homeless	75.7	75.5	73.1	62.99	Declined
PAM013	The percentage of empty private properties brought back into use	4.7	2.3	2.1	0.3	Declined
PAM015	The average number of calendar days taken to deliver a Disabled Facilities Grant	292	253	199	325	Declined
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	7,191.5	7,292.8	5,976.0	394.0	Declined
PAM018	Percentage of all planning applications determined within required time periods.	88.5	86.4	86.4	95.4	Improved
PAM019	Percentage of appeals against application decisions dismissed	77.8	75.0	75.0	75.9	Improved
PAM020	The percentage of principal (A) roads, that are in overall poor condition	4.60	3.90	4.10	3.00	Improved
PAM021	The percentage of principal (B) roads, that are in overall poor condition	3.6	3.4	3.1	2.4	Improved
PAM022	The percentage of principal (C) roads, that are in overall poor condition	7.30	6.60	5.70	4.90	Improved
PAM023	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.8	95.7	95.8	95.85	Improved
PAM025	Rate of people kept in hospital while waiting for social care per 1,000 population 75+	3.65	6.23	4.21	*	
PAM028	Percentage of child assessments completed in time	93.49	90.49	91.12	98	Improved
PAM029	Percentage of children in care who had to move 3 or more times	10.91	9.4	8.72	6.8	Improved
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	66.7	63.0	62.5	61.9	Declined
PAM032	Average Capped 9 score for pupils in Year 11	New	337.6	**	*	
PAM035	Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	New	2.5	2.6	1.7	Improved
PAM036	The number of additional affordable housing units delivered per 10,000 households	6	11	16	**	
PAM037	Average number of calendar days taken to complete all repairs	New	9	11.21	17.02	Declined
PAM038	Percentage of homes that meet the WHQS	New	57.1	83.4	99.02	Improved
PAM039	Percentage of rent debit lost due properties being empty	New	1.8	1.82	2.82	Declined
PAM040	Percentage of quality indicators (with targets) achieved by the library service	New	/	/	**	
PAM041	Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16 weeks	New	51.0	52.0	**	
PAM042	Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16 weeks	New	73.0	76.0	**	
PAM043	Kilogram of residual waste generated during the year per person	New	162.0	156.1	274.1	Declined
PAM044	Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees	New	New	5.36	2.65	Declined
PAM045	The number of additional dwellings created as a result of bringing empty properties back into use	New	New	18	0	Declined
PAM046	Percentage of Year 11 leavers known to be in education, training or employment (NEET)	2.60	2.20	2.40	1.70	Improved

* No Data Available
 ** Currently Unavailable
 No highway survey in 2020/21 due to the Covid-19
 WG has suspended the collection of this data set.
 No exams have taken place



Of those 24 PAMs available to date 02/06/2021	Declined	Maintained	Improved	N/A	Total
Public Accountability Measures Tally	11	1	12		24

45.8% 4.2% 50.0% 31 Total No PI's Listed for 20/21

24 Total No PI's that are currently available & comparable

Public Accountability Measures (PAM's)

Data Unit Wales and the WLGA will be collecting all PAM data for 2019/20 and 2020/21 this year. A date for collection is yet to be arranged



Qtr 2 **2021/22**

Public Accountability Measures Collected Annually	2017/18	2018/19	2019/20	2020/21	
PAM012: Percentage of households threatened with homelessness successfully prevented from becoming homeless	75.7	75.5	73.1	62.99	
PAM045 The number of additional dwellings created as a result of bringing empty properties back into use	(New for 2019/20)		18	0	
PAM/036 The number of additional affordable housing units delivered per 10,000 households	6	11	16	0	
PAM032: Average Capped 9 score for pupils in Year 11	New	337.6	N/A	N/A	No exams have taken place
PAM007: Percentage of pupil attendance in primary schools	94.7	94.5	94.7	94.8	
PAM008: Percentage of pupil attendance in secondary schools	93.30	93.40	94.00	93.50	
PAM046: Percentage of Year 11 leavers known to be in education, training or employment (NEET)	2.60	2.20	2.40	1.70	
PAM010: The percentage of highways inspected of a high or acceptable standard of cleanliness	96.4	96.5	96.2	**	
PAM035: Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	New	2.5	2.6	1.7	
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	66.7	63.0	62.5	61.9	
PAM043: Kilogram of residual waste generated during the year per person	New	162.0	156.1	274.1	
PAM020: The percentage of principal (A) roads, that are in overall poor condition	4.60	3.90	4.10	3.00	
PAM021: The percentage of principal (B) roads, that are in overall poor condition	3.60	3.40	3.10	2.40	
PAM022: The percentage of principal (C) roads, that are in overall poor condition	7.30	6.60	5.70	4.90	
PAM017: The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in	7,191.5	7,292.8	5,973.0	394	
PAM041: Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme		51.0	52.0	**	
PAM042: Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16 weeks		73.0	76.0	**	
PAM040: Percentage of quality indicators (with targets) achieved by the library service	New	/	/	**	
PAM023: The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.8	95.7	95.8	95.85	
PAM018: Percentage of all planning applications determined within required time periods.	88.5	86.4	86.4	95.36	
PAM019: Percentage of appeals against application decisions dismissed	77.8	75.0	75.0	75.86	
PAM001: The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	12.3	11.3	12	**	
PAM044: Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees	New	New	5.36	2.65	
PAM028: Percentage of child assessments completed in time	93.5	90.5	91.1	98	
PAM029: Percentage of children in care who had to move 3 or more times	10.91	9.4	8.7	6.8	
PAM025: Rate of people kept in hospital while waiting for social care per 1,000 population 75+	3.65	6.2	4.2	N/A	WG has temporarily suspended the collection of this data set.

Public Accountability Measures Collected Quarterly	2019/20			2020/21				2021/22			
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
PAM013: The percentage of private sector dwellings that had been vacant for more than 6 months during the year through direct	1.1	1.66	2.2	0	0	0	0	0.22	0.29		
PAM015: The average number of calendar days taken to deliver a Disabled Facilities Grant	187	220	206	153	296	348	380	377	395		
PAM037: Average number of calendar days taken to complete all repairs	10	12.06	13.78	6.21	24.53	19.54	12.37	18.11	23.02		
PAM038: Percentage of homes that meet the WHQS (Internal)	91.78	94.64	96.97	97.06	97.59	98.54	98.77		99.95		
PAM038: Percentage of homes that meet the WHQS (External)	83.92	87.94	94.33	95.55	97.61	98.92	99.36		99.76		
PAM039: Percentage of rent debit lost due properties being empty	1.82	1.77	1.82	2.56	2.8	2.82	2.82	2.54	2.58		
PAM028: Percentage of child assessments completed in time			85	78	83	97	95	96	96.2		
PAM029: Percentage of children in care who had to move 3 or more times			3.8	0	1.5	0	0.88	1.52	2.14		
PAM025: Rate of people kept in hospital while waiting for social care per 1,000 population 75+	1.78	2.74	4.21	(See WG comment below)				(See WG comment below)			
<i>Welsh Government Commentary regarding DTCC - Following the announcement on Friday 13th of March regarding the cancellation of certain medical procedures and the relaxation of performance targets, several national data collections have been temporarily ceased and we will also temporarily stop reporting performance statistics. These changes will be in place until at least the October reporting period. Therefore monthly StatsWales data will not be updated until data collection resumes.</i>											



Caerphilly Homes

- Good progress is being made on the WHQS programme despite the difficulties associated with the shortages of material and contractors, and a key contractor going into liquidation.
- Homelessness continues to be a dominant issue with the ongoing pandemic, with an impact on presentation numbers. A specialist common housing register role has been created to work within the homelessness team, who will review and complete emergency accommodation applications for those in emergency temporary accommodation.
- Caerphilly Homes is currently working with the charity Crisis to undertake a pilot to review current service delivery and the “falling out rate “of Homelessness for the service. This project is due to conclude in December 2021 so the Housing Solutions Team will then look to make any service delivery changes in 2022 because of the findings and recommendations from this project
- 20 properties have been fitted with ground source heat pumps and significant savings are already being seen.
- 8 section 106 properties have been purchased for social rent this year to date, and additional S106 purchases are in progress for both social rent and low-cost ownership.
- Good progress is being made on the Trecenydd & Trethomas sites. Consultants are currently identifying several sites which could be brought forward in the next 5yrs. These could also include sites for development in response to unmet need for emergency accommodation and for people with complex needs.
- We have been able to reopen communal lounges in our sheltered housing schemes to improve our resident’s ability to socialise.
- Substantial additional income of £1,429,974 has been sourced for tenants up to and including Q2 of 2021/22, having a significant impact on tenancy sustainability.
- Performance has been impacted because of backlogs associated with the pandemic, contractor and material shortages, and difficulties in the retention and recruitment of staff.
- Financially we continue to be in a good position and have been successful in accessing various external grant funded opportunities.

Social Services

Adults Services - The number of people receiving services remains fairly consistent, however it should be noted because of the national crisis in domiciliary care there are currently 74 people awaiting provision of a care package. Continued Covid restrictions and changes to guidance have inevitably impacted on working practice. However, it is reassuring to note that the numbers of referrals received and the number of those referrals progressing to assessment have remained relatively stable.

Education

Academic Yr. 2019/20 In response to the Coronavirus (Covid-19) pandemic, the Welsh Government cancelled all statutory data collections that would have been due to take place in Summer 2021. Therefore no end of key stage data was submitted and no data available for FP through to KS3. Due to the cancellation of summer 2021 GCSE, AS and A level examinations, the Welsh Government will not be reporting on KS4 and KS5 school performance measures for 2019/20. The development of a revised Education Strategy aims to utilise an accurate evidence base to fully understand current standards across Caerphilly schools. This strategy will identify the challenges and barriers to learning as a result of the covid-19 pandemic and offer pathways to reengagement, recovery and reform.

Absence across all education settings were approximately 6.5%, which significantly reduced to 3% after the half term break. The Education Welfare Service is predominantly focusing on support for pupils with long term absenteeism. This includes a very small number of pupils who have yet to return to school since the start of the academic year. This group of pupils may require more specialist support to help reengagement with learning, education welfare officers are working closely alongside inclusion services. Despite significant levels of staff absence there have very few class closures. The new Inclusion Strategy is already having a positive impact on exclusions

Education finance are prioritising support for schools and parents in the distribution of the Pupil development access fund.

Education Data

Area's of Interest (AOI's)



Qtr 2

2021/22

The 21st century schools Band A programme, which has investment £56.5 million in enhancing existing and developing new facilities at Ysgol Cymraeg Cwm Rhymney, Y Gwyndy, Newbridge, Blackwood comprehensive, Idris Davies, Islwyn High and Trinity Fields is nearing completion

5 Welsh medium schools have benefitted from the Welsh Medium Grant. Ysgol y Castell, Ysgol Ifor Bach, Ysgol Penalta, Ysgol Cwm Darren and Ysgol Bro Alta of £6.8m. The £755k investment at Caerphilly CBC Athletics Hub at Rhiw Syr Daffydd primary is now completed and open to recreational and educational use.

Employment Projects Despite the pandemic, the employment projects outcomes are better than expected and projects have managed to remain within the 15% tolerance and as long as we can continue within the tolerance there should not be any risks of clawback. We have managed to deliver skeleton support via email and telephone, we have also delivered a range of online qualifications despite the IT issues that the participants experience. Employment support is now pre-bookable in all of our libraries.

Youth Service The challenges of Covid have meant that the service has seen a 64% decrease in the number of registered young people. Priority was given to supporting the most vulnerable young people and families who received daily or weekly support, thus allocating caseloads of vulnerable pupils to youth workers. Despite a drop in the registered young people, this more intensive support resulted in an increase in the number of contacts, increasing to an average of 25 contacts per registered person, compared with between 9 and 12 for the previous 7 years.

Libraries reopened in April 2021, commencing with browsing appointments in May and June. The number of users to the service is increasing month on month. A financial commitment to purchase high customer reservation eDigital content remains in place, users of the service increase month on month.

Economy & Environment:

Currently, there are some significant challenges that lie ahead, namely:

- The organisation's ability to deal with the recruitment and retention difficulties
- Adequately resourcing the decarbonisation agenda given the significant challenge of Welsh Government Decarbonisation targets and relatively short timescales involved.
- Finances - there are some significant organisational pressures linked to staffing issues and the future financial settlement remains uncertain.☒
- There is work to be done on expectation management in light of recruitment / retention difficulties and possible financial savings requirements.☒
- The role of Corporate Joint Committees and their relationship with Local Government Services moving forward.
- Delivery of the ambitious place shaping plan in light of the pressures outlined above.☒
- There are a number of big decisions that will need to be made in 2022 if the authority is to have any chance of meeting the 2024/25, 70% recycling target set by WG
- Administrating the CRF grant programme and preparing bids in accordance with the Levelling up fund and associated criteria.☒
- Loss of EU funding for employment support and potential significant redundancy liability that this represents.☒

Corporate Services

WHQS Funding - if there is withdrawal of funding there are potentially 15 people at risk in Digital Services. There are currently a number of staff across the Customer & Digital Services area (and others across Corporate Services) funded by WHQS. Unable to recruit into posts because they are not sure when funding will come to an end. This is causing big problems. Currently have a supplier relationship officer role vacant because cannot get approval to advertise. Unable to run service on short term funding.

Freedom of Information - Percentage of requests for information received by Council within the terms of FOI/EIR Act receiving a response within 20 working days remained below 60% for the majority of last year. The target is 80%. This year performance has started to improve slightly with 64% in Q1 and 62% in Q2.

The percentage of requests for consideration of **Data Subject rights answered within 30 calendar days** as significantly improved since Q1 last year when only 36% were responded to with the timescales, raising to 75% in Q1 and 71% in Q2 this year

Area's of Interest (AOI's)



Qtr 2

2021/22

The number of data breaches remains high with 35 breached reported in the last 6 months - a total of 34 data breaches in the first 6 month of the year. Common themes: wrong e-mail address selected from autocomplete drop down menu, e-mail addresses not entered into bcc field when sending email to multiple recipients, information sent to wrong person.

Q1 - Communities: 5, Education & Corporate Services: 8, Social Services & Housing: 2. Total = 15

Q2 - Communities: 6, Education & Corporate Services: 10, Social Services & Housing: 3. Total = 19

Data breaches reported to ICO within 72 hours where legally required - there was 1 in Q1 and 1 in Q2. The ICO took no further action against the breach in Q1 and we are still awaiting a response from ICO on the data breach from Q2.

Key Performance Indicators (KPI's)

See text box comments - Page 2 data tab.



Look Up - RAG Key

Priorities - RAG	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

Risk Categories
Low
Medium
High
New (Not Categorised)
Unknown
To Be Updated

Equalities & Welsh Language

Characteristic Strand	<<<<<<	No Linked to Directors Priorities
Age		0
Disability		0
Gender Reassignment		0
Marriage and Civil Partnership		0
Pregnancy and Maternity		0
Race		0
Religion/Belief or Non-belief		0
Sex		0
Sexual Orientation		0
Welsh Language		0
More than one Strand		0
		0